



Questionmark Conference 2017  Santa Fe

Migrating to Questionmark OnDemand:

Making a smooth transition

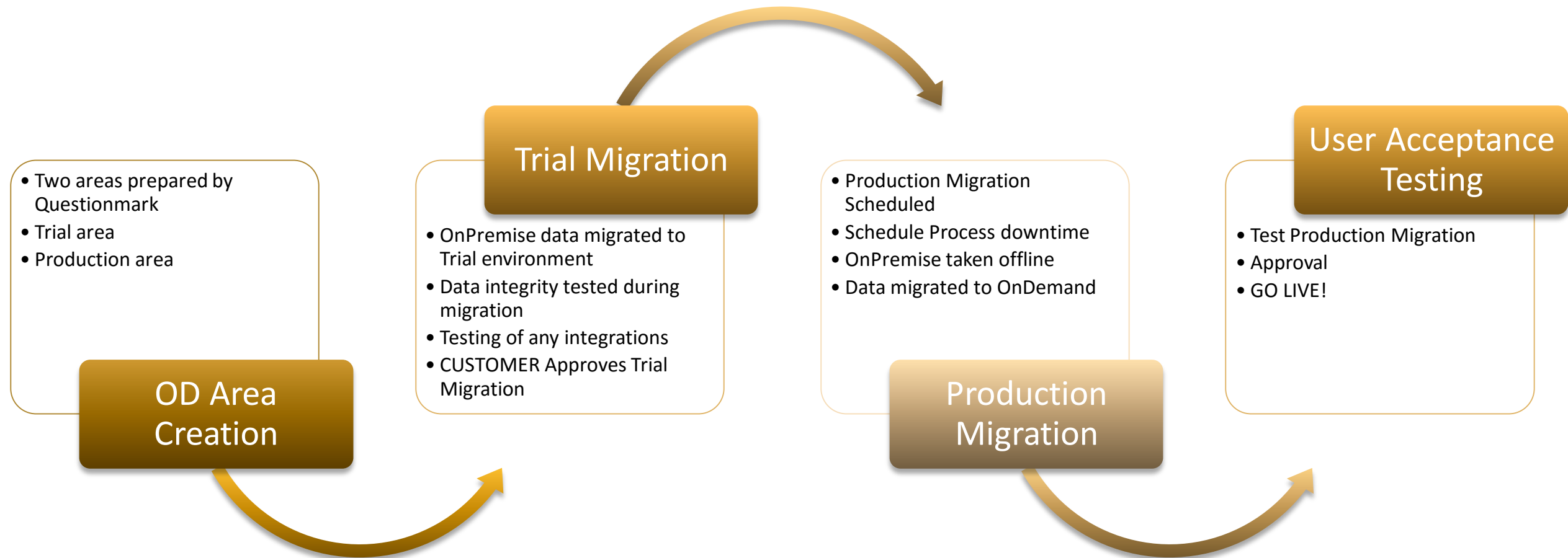


Why Migrate to OnDemand?

- ▶ New features are added, as they are developed, with Monthly updates.
- ▶ Scalable, secure platform for high-volume delivery needs and 99.9+% uptime.
- ▶ Multi-tiered architecture with firewalls between layers and database encryption
- ▶ Options to deploy in European-based data center or US-based data center
- ▶ If you are in need of troubleshooting, your Technical Services Technician has direct access to your ONDEMAND system.



Process





Pre-Migration

▶ Questionmark Requirements

- Perception Version

- 4, 5.2, 5.4 and 5.7

- Collation

US OD: SQL_Latin1_General_CP1_CI_AS

EU OD: Latin1_General_CI_AS for EU OD

- Files and File Groups

- Data file
- Log file

The screenshot shows the 'Files' tab in SQL Server Enterprise Manager. The database name is 'Generic' and the owner is 'USTSVJENSEN\Administrator'. The 'Use full-text indexing' checkbox is checked. The 'Database files' table is displayed below.

