

# Migrating from ClearQuest to Jira - Best Practises

## Migrating from ClearQuest to JIRA

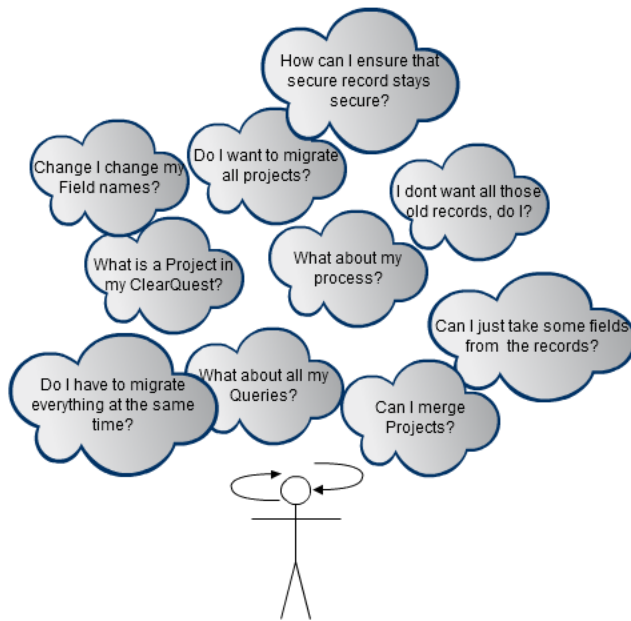
Many people have recognised that IBM Rational ClearQuest has had its day in the sun and is no longer the automatic choice for enterprises and as such, many are moving to the newer generation of web based issue trackers such as Atlassians JIRA. This new breed of issue trackers offer performance, usability and features that are way in advance of Clearquest at a fraction of the cost. This paper is not designed to compare or critique the two tools, but rather addresses the common problems encountered when you have made the decision to move but don't know how to achieve it.

### The Problem

IBM Rational ClearQuest has taken many man hours to configure and support over the years, with even basic functionality needing bespoke scripted solutions. Companies do not want to lose this invested time and bespoke process to start from scratch in a new tool, similarly neither do they want to bring over redundant projects or records that will clutter up their new solution and increase the complexity of the migration.

With potentially many thousands of records, of differing types, scattered across many different projects, where do you start?

- Are you looking to migrate just data?
- Do you want to migrate your process/es?
- Integrations to other tools, version control, build systems for example.
- A 'Big Bang' migration or 'Gradual' migration
- All Projects and all records regardless of status and type?
- All Projects and only 'Active' records regardless of type?
- All Projects and all records of a specific types regardless of state?
- All Projects and only 'Active' records of a specific type?
- Some Projects and all records regardless of status and type
- Some Projects and only 'Active' records regardless of type?
- Some Projects and all records of a specific type regardless of state?
- Some Projects and only 'Active' records of a specific type?
- Do I want all fields from the record or just some?
- Do I want to change the name of any fields or records?
- Do I want to take the Values of Choice Lists across, or just the data?
- What is a project in ClearQuest? Is it based on the 'dbset', or the Project Stateless Record type?
- What about all my queries and reports?
- Can I re-use my security model?



and the list goes on....

There are numerous factors that need to be considered and all have a bearing on the approach that you wish to take and the time and complexity of the operation. Physically moving the data is actually the easy part, the hard work is addressing the questions above, extracting and formatting the data and preparing the source system to receive it in a meaningful way.

Let's not forget, knowing what questions to ask in the first place is an often overlooked aspect.

Change Management and issue tracking tools become an integral part of your organisations psyche, whether you realise it or not and changing tools can be a very distressing experience. Once the technicalities have been sorted, how do your users deal with the new tool? How do you migrate users across? The introduction of a new tool, although being faster, slicker and far more performant itself, will still cause some loss of productivity when first introduced. Users take time to learn how to translate their old working practices across to the new tool and understand how best to use it, to actually achieve the advertised productivity gains. Planning the 'soft' skill migration is as important as the technical transfer of data.

