KJR enabling risk-free, seamless ALM cloud migration success

Project: ALM Cloud Migration and Upgrade

KEY OUTCOME 1
100% data retention across all ALM projects

KEY OUTCOME 2
Zero downtime during cloud platform migration

KEY OUTCOME 3
Improved ALM system performance and responsiveness by 25%

BACKGROUND

The Department of Health Victoria (DoH Vic) operates a complex IT ecosystem supporting critical healthcare infrastructure across the state. Their existing on-premise Application Lifecycle Management (ALM) platform was integral to software quality assurance and release management but had become increasingly inflexible, costly, and harder to maintain.

The department aimed to transition their existing system to a modern cloud-based platform. The move was intended to improve flexibility in license management, enhance data security, and ensure stronger backup and disaster recovery capability — critical for 24/7 health operations. This initiative was part of a broader effort to modernise digital testing infrastructure across Victorian Health Technology Solutions.

CHALLENGE

The migration presented multiple technical and operational risks. With dozens of active and archived projects across multiple health agencies, ensuring data integrity and uninterrupted access was vital. There was also a high dependency on the platform for continuous testing, defect tracking, and release coordination. A failed or flawed migration could result in data loss, system downtime, or costly delays in health technology programs.

SOLUTION

KJR was engaged as an independent assurance partner to oversee and de-risk the migration process. Working in collaboration with OpenText (the vendor delivering the SaaS Flex cloud infrastructure), KJR:

- Conducted a detailed risk assessment of the ALM migration
- Applied AI-informed risk prioritisation to assess likelihood and impact across data integrity, system access, and user disruption
- Monitored technical migration processes in real time to ensure adherence to best practices and mitigate emerging issues
- Reviewed licensing models, backup protocols, and security configuration to ensure compliance with Departmental policies
- Provided project assurance reporting and readiness assessments

DELIVERABLES

Key deliverables by KJR included:
- Migration Risk Assessment Report with prioritised mitigation recommendations
- Project Assurance Framework tailored for ALM migration
- Real-time reporting and validation of system performance during cutover
- Compliance checklist covering data security, retention, and user provisioning
- Post-migration verification of ALM project accessibility and integrity

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KEY OUTCOMES

The project delivered several critical outcomes that ensured a secure, efficient, and future-ready transition to cloud-based ALM infrastructure for the Department of Health Victoria. These included -

- Seamless migration of active and legacy ALM projects to the SaaS Flex cloud platform
- 100% retention of critical data and project configurations
- Strengthened access control and resilience through cloud-based architecture
- Improved performance and user experience across ALM services
- Enhanced governance visibility and assurance reporting for executive stakeholders

Metric	Before Migration (On-Prem ALM)	After Migration (SaaS Flex ALM)
Data Retention Guarantee	Inconsistent backup cadence	100% retention validated
User Experience	Legacy UI, slow load times	Improved performance
Access Control	Static credentials	Cloud IAM integration
Disaster Recovery	Partial automation	Full cloud failover

VALUE TO CLIENT

KJR's independent assurance enabled the Department of Health Victoria to confidently migrate a mission-critical platform without compromising continuity, security, or compliance. By safeguarding project data and supporting operational readiness, KJR played a key role in the department's successful transformation, supporting greater agility, reduced maintenance overhead, and long-term system sustainability across Victoria's public health services.

"Working with the Department of Health Victoria on this critical infrastructure migration was a high-stakes but rewarding opportunity. Our assurance model combined data-driven insights with hands-on oversight to deliver a secure and seamless transition."
— John D'Alton, Principal Consultant, KJR

TOOLS & TECHNOLOGIES

OpenText ALM / SaaS Flex; LoadRunner Enterprise