

STAGE 1: ASSESSMENT

The Service Retirement process is divided into 3 stages: Assessment, Data Retention, and Decommissioning Activities. The purpose of the first stage is to gather info that will guide decision-making and planning.

ROLES AND IT RISKS + IMPERATIVES

SERVICE MANAGER:

TECHNICAL LEAD:

RETIREMENT MANAGER:

OTHER:

WHICH OIT RISKS & IMPERATIVES ARE RELEVANT TO THIS PROJECT? AND WHY?

| RISKS | IMPERATIVES |
|---|---|
| <input type="checkbox"/> Tech failure that impacts operations | <input type="checkbox"/> Always available |
| <input type="checkbox"/> Financial loss | <input type="checkbox"/> Keep commitments |
| <input type="checkbox"/> Sensitive data loss | <input type="checkbox"/> Retire & Remove |
| <input type="checkbox"/> Legal or compliance failure | <input type="checkbox"/> Security & Privacy |
| <input type="checkbox"/> Reputation of BYU and the Church | <input type="checkbox"/> Golden rule |

UTILIZATION DATA

WHAT DATA SHOULD GUIDE OR AFFIRM A DECISION TO DECOMMISSION?

WHO IS MOST RELIANT ON THE SERVICE?

IS THERE A COMPLETE ACCOUNT OF SERVICE UTILIZATION?

WHAT DATA DO WE WISH WE HAD?

DEPENDENCIES & INTEGRATIONS

WERE DEPENDENCIES DOCUMENTED?

WHEN WAS THE DOCUMENTATION LAST UPDATED?

HOW CONFIDENT ARE WE THAT THE DOCUMENTATION IS COMPLETE?

DOES THE APPLICATION SHOW LINGERING ACTIVITY THAT IS UNACCOUNTED FOR?

WHICH CAMPUS PARTNERS OR OIT STAFF MIGHT KNOW ABOUT POSSIBLE INTEGRATIONS IN THE WILD? INCLUDE INTEGRATIONS SUCH AS DATA SHARING REQUESTS AND APIS.

MAIN QUESTION: ARE ALL DEPENDENCIES TO BUSINESS CAPABILITIES/PROCESSES, CUSTOMERS, EMPLOYEES AND OTHER SYSTEMS RESOLVED?

STAKEHOLDER COMMUNICATION

LIST KEY CONTACTS FROM CAMPUS UNITS AND THEIR PRIMARY NEED ON THIS SUBJECT.

LIST VENDOR REPS IF APPLICABLE.

DO ANY STUDENTS OR EMPLOYEES DIRECTLY USE THIS SERVICE? PLEASE DESCRIBE.

HOW DOES THIS CHANGE IMPACT INTERNAL OIT AUDIENCES?

HOW MIGHT THIS IMPACT PARTNERS AT SISTER SCHOOLS WITHIN CES?

WHO IS ASSIGNED TO LEAD COMMS WITH STAKEHOLDERS AND/OR CREATE A COMMUNICATIONS PLAN?

RESOURCES AND HR IMPLICATIONS

WHAT IS THE ANNUAL COST WITHOUT LABOR ASSOCIATED WITH THIS SERVICE?

HOW MUCH EMPLOYEE TIME IS SPENT MAINTAINING AND SUPPORTING THIS SERVICE?

CHECK THE APPROPRIATE BOX. WOULD RETIRING THIS APPLICATION OR SERVICE FREE ANY EMPLOYEES UP FOR A NEW ASSIGNMENT OR INCREASED WORKLOAD? IF YES, PLEASE SHARE WITH SUPERVISORS AND HR AS NEEDED.

☐ YES (I WILL UPDATE SUPERVISORS + HR) ☐ NO ☐ I DON'T KNOW

SERVICE MANAGER COORDINATION

IS THERE AN ESTABLISHED SET OF REQUIRED FEATURES THAT OIT WILL CONTINUE TO PROVIDE?

HAVE THOSE CONTINUING SERVICE FEATURES FOUND A NEW HOME?

HAS THIS PLAN BEEN VALIDATED WITH KEY STAKEHOLDERS?

SPECIAL CONSIDERATIONS AND ACTION ITEMS

IS THERE ANYTHING UNIQUE TO THIS APPLICATION OR SERVICE THAT WE NEED TO KEEP IN FOCUS?

ACTION ITEMS

| ACTION ITEM | ASSIGNED TO | STATUS |
|-------------|-------------|--------|
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