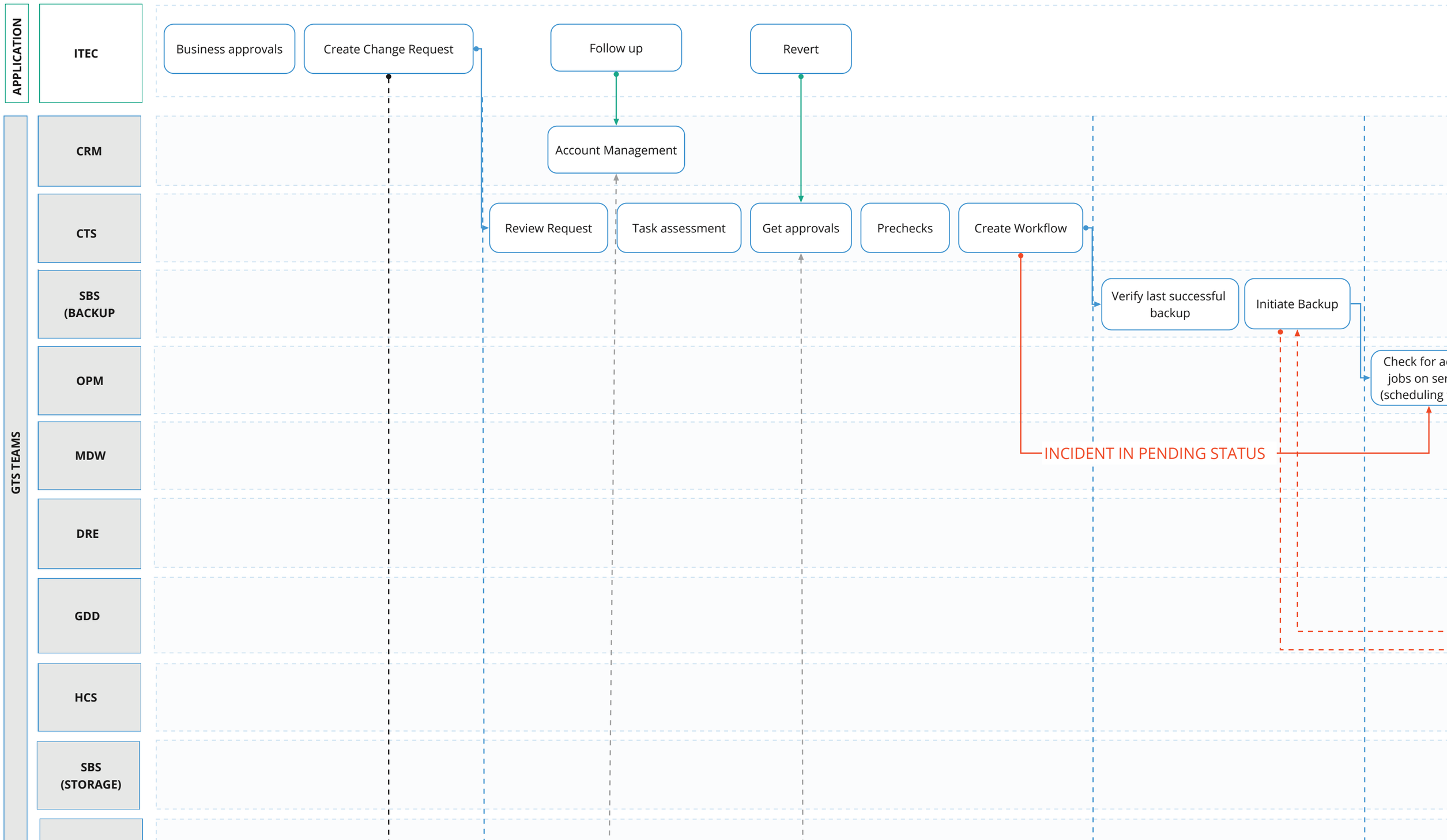
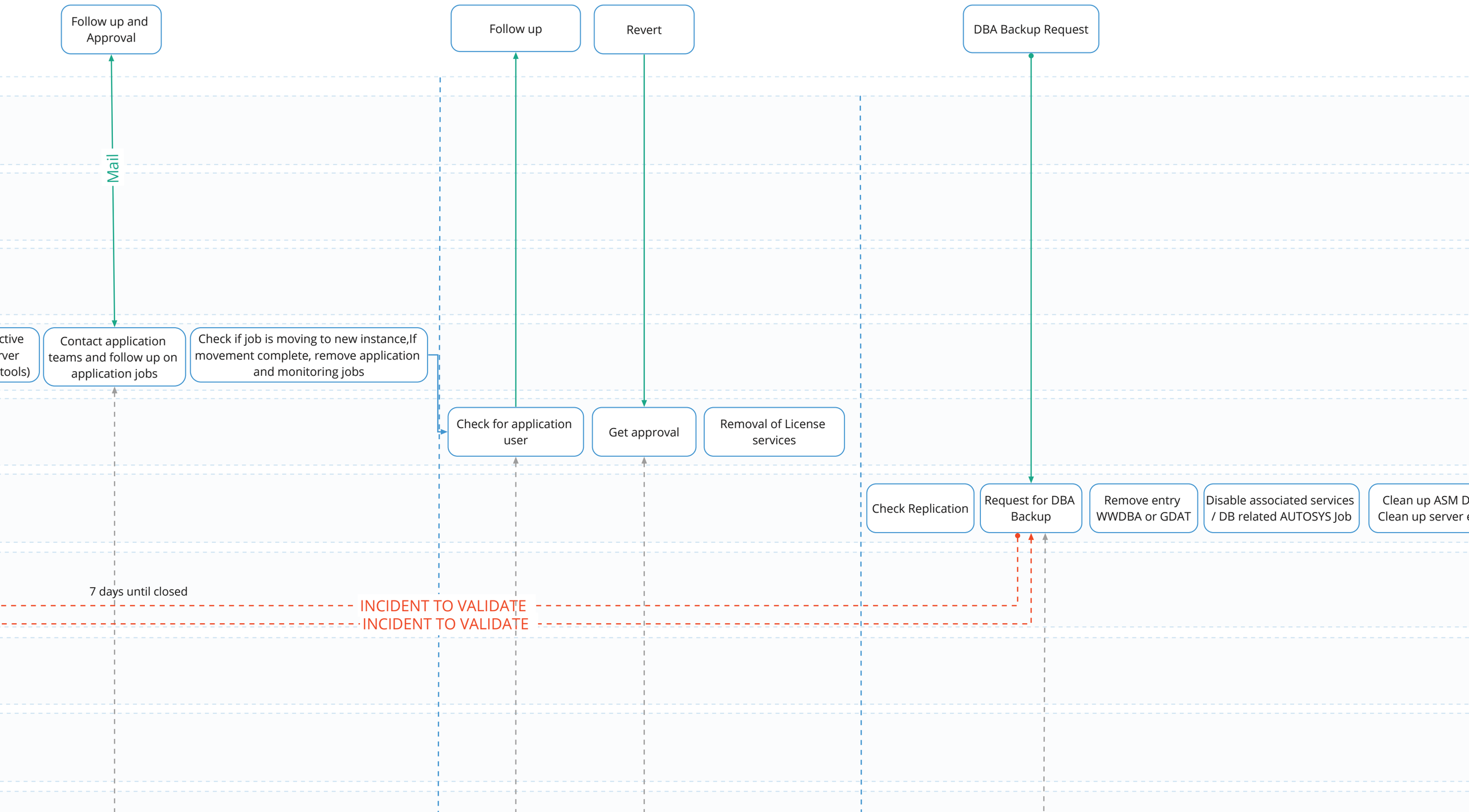
Blueprint Physical Server Decommissioning




