**business Application decommissioning procedure**

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# **Purpose**

The purpose of this document is to:

* Specify the processes, procedures and templates to be used for assessing business applications, with a view to decommissioning those applications which meet certain criteria.
* Inform and direct application managers, project managers, business analysts and others involved, of the activities that are required to fully decommission an application.

# **Scope**

The scope of this document is to provide the application Owners and applications decommissioning projects across an agency with the necessary tools (processes, procedures and templates) to allow them to successfully decommission applications.

Decommissioning, for the purpose of this process, is defined by the following criteria:

* The application is no longer in service / providing business functions
* References to the application , as a live system or product, has been removed from all business systems
* All interfacing systems have been remediated so as to properly function without the decommissioned application
* All requirements with regard to record retention and availability of historical records have been fulfilled,
* All costs related to the application have ceased
* All contractual obligations related to the application have been removed
* All hardware (and other infrastructure) has been release
* All stakeholders have been notified that the application is decommissioned
* The application is marked as retired in the business application decommissioning register.

# **Application Decommissioning Process**

## 3.1 Process usage

This process covers activities which commonly may be required in decommissioning an application. Similarly, it is likely that all activities do not need to be performed in many cases as the need is determined by attributes of the application being decommissioned; this should be assessed with stakeholders, guided by the planning checklist, and used as the basis for the project scope.

## 3.2 Overview

The decommissioning process involves three phases:

1. **Applications Analysis** – in this phase, applications are reviewed and analysed, to

* Determine whether the application can be decommissioned immediately
* Determine whether the application can be decommissioned at a future date, once certain criteria and dependencies have been met
* Collect basic information required to initiate the decommissioning process
* Obtain key stakeholder agreement regarding the progression of the decommissioning process

1. **Solution Definition (SD)** – this phase, for an application that can be decommissioned, marks the commencement of a project to decommission that application. Solution Definition phase is required to analyse the application and to:

* Re-confirm feasibility of decommissioning an application in consultation with the application manager and business owner
* Assess the impacts of decommissioning the application and the scope of work required to achieve this.
* A formal Impact Assessment (IA) should be prepared, wherever significant system impacts are expected.
* Agree the scope of work (based on Decommissioning Planning checklist) with Application manager and the Decommissioning Program
* Agree archiving scope with the Records Manager (in accordance with the guideline)
* Produce a plan and schedule for the decommissioning project

External vendors may provide input to these documents.

1. **Design & Build / Solution Implementation (D&B / SI) – in** this is the phase, once applications which have been given the Go decision, Application decommissioning activities are performed. This includes:

* Facilitating cessation of business use of the application
* Taking the application out of service, once business approval is obtained
* Performing data and source code archiving as required
* Developing retrieval solution for archived data, if required
* Removing application and related files and data from all environments (including backups)
* Removing application from all Operational Support Systems
* Ceasing licensing and maintenance contracts
* Retrieving hardware used by the applications

## 3.3 Applications Analysis Process

For each application, identify the conditions which must be met in order to decommissioning the application, collect basic application information (including cost savings resulting from decommission) and provide initial planning information (timing and cost) as input to decommissioning annual program of work.

Outcome: Each application will be assigned a ‘RETIRED’ status, decommissioning date and decommissioning authorisation in the business application decommissioning register.

* Ensure application is registered in the business application decommissioning register.
* Perform Analysis of Applications

In this phase, an application is analysed to determine the basic application information, the dependencies to allow decommissioning, the impacts onto interfacing applications etc and to gain approval for the proposed decommissioning approach.

The following should be considered as a minimum:

* Clear recommendation made, with full justification for that recommendation
* Application Business Functions included
* Costs provided
* Approvals obtained from Business Owner
* Server ID/Host Name of the machine(s) on which the application resides. Development, Test and Production servers should be included.
* Name of Vendor/IT Service Provider
* Contract Service Agreements (CSAs)

## 3.4 Decommissioning – Solution Definition

Regardless of the size and complexity of the application the entry criteria to commence the Decommissioning phase are:

* Decision has been made to proceed with the decommissioning of the application
* The application is indicated as ‘in scope ‘ for decommissioning according to the current FY decommissioning program plan.
* The following is an outline of the solution definition processes:
* Re-confirm decommissioning intent and timing
* Determine Decommissioning scope
* Determine Archiving Scope
* Produce high-level project plan
* Send early notification of application decommissioning
* Complete Impact Assessment (if required)
* Prepare Archiving Strategy (if required)

The application must be analysed to determine which data and other records are required to be retained in order to comply with an agency’s legal and regulatory requirements. Approval for the archiving scope must be gained from the Records Manager through the completion of the business application decommissioning register.

#### Complete Impact Assessment: The impact assessment (Requirements and Detailed Analysis) needs to consider the impact of this decommissioning on the business, its surrounding technical environment and also the archiving requirements for an application.

*Some key considerations to be made are:*

* + *Impact to existing applications and technology*
  + *Decommissioning interfaces*
  + *Other functional impacts to related applications*
  + *Opportunities for technology exit*
  + *Migration plan for business and it functions along with its data to other applications, if required*
* Identification of alarming, and action required to disable
* Identification of back-up method, and actions required to disable and remove existing back-ups
* Ceasing user access and application processing
* Infrastructure and related support elements, that is, network, storage, platform, licenses, software, etc.
  + Identification
  + Whether it is dedicated or shared
  + Opportunities to maximise decommissioning scope, early exits etc
* Archiving and retrieval requirements
  + These must be met in order to satisfy an ageny’s legal, regulatory and essential business needs, and ensure that the entry criteria for the archiving facility are met.

The impact assessment must document all the required activities to be completed in order to decommission the application as well as the proposed strategy for archiving application data and source code as per the approved archiving scope, and includes timing and cost impacts.

Prepare archiving strategy:

* Determine whether an Archiving Strategy is required. **Resp**: Records Manager

## 3.5 Decommissioning – Design & Build / Solution Implementation

For this Design & Build / Solution Implementation (D&B / SI) phase, the solution is to remove an application from the production environment, as opposed to construct an application (as Design & Build suggests).

* Committed plans are in place for any functional or data migrations, and are consistent with the expected decommissioning schedule
* The Programme Manager has confirmed that funding is available for the decommissioning project.
* The following is an outline of the Design & Build / Solution Implementation process:
* Send Formal Notice to IT Service Provider
* Develop Archiving and Retrieval Solution
* Cease business use of the application
* Remove General System Access
* Decommission/Remediate interfaces
* Disable alarming
* Cease application operation
* Archive Data and Source Code
* Migrate Retrieval solution
* Archive Application Documentation
* Obtain Approval for Archiving Activities
* Deploy Archiving and Retrieval Solution
* Remove Application from all environments
* Remove Application from Operational Support Systems
* Revoke Robot IDs
* Perform Hardware and Software Retrieval (Removal)
* Terminate licences and support contracts
* Terminate (or Update) ND SoW
* Complete Record Destruction Form
* Update the business application decommission register and identify the business application as ‘Retired’ status
* Advise Stakeholders of Completion of Application Decommissioning

# **4. DOCUMENT CONTROL SHEET**

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

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| Name: | | |  | |
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| **Doc #** | **Issue Date** | | **Nature of Amendment** | | **Author** |
|  |  | |  | | Simon Soh |
|  |  | |  | |  |

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Californian Government Office of Systems Integration Best Practices [resources on system decommission](http://www.bestpractices.ca.gov/system_development/system_decommission.shtml) (viewed May 2016)