## The Solution

Clearvision are an established IBM Rational Partner, specialising in ClearQuest and ClearCase, incorporating consulting and Training to provide enterprise Software Configuration Management solutions. We have many years experience working with and understanding ClearQuest. Clearvision are also an Atlassian Premier Partner, the first in the UK, offering the same high level of skills and expertise to companies wishing to use Atlassian and Open Source solutions (Git/Mercurial/Subversion SVN).

This background gives Clearvision a unique position to be able to provide a holistic migration service to bring across all aspects of your legacy ClearQuest implementation into your new JIRA installation, and importantly, support your teams in learning how to use them to the best of their advantage.

- In-depth Knowledge and understanding of ClearQuest
- In-depth Knowledge and understanding of JIRA
- Proven track record in migrations
- Specialist in hybrid technologies - bridging IBM Rational tools to Open Source and Atlassian products
- Full range of training courses and delivery options
- Consulting and mentoring options
- Jira Plugin development
- Bespoke script and tooling solutions
- Dedicated 24x7 support contracts

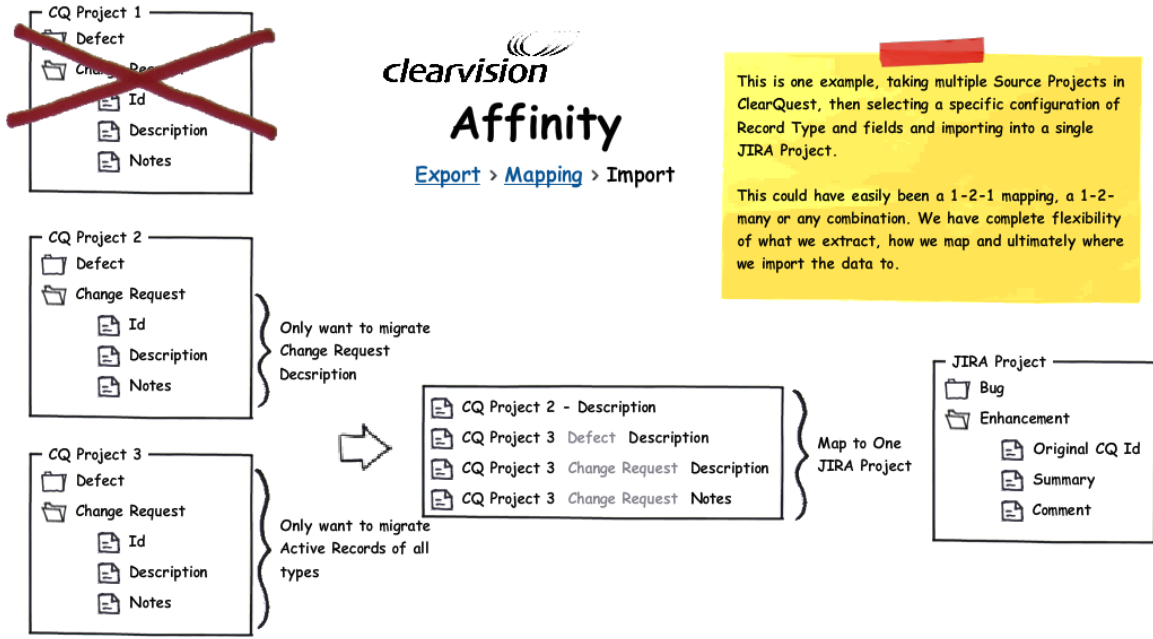
## Migrating to JIRA - The Detail

Using our market leading JIRA migration tool, [Affinity](#), Clearvision professional services can break down each part of the migration and drawing on our knowledge and experience, fine tune each aspect to deliver a working JIRA installation to your requirements.

With our comprehensive range of training, mentoring and consulting options we can provide a clear plan to ensure all users receive the right targeted level of training to use the new system effectively, whether the system administrator or the end-user.

If you need to extend the focus of the migration to deal with your Version Control solution, Clearvision can leverage our [Migrate2SVN](#) tool to move your ClearCase based source code into Subversion, Git or Mercurial, or again use our extensive knowledge to develop or recommend a bespoke solution to integrate JIRA to ClearCase.

No matter the challenge Clearvision have the knowledge and skills to support your migration.



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