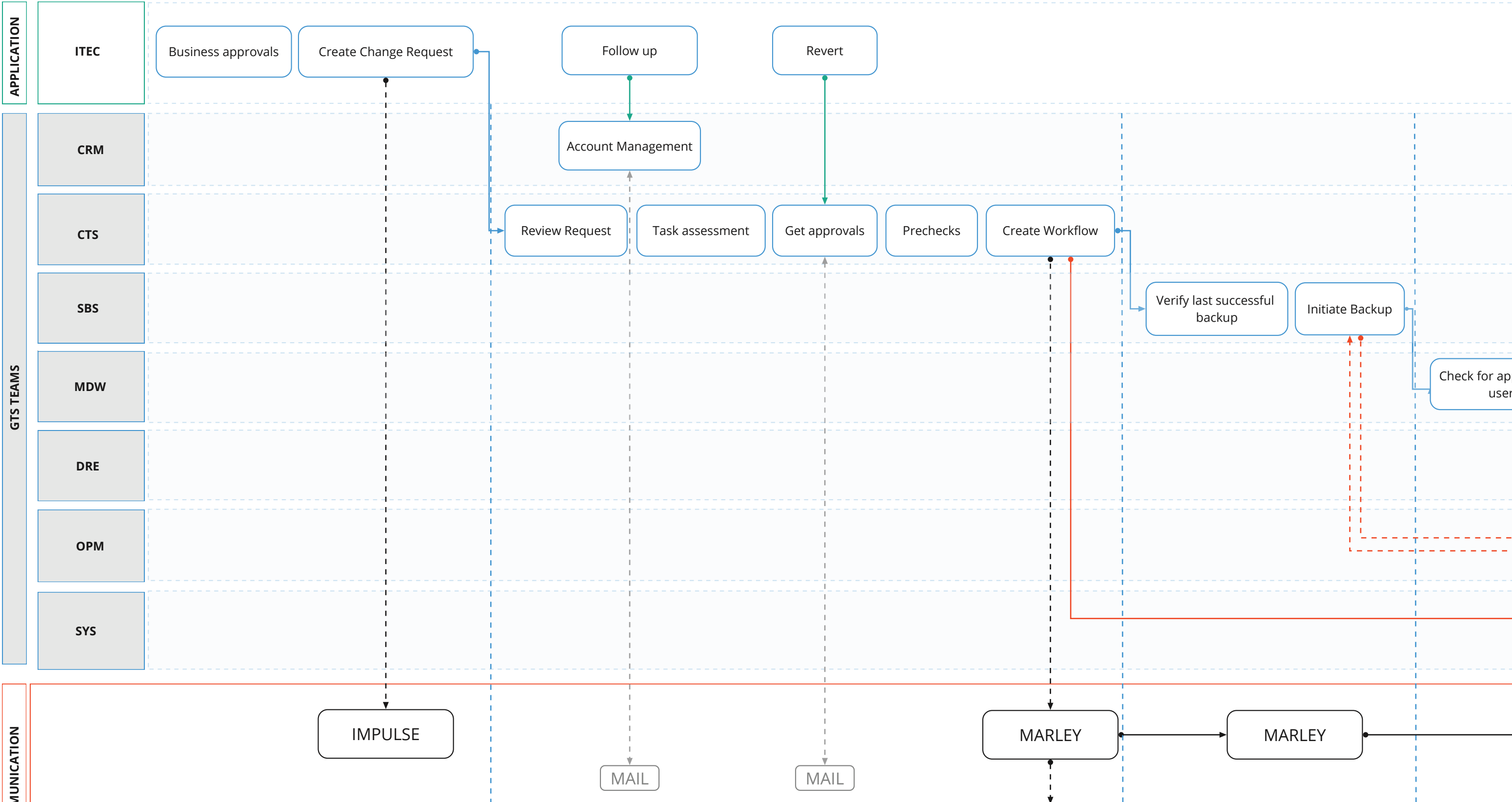
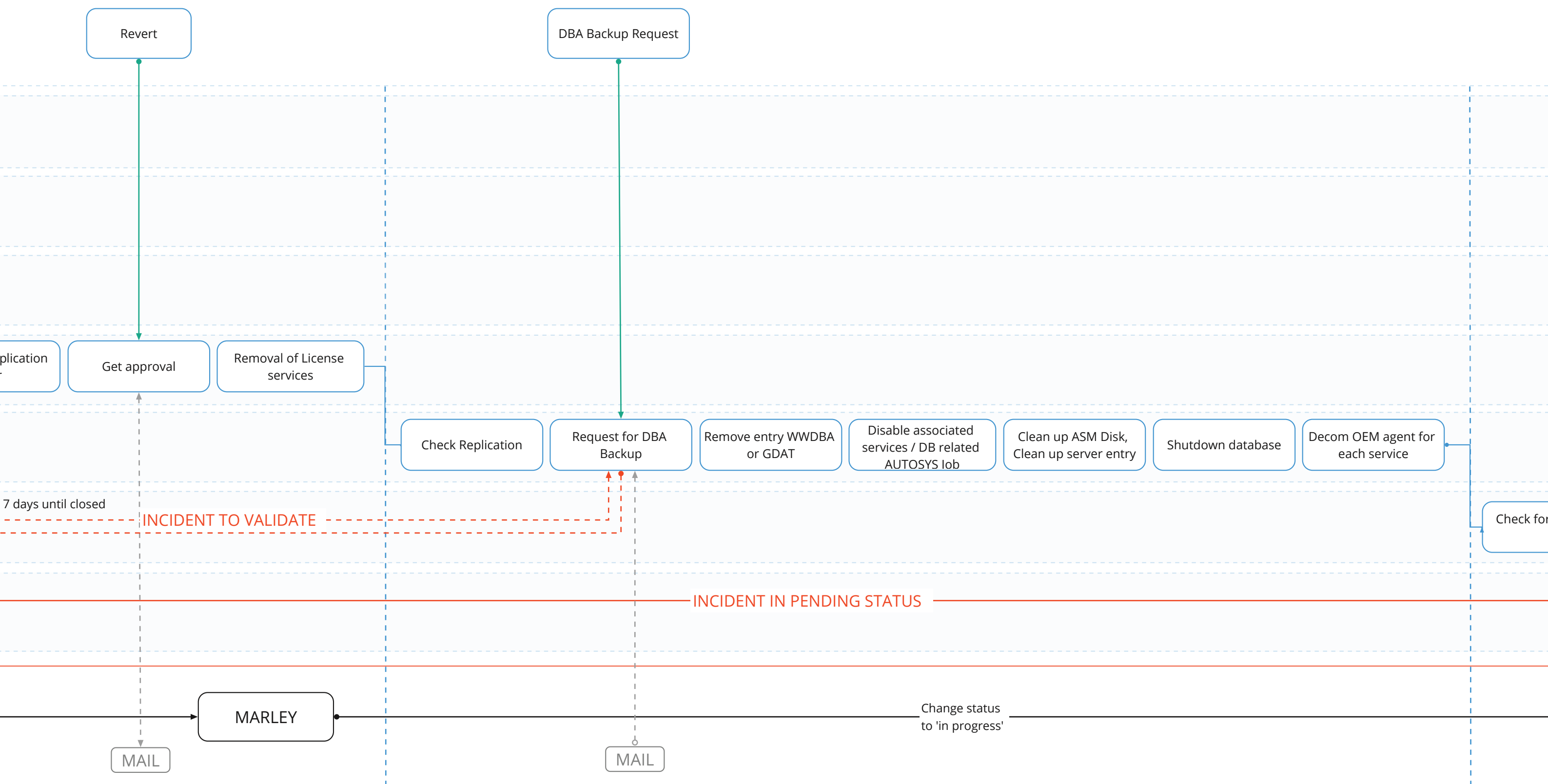


