



GUIDE

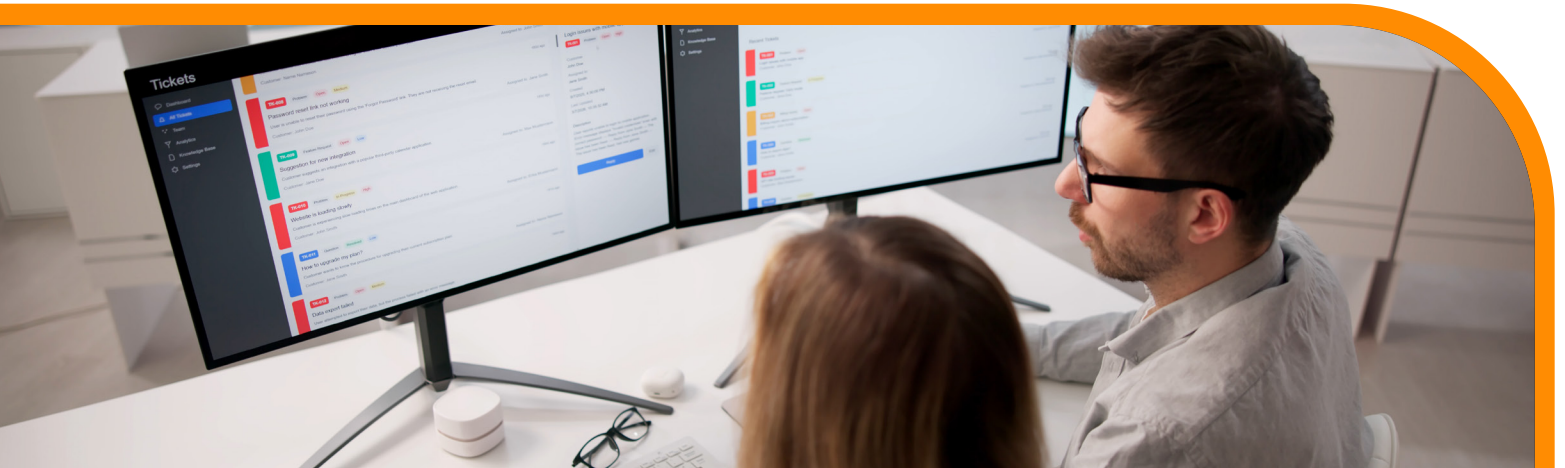
ScienceLogic Upgrade Readiness Guide

Planning Your Upgrade to Skylar One 12.5

Upgrading a production platform is rarely just a technical exercise. For most organizations, it requires balancing operational priorities, resource availability, maintenance windows, stakeholder expectations, and business risk. As a result, many teams spend as much time evaluating the upgrade process itself as they do evaluating the benefits of the upgrade.

The good news is that the upgrade experience continues to evolve. Improvements in platform quality, release processes, documentation, support, and customer preparation have helped make upgrades more predictable than many customers may remember from earlier transitions. Organizations that remain current are often able to adopt improvements incrementally, reducing the complexity and effort associated with larger modernization projects.

This guide provides a practical overview of what to expect when planning an upgrade to Skylar One 12.5, what information to gather before the conversation, and how to prepare for a smoother upgrade experience.



Why Customers Are Upgrading

Every organization has its own reasons for evaluating an upgrade, but several common themes consistently emerge. Customers want access to platform improvements, operational efficiencies, performance enhancements, and security updates that help support their evolving business requirements. Many organizations are also looking to reduce operational friction and position themselves to take advantage of newer capabilities as they become available.

Upgrading is not simply about gaining access to new features. Each release also incorporates quality improvements, defect fixes, platform optimizations, and engineering investments that strengthen platform stability, resiliency, and supportability. These improvements often have a meaningful impact on day-to-day operations, even when they are not immediately visible to end users.

Organizations that remain current also avoid the challenges associated with accumulated technical debt. Smaller, incremental upgrades are generally easier to plan and execute than large-scale catch-up projects that require teams to absorb years of platform changes at once.

Customers often upgrade to:

- Improve platform stability and supportability
- Reduce exposure to known defects and security issues
- Access current platform capabilities and enhancements
- Simplify future upgrade planning
- Avoid larger catch-up projects caused by deferred maintenance
- Create a stronger foundation for modernization, automation, and future innovation

What Has Changed Since Earlier Upgrade Experiences

Many customers naturally compare future upgrades to previous upgrade experiences. In some cases, those experiences occurred during periods of significant platform transformation that included infrastructure changes, operating system migrations, architectural updates, and other major modernization efforts. Those transitions served important business and technical objectives, but they also introduced additional complexity for customers.

Today, many organizations are experiencing a different upgrade environment. Significant effort has been invested in improving release quality, strengthening testing processes, refining upgrade procedures, and enhancing customer guidance throughout the upgrade lifecycle. Product, Support, Services, and Customer Success teams have incorporated lessons learned from previous transitions and continue to focus on creating a more predictable customer experience.

