Purpose

This standard operating procedure details the procedure for decommissioning Server Configuration items on the BMS Account.

Scope

This SOP applies to the following:

- Server Configuration Items (Physical and Virtual including AWS) operating within the BMS domain and managed by the DXC Technology Services (DXC).

- Only authorized members of DXC perform this procedure.

- Remote BMS sites are not exempt from executing this procedure.

- Systems located in DXC data centers are required to follow the Decommission Tasks outlined in this SOP. Tasks specific to hardware racking/de-racking, network switch connections, cabling, etc… in the Post-Decommission process are covered under DXC datacenter procedures and are beyond the scope of this SOP.

This SOP does not apply to:

- Systems exclusively owned or operated by Research and Development are exempt from executing this procedure.

- Hardware devices managed by Network Engineering covered under the applicable BMS Network Device de-installation Procedure.

- Tasks specific to hardware removal, cabling, network configurations, etc. in DXC datacenters.

Roles and Responsibilities

Roles	Responsibilities
DXC Asset Management (AM)	Responsible for: • Adhering to the decommissioning procedures outlined herein for Assets operating within the BMS domain and managed by DXC • The management of tangible IT-specific assets from procurement through disposal.
Data Recovery Services (DRS)	Responsible for adhering to the decommissioning procedures outlined herein for Assets operating within the BMS domain and managed by DXC.
Enterprise Management Technologies (EMT)	Responsible for adhering to the decommissioning procedures outlined herein for Assets operating within the Global Shared Services domain and managed by ESO.
DXC Monitoring	Responsible for the removal of an asset from the maintenance contract.
Platform Engineering	Responsible for adhering to the decommissioning procedures outlined herein for Assets operating within the BMS domain and managed by DXC.
Technical Services Configuration Management (TSCM)	Responsible for: • Adhering to the decommissioning procedures outlined herein for Assets operating within the BMS domain and managed by DXC • The management of tangible and intangible IT-specific assets from procurement through disposal

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General Requirements

Decommissioning is performed in a three stage process. These stages are **Decommission Decision**, **Decommission** and **Post Decommission**.

Procedure

1. Decommission Decision Process

BMS and DXC will identify specific individuals that can request a decommission be initiated. BMS will retain approval authority for all systems operated in the BMS environment other than systems identified as infrastructure. DXC will retain approval authority for decommissioning systems identified as infrastructure.

BMS and DXC will define their respective decision processes in relevant Work Instructions.

1.1. System profiles

BMS will request a system profile for systems being considered for decommissioning. Before initiating the Server Decommissioning change request, confirm the existence of the server profile request or a written statement from the requestor why it is not needed (Not a device that hosts a BMS application or Database. ie. Appliance, Monitoring server, Backup master, Load Balancer, etc). These profiles provide data used to assist BMS in determining if a server should be decommissioned. DXC may request a system profile on an infrastructure system to assist in the decommissioning decision process, but the use of a profile is not required in these cases.

1.2. Decommission Requests

If BMS determines that a server is a candidate for decommissioning, BMS will open a decommission service request to have the BMS Hosting Server decommissioned. These requests to decommission BMS Hosting Servers can only be submitted by select individuals/groups in BMS. These groups are defined in a BMS guideline document. Requests to decommission infrastructure servers can be submitted by any DXC employee in the appropriate groups.

1.3. Decommission Ticket Considerations

The following general guidelines are to be followed when creating and executing Request and Change tickets for system decommission:

- Requests for Server decommission: A request ticket must remain active until the related change tasks have been closed. (40 Day SLA starts on request opening date and ends when request is closed)
- Requests for Post Server decommission: A second request ticket must be opened by the PE after server decommission ticket is closed and remain active until the related change tasks have been closed. (20 Day SLA starts on request opening date and ends when request is closed)
- Change Tickets are to be opened with a change type of "Standard" in all cases.
- Review the task list during the Coordinate tasks stage and "skip" any tasks that are not relevant to decommission (i.e. UNIX only tasks for a WINTEL decommission).
- Do an immediate check of the system to make sure that console access is functional. If not open the appropriate ticket with the data center team to have the issues corrected. This will eliminate the issue being found much later in the process.

1.4. General Considerations When Working with Configuration Items (CI)

- DO NOT remove the CI Owner from the CI.
- DO NOT rename the CI.
- ENSURE that you are applying the appropriate status are the correct time.

2. Decommission Process

When the Result of the Decommission Decision Process is to decommission a system, BMS will submit a request to DXC. This request will be the authorizing document for decommission and will include the final disposition (Dispose or Return to inventory) of the system.

Upon receipt of the decommission request DXC will open the appropriate change ticket and begin the decommission process. Decommission of UNIX/Linux, WINTEL and VMware system instances vary in some of the procedural details. The general process sequences are:

2.1. Physical Server Decommission EOL (Dispose) and RTI (Return to Inventory)

The purpose of the Physical Server decommission is to ensure that all required decommissioning tasks are completed and the asset is removed from the inventory and is entered into the appropriate disposal process. Servers identified as RTI instead of EOL are retained in inventory for reuse.