Logical Name	File Type	Filegroup	Initial Size (MB)	Autogrowth / Maxsize	Path	File Name
Generic	ROWS Data	PRIMARY	7	By 1 MB, Unlimited	C:\Database	Generic.mdf
Generic_log	LOG	Not Applicable	2	By 10 percent, Limited to 2097152 MB	C:\Database	Generic_log.ldf



Pre-Migration

▶ Shared Repository Files

- What to send
 - Shared Repository folder - need .zip file from Perception server. On a default install, the files are located in:

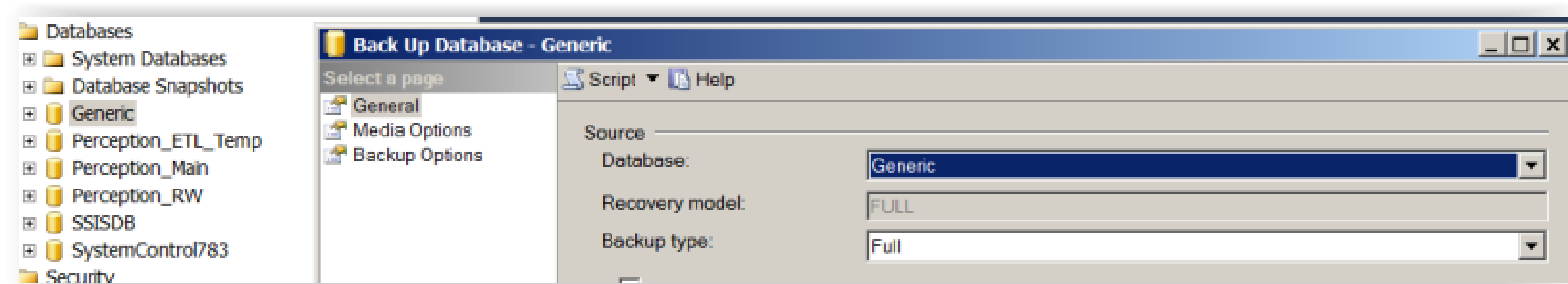
C:\Perception5\Repositories\Shared\

- Why they are needed:
 - This folder houses your graphics and templates.



Pre-Migration

- ▶ Database backup
 - DBA makes a .bak file from SQL server.





Pre-Migration

- ▶ Ensure the back up is compressed

Back Up Database - Generic

Select a page

- General
- Media Options
- Backup Options

Script Help

Backup set

Name: Generic-Full Database Backup

Description:

Backup set will expire:

After: 0 days

On: 2/13/2017

Compression

Set backup compression: Use the default server setting

Encryption

Encrypt backup

- Use the default server setting
- Compress backup
- Do not compress backup



Sending Questionmark your Database Shared repository files

- ▶ How to send
 - Upload it to the Questionmark FTP site
 - Provide Questionmark access to your FTP site.

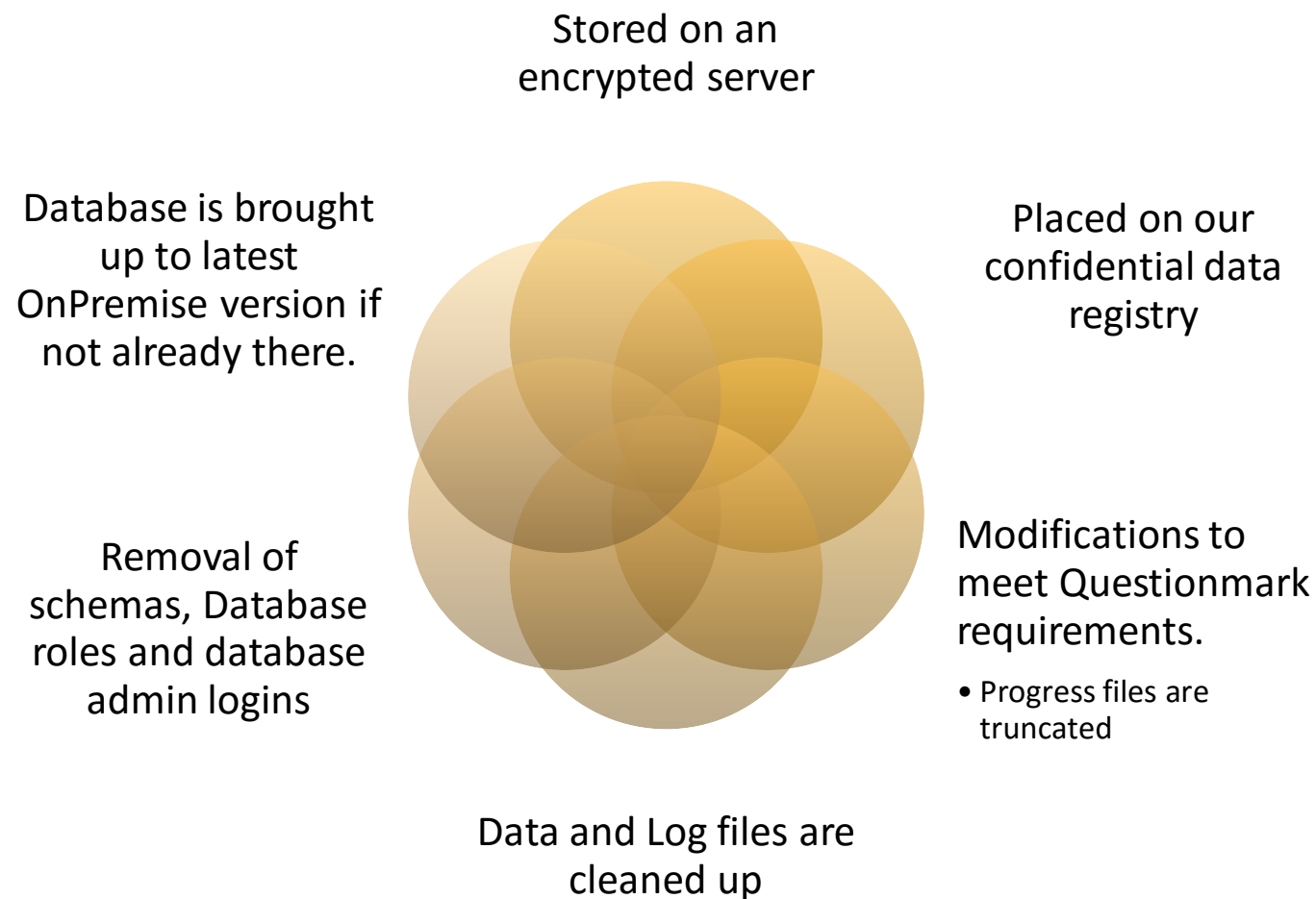
Questionmark uses Filezilla client and it can be found at <http://filezilla-project.org/download.php>.

