**5. 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. Also, the decommissioning plan should be assigned to the IT department which can follow the entire process, from the planning to service implementation and even the future improvements, in collaboration with the Finance Department to merge the strengths of both departments to identify a plan that minimizes the costs sustained by the bank.

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**.
3. **Communication with stakeholders**: inform suppliers and 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.

**5.1 Identify and inventory IT Assets**

Before analysing any possible decommissioning plan, an inventory of all IT assets related to the services to be decommissioned should be formalised. In fact, IT asset management practice requires accurate inventory information, which it keeps in an **asset register** that can be a database or list of assets, capturing key attributes such as ownership and financial value. This information can be gathered in an audit, but it is much better to capture it as part of the processes that change the status of assets, for example, when new hardware is delivered or decommissioned as in this case. The idea is to use the asset register to interact with other practices such as service configuration management, incident management, change control, and deployment management in a way that asset status information can be maintained with less effort.

As discussed before, the bank wants to decommission two services: Home Connectivity and USB Connectivity, so it is fundamental to provide an asset register for both services to identify all the components that make valuable that services. It follows the asset register that describes both services where every asset is characterised by the following fields:

* *Asset ID*: a unique identifier for that asset.
* *Asset Description*: a short description of the asset.
* *Ownership*: the owner of the asset. Here the bank owns all of these assets, though they are provided and supported by third-party suppliers.
* *Financial Value*: the cost associated with each asset, which is important for financial reconciliation post-decommissioning.
* *Acquisition Date*: acquisition date of that asset. Note that acquisition dates vary as users may have joined the services at different times. Keeping track of these dates is important for understanding the lifecycle of the assets.
* *Supplier*: the suppliers involved helps manage the termination process and ensure compliance with contractual obligations.
* *Contract End Date*: This helps in planning the decommissioning process in alignment with contract terms to avoid penalties.
* *Notes*: Additional notes provide context and details for each asset, ensuring clarity during the reading process.

**Home Connectivity Service Assets**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Asset ID** | **Asset Description** | **Ownership** | **Financial Value** | **Acquisition Date** | **Supplier** | **Contract End Date** | **Notes** |
| HC001 | Desktop Hardware | Bank | $800.45 per unit | 2023-01-15 | Supplier A | N/A | 200 units deployed to users |
| HC002 | Desktop Support | Bank | $45.95 per month | 2023-01-15 | Supplier A | End of notice period | Monthly support service |
| HC003 | Central DSL Connection | Bank | $12,604 yearly | 2023-01-15 | ISP B | End of notice period | Central connection for service |
| HC004 | Internet Subscription | Bank | $46.15 per user/month | Various (3000 users) | ISP B | End of notice period | Monthly subscription per user |
| HC005 | Installation Fee | Bank | $110 per installation | Various (3000 users) | ISP B | N/A | One-time installation fee |
| HC006 | VOIP Telephone Set | Bank | $100.83 per unit | 2023-06-01 | Supplier C | N/A | Deployed to CCA Home Connectivity users |

**USB Connectivity Service Assets**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Asset ID** | **Asset Description** | **Ownership** | **Financial Value** | **Acquisition Date** | **Supplier** | **Contract End Date** | **Notes** |
| USB001 | USB Token | Bank | $0 (free) | 2023-02-10 | Supplier D | N/A | Provided free of charge |
| USB002 | Internet Subscription | Bank | $28.39 per user/month | Various (7000 users) | ISP E | End of notice period | Monthly subscription per user |

**5.2 Costs assessment**

Through the asset register it is possible to observe the current costs of the assets that shape Home Connectivity and USB Connectivity services. Before taking any decision, it is fundamental to assess the current costs associated with keeping these services and potential savings from decommissioning. Since the transition to the new IT Service Token Connectivity will lead the bank to spend zero leaving so the internet subscription to the users, it is convenient to decommission all the IT assets that characterised the old services.

A careful focus needs to be done on the ongoing agreements with third-party suppliers who distribute and maintain the IT assets. It is important to consider any outstanding payments with suppliers, understanding the bank obligations and the actual expiration of the contracts. After doing that analysis the bank will have more information to effectively plan the dismission of IT assets, considering both hardware and contracts, at the minimum possible cost.

This analysis should be conducted in collaboration with the Finance Department of the bank who can contribute positively to identify the most convenient plan.

**5.3 Communication with stakeholders**

To ensure a smooth transition during the decommissioning of the Home Connectivity and USB Connectivity services, effective communication with both internal stakeholders and third-party suppliers is crucial.

For internal stakeholders, particularly the employees using these services, it's essential to clearly inform them about the decommissioning plan, timelines, and available alternatives such as Token Connectivity. Transparency in communication builds trust and reduces resistance, while engaging employees in the transition process fosters their participation and support.

For third-party suppliers, notifying them about the service termination as per contractual agreements and documenting all communications is vital. Adhering to notice periods and maintaining clear documentation ensures compliance with contractual obligations and avoids penalties. Collaborating closely with suppliers facilitates a coordinated transition and ensures that alternative services are in place before fully decommissioning the current services. Professional and respectful communication helps maintain positive relationships with suppliers for future collaborations and supports effective change management in line with the ITIL4 framework's principles of focusing on value, starting where you are, collaborating, and promoting visibility.

**5.4 Evaluate disposal and decommissioning options**

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**5.5 Transition to new services**

From the assignment: “*service transition: It is difficult to secure the involvement of internal customers in the implementation of new and changed IT services, although they are willing to*

*be involved in IT service design. Once internal customers have specified what they want, they expect the IT department to deliver the IT service without their further involvement*.”

**5.6 Decommissioning of all IT assets related to old services**

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**5.7 Monitor and verify IT asset disposal and decommissioning**

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**5.8 Update and optimize IT asset lifecycle management**

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Sources:

* <https://www.linkedin.com/advice/0/how-do-you-plan-execute-asset-disposal>
* IT Asset Management practice (chapter of the book) – pages 124-127