Follow up and Approval
Follow up
Revert
DBA Backup Request
Mail
ctive rver tools)
Contact application teams and follow up on application jobs
Check if job is moving to new instance,If movement complete, remove application and monitoring jobs
Check for application user
Get approval
Removal of License services
Check Replication
Request for DBA Backup
Remove entry WWDBA or GDAT
Disable associated services / DB related AUTOSYS Job
Clean up ASM D
Clean up server e
7 days until closed
INCIDENT TO VALIDATE
INCIDENT TO VALIDATE

SYS

COMMUNICATION

IMPULSE

MAIL

MAIL

MARLEY

IMPULSE

MARLEY

Create incident with status as pending

EXECUTION TIME

IDEAL	5 DAYS	0	5days	0	3 days	0		
ACTUAL		?		?		?		
SLA		0	5 days	0	2 - 4 days	0		

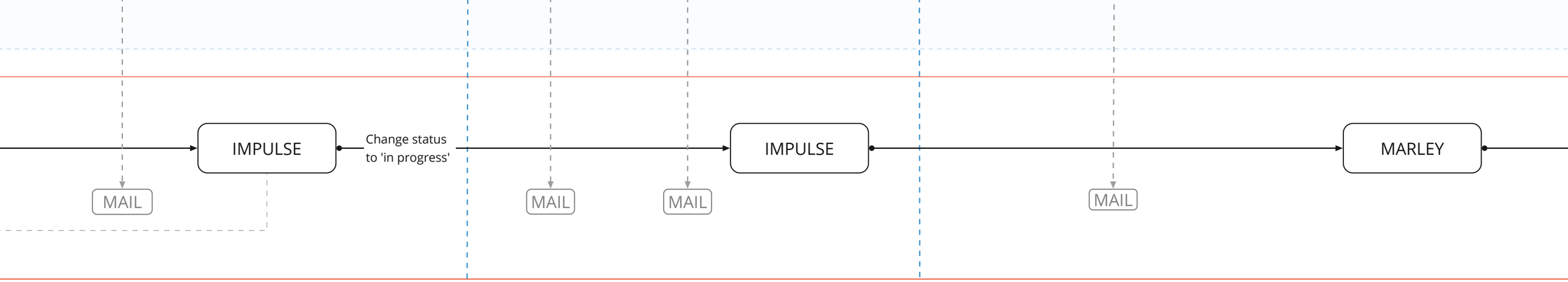
PAINPOINTS

- Clarity on Workflow
- Understand whom to contact, who is the GTS SPOC
- No info on where the workflow is held up
- Follow up with application team
- No process to audit or validate completion of tickets
- No communication from the involved GTS teams
- Time depends on volume of data to be backed up
- Client billed until CTRLM Jobs are deleted
- No specific communication channel

OPPORTUNITIES

- Transparency on where ticket stuck
- Workflow Owner
- Sparate workflow for DEV/PROD
- A centralised console for tracking new workflow will enable the team to identify and allocate resources

SOCIETE GENERALE



Follow up with application team

More than 60 tickets in queue

Delay in communication from ITEC

Ticket assigned to wrong technology MDW group

Approval from CRQ creator takes time

High priority given only when it is a scheduled infra weekend change

Paris & Bangalore teams, have visibility ,lack communication

CRQ only worked in weekends

No knowledge of application owner's vacation status

Licence fee running until service removed

Assigned DBA may not be available

Wrong DBA assigned

Lack of identification on Workflow for Windows server and Linux server

Priority level not defined

Email notification from PARIS DBA team for special cases

Redundant Backup validation (on ITEC request)

No information on DB backup check from SBS

BAU on IMPULSE, therefore Workflow item not opened.

Application team removing the associated jobs before decommissioning can reduce OPM tasks to 1 task that can be automated

Clear identifier for Decom tickets

Visibility for GTS on MDW technology groups for assigning tickets

Constant availability of Application owner / CRQ owner

Trigger case to IMPULSE

Differentiator for WIN , LIN Server

Checking for active jobs should be done before initiating Decommissioning

isk,
entry

Shutdown database

Decom OEM agent for each service

Use FLUK to get Switch, Port Deatils

Send Details to HCS

Collect LUN details for windows.

Lead time of 1 week. Picked up on D+5

Remove SAN

Shut down asset

Observe quarantine period (3 days)

If no issues, proceed with cleanup of drives

MARLEY

MARLEY

MARLEY

MARLEY

0

0

0

0

?

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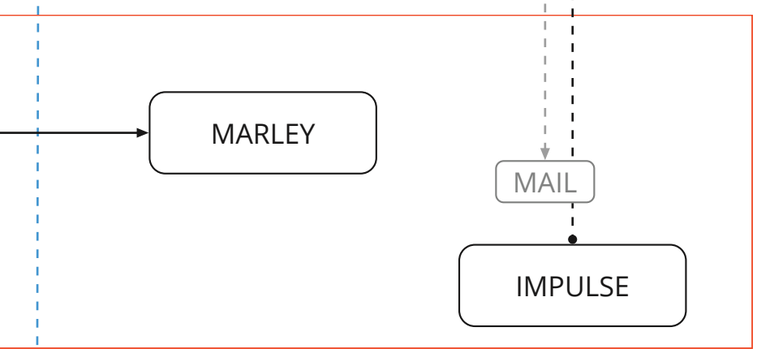
Communication on Decommission
Account Management
Mark as decommisioned in Marley (Automated)
Remove Device
Move equipment to stock



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