

## UIS Service Decommissioning

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### Purpose

This document provides an overview of the process to be followed where it is proposed that a UIS service or system be decommissioned. The paper outlines the considerations that need to be addressed and the steps to be followed for portfolio approval.

## 1 Considerations

When decommissioning a service or system the required considerations should be similar to those addressed when the service or system was created. A description of the driver for decommissioning should be stated and the considerations below (in no order of priority), with example questions to be answered, should be covered:

### 1.1 *User requirements and business needs*

- Have all users and stakeholders of the system/service been identified?
- Does the user/business need for the UIS system/service still exist?
- Is the user/business need already being met by another UIS system/service?
- Is the user/business need now being met outside UIS?

### 1.2 *Alternative UIS/external services/systems*

- Does the alternative provision meet the user needs?
- How will the transition to the alternative provision happen?
- Is there knowledge and experience that can be shared with the new provider?
- Are users able to find the new system/service?

### 1.3 *Impact on service users*

- Has appropriate consultation been carried out to identify user impact?
- Are all impacts identified with mitigation considered?

### 1.4 *Impact on UIS and University resources (both people and financial)*

- Does the system/service removal have any impact on resources required in UIS/The University as a whole?
- Is this impact understood and does a plan exist to address this?

## **1.5 Security<sup>1</sup>**

- Are there security concerns driving the need to decommission the current service/system?
- Is University data or institutional reputation at risk?

## **1.6 Actions and timeframes identified**

- Does a plan exist with all actions and timeframes identified?
- Does the timeframe consider the impact of the service/system removal (point 1.3) and does it allow time for alternatives to be in place (point 1.2)?
- Do the timeframes take the University calendar in to account?

## **1.7 Communications**

- Have appropriate communications and delivery channels been identified?
- Where appropriate, have the UIS communications team and relationship managers been consulted?

## **2 Process Steps**

The following steps should be followed when decommissioning a UIS service/system:

1. A plan should be drafted addressing the considerations above
2. The completed plan should be presented to the appropriate portfolio for ratification and approval
3. If ratified, execute plan
4. Post decommissioning the impact should be reviewed by the portfolio

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<sup>1</sup> Where significant security concerns exist it may be necessary to decommission the service/system in advance of the other considerations being addressed and the process steps followed. The process should however be completed and reviewed retrospectively.