Predictability is one of the most important measures of upgrade success. Customers want to understand what will happen, how long it will take, what resources will be required, and how potential issues will be addressed. Improvements in planning, communication, documentation, and support processes are designed to reduce uncertainty and help customers approach upgrades with greater confidence.

For Skylar One 12.5, customer adoption and support trends show encouraging progress. Customers are moving to 12.5 faster than prior major releases, and early support data shows lower case volume and a flatter pre- and post-upgrade support profile compared with recent platform versions. While every environment is different, these trends point to continued improvement in platform quality and upgrade predictability.



What to Expect During the Upgrade Process

While every environment is unique, most upgrade projects follow a similar structure. Understanding these phases can help organizations prepare resources, align stakeholders, and establish realistic expectations.

Phase 1: Planning and Preparation

The planning phase focuses on understanding the current environment and identifying any considerations that may influence the upgrade path. This typically includes reviewing platform versions, validating infrastructure requirements, identifying key integrations, and establishing a proposed timeline.

Organizations should also identify internal stakeholders who may be involved in planning, testing, validation, or change management activities. Early alignment helps reduce delays and ensures that expectations are established before technical work begins.

Phase 2: Validation and Readiness Assessment

Prior to execution, teams typically validate prerequisites, confirm compatibility requirements, review documentation, and address any known dependencies that could affect the upgrade process. This phase helps reduce risk by ensuring that potential issues are identified before the upgrade window begins.

For organizations running older releases, additional planning and validation activities may be required. Your Customer Success Manager, Services team, or Support team can help determine the most appropriate path based on your specific environment.

Phase 3: Upgrade Execution

During the upgrade window, technical teams perform the upgrade activities necessary to move the environment to the target version. The duration of this phase varies based on environment size, complexity, integrations, and other operational considerations.

Throughout execution, organizations should follow established validation procedures to confirm that critical workflows, integrations, and operational processes continue functioning as expected.

Phase 4: Post-Upgrade Verification

Once the upgrade is complete, teams perform validation activities to confirm platform health and operational readiness. This phase may include user acceptance testing, integration verification, performance checks, and operational reviews.

Successful completion of this phase provides confidence that the platform is operating as expected and allows teams to begin taking advantage of improvements included in the new release.



Upgrade Readiness Checklist

Before your upgrade planning conversation, it can be helpful to gather:

- Current platform version and deployment model
- Known integrations, customizations, or dependencies
- Preferred maintenance windows and blackout periods
- Internal stakeholders involved in testing, validation, and approval
- Business-critical workflows or services that require special validation
- Any prior upgrade concerns or lessons learned
- Target timing for upgrade planning and execution

You do not need to have every answer before the first conversation. This information simply helps your ScienceLogic team provide more specific guidance and identify potential considerations earlier in the process.

Frequently Asked Questions

How long does an upgrade typically take?

Upgrade timelines vary based on environment size, complexity, integrations, and organizational requirements. Your ScienceLogic team can help provide guidance based on your specific environment and upgrade path.

Will downtime be required?

Downtime requirements vary by environment and deployment model. Upgrade planning discussions should include a review of maintenance windows, operational requirements, and business constraints to ensure expectations are aligned before execution begins.

What if we are several versions behind?

Organizations running older releases can still successfully upgrade, but additional planning and validation may be required. Early engagement with Customer Success, Services, or Support can help determine the most appropriate approach.

How is this different from previous upgrade experiences?

Many customers are familiar with earlier platform transitions that involved broader infrastructure and technology changes. Significant investments in release quality, testing, planning processes, and customer support have helped improve predictability and reduce complexity compared to some earlier experiences. The goal is to help customers understand the path forward earlier, reduce surprises during execution, and make the upgrade process easier to plan and manage.

What support resources are available?

ScienceLogic Support, Services, Customer Success, and Product teams work together to help customers prepare for and execute successful upgrades. Available resources may vary depending on customer requirements and engagement models.

Preparing for an Upgrade Conversation

Before meeting with your Customer Success Manager, it can be helpful to gather information about your current environment, operational requirements, and upgrade goals. Understanding your current version, major integrations, maintenance window preferences, and business priorities will help ensure productive planning discussions.

Organizations that begin planning early are often better positioned to align stakeholders, address dependencies, and schedule upgrade activities at a pace that supports their operational objectives.

An upgrade planning conversation is not a commitment to begin an immediate project. It is an opportunity to understand available options, discuss timing considerations, evaluate readiness, and develop a plan that aligns with your organization's goals and priorities.



Next Steps

If you're evaluating an upgrade to SL1 12.5, a conversation with your Customer Success Manager is a good place to start. Whether you're planning an upgrade in the coming months or simply exploring your options, your ScienceLogic team can help you understand your current upgrade path, identify potential dependencies, review planning considerations, and discuss available resources and support options.

The most successful upgrade projects begin with preparation and a clear understanding of what to expect. Taking time to plan early can help reduce uncertainty, align stakeholders, and create a more predictable upgrade experience.

If you're unsure who your Customer Success Manager is, contact your account team or ScienceLogic Support for assistance.