- ▶ The details you will need to provide when using SFTP or FTP are as follows.
- ▶ **Host:** ftp.questionmark.com
- ▶ **Logon type:** Anonymous

<https://www.questionmark.com/content/sending-files-to-questionmark-ondemand>



What happens to my Database?





Database delivered to OnDemand Administrators

- ▶ Administrators upload the database to the OnDemand Servers
- ▶ Shared Repository files are uploaded onto Customer OnDemand area
- ▶ Content is converted to meet the new Next Gen requirements



Trial Migration

▶ Action Plan

- Testing
 - Content (Questions, Assessments and Graphics)
 - Delivery of Assessments
- Integration
 - Ensure LMS (Blackboard, Moodle, SuccessFactors, SAP, etc) is working with OnDemand
- Analytics
 - Using Analytics reporting feature test all reports to ensure they are performing as expected.



Trial Migration

▶ Action Plan, continued

- Reporting
 - Using Legacy reporting feature test all reports to ensure they are performing as expected
- Third Party Reporting (Odata, Qmwise, API)
 - Have Questionmark Technical Services set up Qmwise user, if you have a Qmwise license.
 - If using any API's, ensure that they are pointing to the new OnDemand service



Production Migration

▶ Action Plan

▪ Downtime

- Customer cannot deliver assessments, create new content or edit existing content during this period. Normally three business days

▪ Resend database and Repository Folder

- This will include data up to the start of downtime

▪ Customer will need to update Assessment delivery links (URLS)

▪ Testing

- Content (Questions, Assessments and Graphics)
- Delivery of Assessments

▪ Integration

- Ensure LMS (Blackboard, Moodle, SuccessFactors, SAP, etc) is working with OnDemand
- Edit LMS integration links

▪ Analytics

- Using Analytics reporting feature test all reports to ensure they are performing as expected.



Production Migration

▶ Action Plan, continued

- Reporting
 - Using Legacy reporting feature test all reports to ensure they are performing as expected
- Third Party Reporting (Odata, Qmwise, API)
 - Have Questionmark Technical Services set up Qmwise user, if you have a Qmwise license.
 - If using any API's, ensure that they are pointing to the new OnDemand service
- Customer approves Production migration- Project Complete



OnDemand Customer Feedback

- ▶ Will Kahl Discusses feedback from previous migrations
 - Kohler – Stuart Greenbaum
 - Working with technical support for issues and the customer support provided was very good.
 - Spaulding for Children – Mike Quinn
 - We migrated over to OnDemand from Perception a few years ago. Everything migrated over successfully with no issues.

Questions