

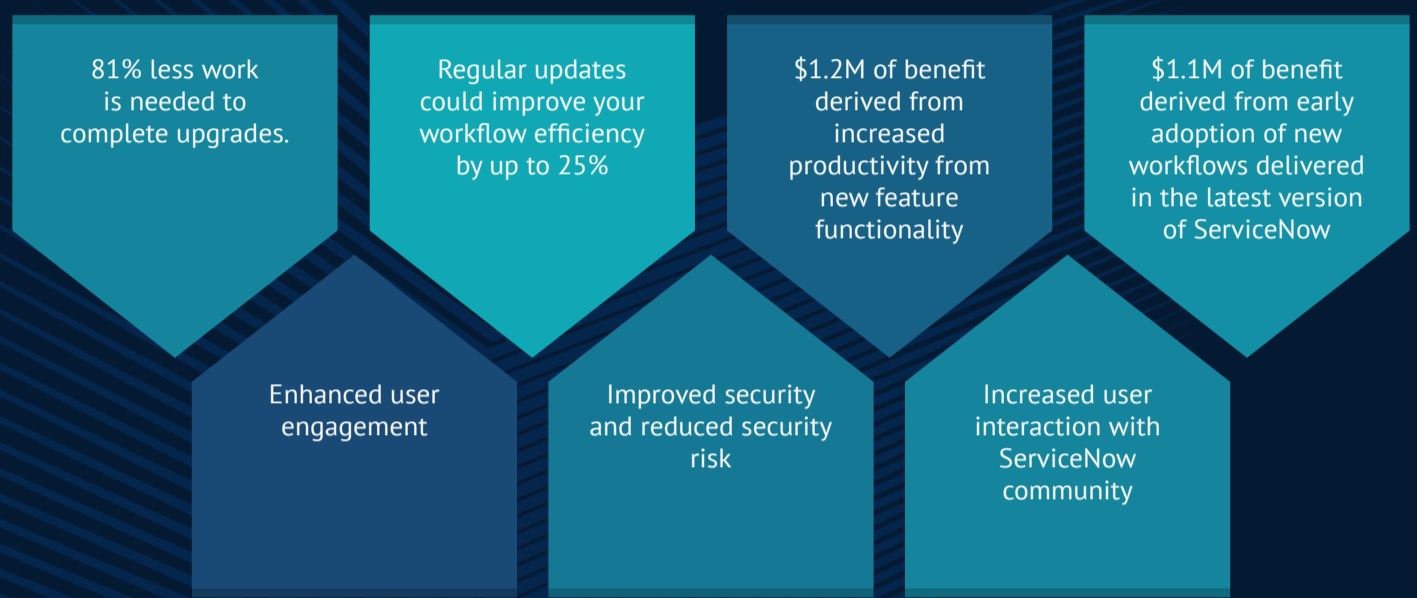
## How should you upgrade ServiceNow Releases?

It is important to stay up to date to the most recent ServiceNow releases in order to maintain the greatest levels of security, availability, and performance as well as to fully benefit from new products and features.



## What is the importance of staying current to releases?

According to the Forrester report, the benefits of performing upgrades are :



## How frequently should you upgrade?

ServiceNow offers support for the two most recent releases, the one that is currently in use and the one that is one release older. This means that in order to stay current, you must upgrade at least once every year. ServiceNow partner will arrange an upgrade for you as soon as you lag behind the supported versions.

Each year, there are normally two significant releases, one at the end of quarter 1 and the start of quarter 2 (March) and one at the end of quarter 3 and start of quarter 4 (September). Plan ahead and decide on your upgrading schedule (once or twice a year).

## How to perform ServiceNow upgrades?

By maintaining an updated ServiceNow environment, you can make the most of your investment, lower your risk, and stay away from the possible hazards of using an unsupported release.



### Phase 1 : Plan

Identify the necessary details and steps required for a secure and efficient upgrade

### Phase 2 : Prepare

Create a system clone of your production instance so you'll be able to simulate an upgrade

### Phase 3 : Schedule upgrade Verify

Set up your instance for the upgrade & then schedule your upgrade in Now Support

### Phase 4 : Review upgrade

Rack the progress of your upgrades with the Upgrade Monitor and make a list of skipped records. After the completion of the required task, choose your update sets and carry out functional tests

### Phase 5 : Test and validate

Configure and refine your sub-production instance and development instance

### Phase 6 : Remediate

Examine and address any problems found during testing

### Phase 7 : Production upgrade

After completion of updates, apply update sets and fix scripts. Perform post-upgrade user acceptance testing and do retrospective review to identify what worked well and what is to improve?

It is recommended that in order to ensure upgrade success, utilize best practices and allocate the necessary time and resources. Using a ServiceNow partner to help you upgrade your ServiceNow platform is a well-liked choice.