**DECOMMISSIONING PLAN**

To effectively decommissioning Home Connectivity and USB Connectivity services an effective plan should be designed considering different factors such as value of IT assets, ongoing agreements and obligations with third-party suppliers, security policies, impact assessment plans and all pertinent analysis before decommissioning the services.

ITIL4 provides a practice, named “IT Asset Management”, that manages the lifecycle of all IT assets, so any financially valuable component that can contribute to the delivery of an IT product or service, for an organization. A definition of this practice is reported here to highlight the key message of this practice.

The purpose of the IT asset management practice is to plan and manage the full lifecycle of all IT assets, to help the organization: maximize value; control costs; manage risks; support decision-making about purchase, re-use, retirement, and disposal of assets; meet regulatory and contractual requirements.

Considering that the IT Asset Management practice is strictly correlated to the purpose of this document, the whole decommissioning plan should be based on the practice purposes and obviously considering all other relevant elements of ITIL4 framework.

According to what discussed, the decommissioning plan can be characterised by the following high-level steps:

1. **Identify and inventory IT Assets**.
2. **Assess the current costs associated with maintaining these services and potential savings from decommissioning**.
   1. Review agreements with third-party suppliers who distribute the IT assets, considering any outstanding payments with suppliers as per contractual terms.
3. **Communication with internal stakeholders**: inform employees, particularly those using the services, about the decommissioning plan, timelines, and any alternative services available (such as Token Connectivity).
4. **Evaluate disposal and decommissioning options** considering especially security management and also identifying a partner/vendor who can decommission the IT assets according to industry regulations.
   1. Data Security: Ensure that all data on the decommissioned hardware is securely erased following the bank's data destruction policy and regulatory requirements.
   2. Access Revocation: Revoke all access credentials and permissions associated with the decommissioned services to prevent unauthorized access.
   3. Compliance Check: Verify that decommissioning steps comply with internal security policies, industry standards, and legal regulations.
5. **Transition to new services** (important to be done before the effective decommission).
   1. Transition to New Services: Guide users to transition from Home Connectivity and USB Connectivity to the new Token Connectivity service or any other alternative solutions.
   2. Training and Support: Provide necessary training and support to users to facilitate a smooth transition to the new services.
6. **Decommissioning of all IT assets related to old services**.
7. **Monitor and verify IT asset disposal and decommissioning**.
   1. You should track and document the movement and status of your IT assets throughout the process, using tools like GPS, RFID, or blockchain. You should also receive and review the reports and certificates from your vendor or partner, confirming that your IT assets have been disposed or decommissioned according to your specifications and standards. You should also audit and inspect the quality and accuracy of the reports and certificates and report any issues or discrepancies.
8. **Update and optimize IT asset lifecycle management**.
   1. You should update your IT asset inventory and records, reflecting the changes and outcomes of the disposal and decommissioning process. You should also analyse and evaluate the performance and results of the process, identifying the strengths, weaknesses, opportunities, and threats. You should also use the insights and feedback to improve and optimize (guiding principle) your IT asset lifecycle management, such as enhancing your policies, procedures, tools, or skills.

Main source: <https://www.linkedin.com/advice/0/how-do-you-plan-execute-asset-disposal>