

Background Check Platform Migration

As-Is → To-Be process map with cutover and decommissioning controls | Portfolio Sample — Reconstructed & Anonymized

1. Process change

Stage	AS-IS — Legacy Provider	TO-BE — Replacement Provider	BA / Migration Consideration
1. Screening trigger	Leasing workflow determines applicant is ready for screening.	Same business trigger remains unless intentionally changed.	Confirm eligibility rules are business rules, not provider-specific behaviour.
2. Request	Product sends applicant data to legacy provider.	Product sends agreed mapped data to replacement provider.	Validate mapping, identifiers, permissions and duplicate prevention.
3. Provider reference	Legacy reference stored against screening transaction.	New provider reference stored for reconciliation.	Support must identify which provider handled transition-period requests.
4. In progress	Legacy callback/polling updates status.	Replacement callback/polling updates status.	Map vendor statuses to stable product-facing statuses.
5. Result	Result/history associated with applicant.	Result/history associated under agreed access/retention rules.	Historical visibility must survive provider replacement.
6. Downstream leasing	Leasing continues based on screening outcome.	Same business outcome continues using replacement result.	Provider terminology must not accidentally change leasing decisions.

2. Cutover decision flow

Before cutover	CUTOVER POINT	After cutover
New requests → Legacy provider Inventory in-flight requests Confirm history/retention approach Validate replacement integration	Stop routing NEW requests to legacy Enable replacement routing Keep transition controls active Do not retire legacy processing blindly	New requests → Replacement provider Reconcile in-flight legacy requests Verify statuses/results Retire legacy only when exit criteria are met

3. Critical transition scenario

Starts before cutover Request exists with legacy provider.	Cutover All NEW requests route to replacement provider.	Result returns after cutover Transition processing still recognizes the legacy result.	Expected Result is not lost, duplicated, or recreated incorrectly.
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4. Decommissioning gates

Gate	Evidence before legacy component is retired
New-request routing	All new requests route only to the replacement provider.
In-flight transactions	Legacy requests completed, expired, or have an approved transition path.
Callbacks / jobs	Legacy callbacks, polling and jobs inventoried; no required path depends on them before shutdown.
Credentials / config	Legacy credentials/config can be disabled without interrupting required result processing.
Historical records	Required history/results remain accessible through migration, archive or retention solution.
Support readiness	Support can identify provider/source for transition records and has updated guidance.

BA focus: replacing the provider is only part of the change. The migration also has to cover business continuity, mapping, historical records, in-flight work, support and safe retirement of legacy dependencies.