Blueprint VM Decommissioning





EXECUTION TIME	IDEAL	5 DAYS	0	5 DAYS	0	3 days	0	
	ACTUAL		?		?		?	
	SLA		0		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

Ticket as technol

Approval t

High prior it is a s wee

OPPORTUNITIES

Transparency on where ticket stuck

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

Clear ide

Visibility technol ass

2 DAYS	0	3 days	0
	?		?
2 - 3 days	0	2 days	0

Assigned to wrong technology MDW group	CRQ only worked in weekends	Assigned DBA may not be available	Priority level not defined	No information on DB backup check from SBS	Follow up
Request from CRQ creator takes time	No knowledge of application owner's vacation status	Wrong DBA assigned	Email notification from PARIS DBA team for special cases	BAU on IMPULSE, therefore Workflow item not opened.	More information
Priority given only when scheduled infra weekend change	Licence fee running until service removed	Lack of identification on Workflow for Windows server and Linux server	Redundant Backup validation (on ITEC request)		Delay

```
graph LR; A[Identifier for Decom tickets] --> B[Constant availability of Application owner / CRQ owner]; B --> C[Trigger case to IMPULSE]; C --> D[Differentiator for WIN, LIN Server]; D --> E[Checking for active jobs should be done before initiating Decommissioning];
```

