

Blueprint VM Decommissioning



Verify last successful
backup

Initiate Backup

Shutdown database

Disable associated
services

Disable monitoring for
DB instance

Remove entry WWDBA
or GDAT

Check for active jobs on
server (scheduling tools)

Cont

INCIDENT IN PENDING STATUS

Revert

Communication on
Decommission

Account Management

Mail

VM Destruction

Mark as decommissioned
in Marley

React application teams and
follow up on jobs to be

Remove jobs of
approved

Shut down asset

Observe quarantine
period (3 days)

If no issues, proceed
with cleanup of drives

COMMUNICATION

IMPULSE

MARLEY

MAIL

MAIL

IMPULSE

EXECUTION TIME

IDEAL

5 DAYS

0

3 days

2

ACTUAL

?

SLA

0

PAINPOINTS

Follow up with application
team

OPPORTUNITIES

MARLEY

MARLEY

Change status
to 'in progress'

IMPULSE

Create incident with status as pending

0

3 days

0

3 days

0

?

?

?

0

2 - 4 days

0

2 days

0

7

Time depends on volume of
data to be backed up

Client billed until CTRLM Jobs
are deleted DAYS

No specific communication
channel

Primary DBA may not be
available

Wrong DBA assigned

Priority level and time not
defined

No process to audit or validate
completion of tickets

A centralised console for tracking new
workflow will enable the team to identify
and allocate resources

Foll

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s
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MARLEY

MARLEY

MARLEY

MAIL

MAIL

3 days

0

3 days

0

2

?

?

- 14 days

0

0

Follow up with application team

Dependency on tools

Workflow creation by mistake

More than 60 tickets in queue

Backlogs causing delay

Delay in communication

Checking for active jobs
should be done before
Initiating Decommissioning