

ISM Modification Assurance Program

STOP WORRYING ABOUT MODIFICATION CONFLICTS

We'll find and mitigate conflicts before they can become a headache



To avoid risks, an impact analysis should be performed on modifications before every MMU

Compatibility Issues

Infor's Monthly Maintenance Update (MMU) for Infor Service Management (ISM) can occasionally cause conflicts between the new ISM update and the modifications in your environment. With the ISM Modification Assurance Program, once a month we'll analyze ISM updates, identify potential issues, and work to fix issues related to our modifications before the new ISM update is applied to your production tenant. Fixing identified issues promptly will avoid interruption to your business operations, eliminate user frustration, and save downtime—risks that could occur following the update if conflicts are not addressed. We know you want to avoid these disruptions at all costs.

We Fix Potential Issues Before They Impact Performance

Subscribe to our ISM Modification Assurance Program (IMAP) and you'll never have to worry about possible conflicts between MMU updates and your modified system again. We'll preview the scheduled updates for the month to identify potential conflicts between your modifications and changes being deployed by Infor. If we find a potential problem, we'll provide a prompt fix—in unison with the MMU being applied. We are then available to assist in the days following the MMU in case problems do arise.

Here's How It Works:

- We perform an assurance check in advance of the release
- If we identify a potential compatibility issue, we will perform the repair.
- We perform unit testing on any updates we make.
- Modification fixes are typically applied the same weekend as the MMU.
- We inform you of any fixes and how they may impact your business processes.
- Optionally, consultants can assist with executing regression test scripts developed and documented by your team to provide further validation.

For one fixed cost every month you can be certain your maintenance updates for ISM will be hassle-free



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