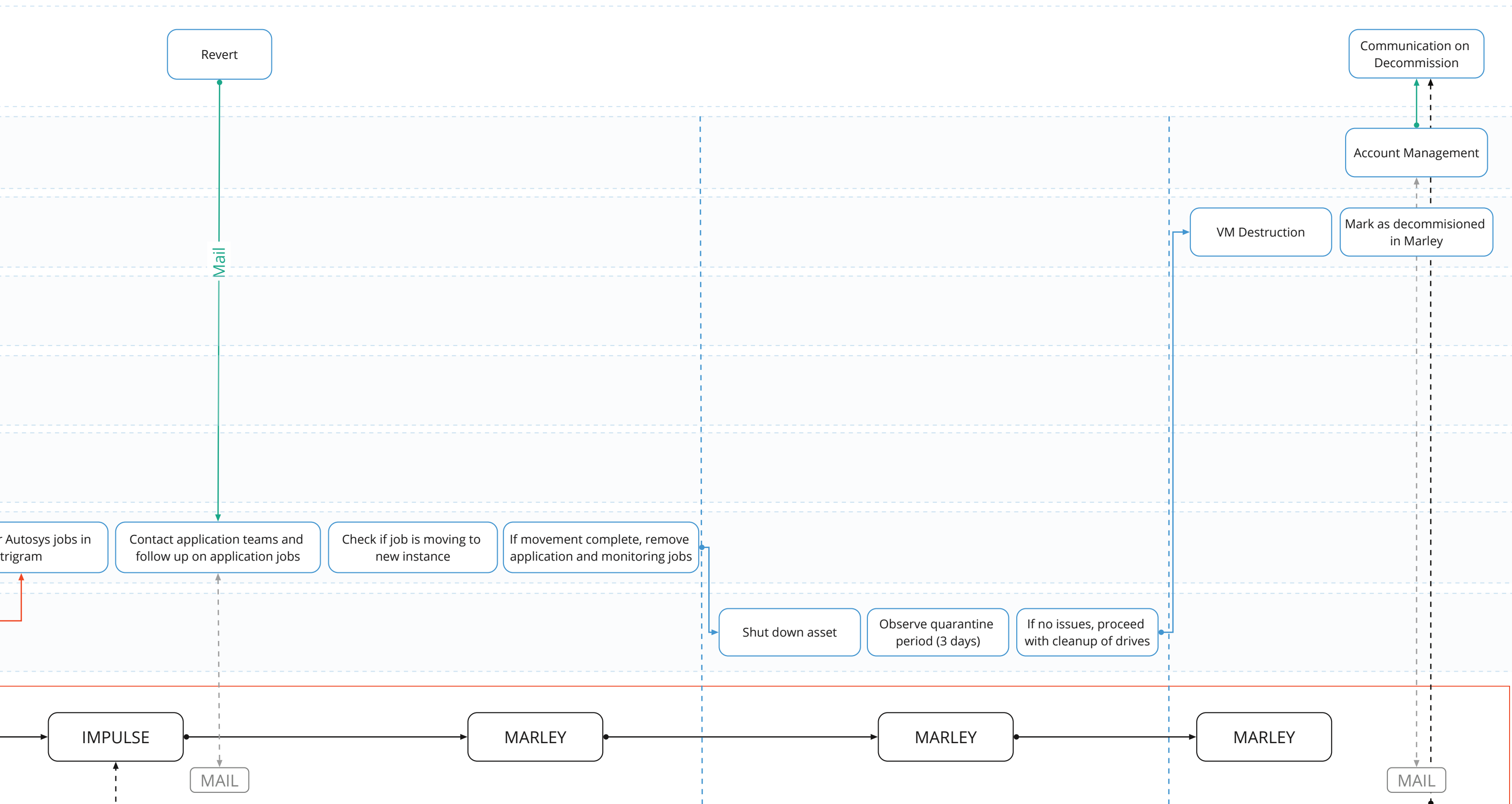
Identifier for Decom tickets

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



60 DAYS	3 days	0	2	0	2
		?		?	
7 - 14 days		0		0	

y up with application team

Dependency on tools

Workflow created by mistake

than 60 tickets in queue

Backlogs causing delay

y in communication from ITEC