The following lists the general steps/tasks performed when decommissioning a physical server:

Task Group	Task Summary
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Verify the server profile output OR exception from BMS with approval to proceed
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	PE updates CI Status to be "**Pending Decommission**"
SDE HOSTING SERVICES	Update Billing Indicators. Removes Server from billing
ESO DATA RECOVERY SERVICES	Perform final full backup of server and remove from backups
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Power off the server for the period of time specified in the task. Put this task in a Pending state for the duration of the shutdown period.
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Power on the server after the specified period of downtime has elapsed
ESO EMT	Remove Server From OV Monitoring
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Check the server being decommissioned for BCV configurations. If present, remove BCV configuration from any server mounting the BCVs including backup servers
GDMS THIN CLIENT COMPUTING	Process removal from the Citrix platform, if applicable.
ESO STORAGE ENG	If SAN Storage is attached; Reclaim Storage including BCV/SRDF (if applicable)
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Perform a full erase of all locally attached Storage and power Down server
ESO DC Infrastructure MGT	Recover IP addresses and update server labels
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Update CI status to **Decommissioned**; Open a Server Post-Decommission Change

2.2. Virtual Server Decommission

The purpose of the Virtual Server decommission is to ensure that all required decommissioning tasks are completed and the asset is removed from the inventory and the server resources are reclaimed for future use by the Virtual Server Host.

VMware and UNIX Virtual instances are always decommissioned EOL (Dispose) as the virtual instance is simply removed from the environment and the resources are returned to the host system for reallocation.

The following lists the general steps/tasks performed when decommissioning a virtual server:

Task Group	Task Summary
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Verify the server profile output OR exception from BMS with approval to proceed
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	PE updates CI Status to be "**Pending Decommission**"
SDE HOSTING SERVICES	Update Billing Indicators and update asset record
ESO DATA RECOVERY SERVICES	Perform final full backup of server and remove from backups
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Shut down the virtual instance for the period of time specified in the task. Put this task in a Pending state for the duration of the shutdown period.
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Restart the virtual instance after the specified period of downtime has elapsed
ESO EMT	Remove Virtual Server From OV Monitoring
ESO VIRTUAL SERVER INFRA DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Delete Virtual Server from VMware Environment (VMware Servers Only). If the server is AWS, PE UNIX/WINTEL team itself will delete the instance from AWS console along with EBS volume and any additional ENI's associated.
ESO STORAGE ENG	Reclaim SAN Storage (HP-UX OS/VPAR Servers Only). System Administrators will provide required information.
GDMS THIN CLIENT COMPUTING	Process removal from the Citrix platform, if applicable.
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Delete Virtual Server from UNIX host (UNIX Virtual Servers Only) container
ESO DC INFRASTRUCTURE MGT or WYNYARD DC INFRASTRUCTURE MGT Based on Location	Recover IP addresses
DXC UNIX DECOMMISSION	Open a Server Post-Decommission change

3. Post-Decommission Process

The Post Decommission process is designed to ensure that all administrative issues, fiscal actions, licensing issues, etc. are completed for the decommissioned asset while ensuring that these tasks do not delay the actual removal of the asset from the operating environment (decommission). The Post-decommission process applies to both Physical and Virtual servers.

Servers located in an DXC datacenter will follow the procedures established for that datacenter for all physical recovery and removal tasks. These tasks are to be skipped and the appropriate Datacenter process initiated. Once the data center process is intiated, add any information received to the ticket. If all tasks are complete, close the change.

The details of the Post Decommission process vary by Operating system and Region but generally ensure the completion of the following:

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3.1. Server Post-Decommission

Task Group	Task Summary
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Remove Server from HPSA / Bigfix Console
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Release hostname in HP NNAM tool
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	Submit Request for firewall information for the server IPs from PARTNER SERVICES & NETWORK SECURITY for removal when applicable.
ISSA SYSTEMS COMPLIANCE	Remove Server from ESM Monitoring
APP SUPPORT ENDPOINT SECURITY	Remove Server From McAfee Console (WINTEL ONLY)
CAA POWERBROKER	Remove Server From PowerBroker Configs (UNIX ONLY)
ESO DC INFRASTRUCTURE MGT, WYNYARD DC INFRASTRUCTURE MGT, or SITE SUPPORT (location) Based on Location	Recover when applicable: Remote Terminal/KVM PORT cables (EOL ONLY) and release associated IP addresses; Recover: SAN Switch Ports, Network Switch Ports, Cables and Power (If applicable). LEAVE remote Console connection and associated IP addresses intact for physical server that are RTI. **If the server is located in a DXC datacenter, skip this task and engage the appropriate resource to initiate the datacenter decommission process.**
DXC UNIX DECOMMISSION DXC WINTEL DECOMMISSION	**Open a Data Center Infratructure Services/**Data Center Asset Disposal Request **based on location to either ESO DC INFRASTRUCTURE MGT or WYNYARD DC INFRASTRUCTURE MGT or other responsible disposal group to have the server removed from the rack for disposal**. If you are not sure if the equipment should be decommed, ask someone! **If the server is located in a DXC datacenter, assign this task to yourself and engage the appropriate resource to initiate the datacenter decommission process** Once the data center process is intiated, add any information received to the ticket. If all tasks are complete, close the change

Definitions

Term	Definition
Asset	Hardware operating within the BMS domain and managed by DXC
Decommission	The act of withdrawing hardware and operating system instances from active service.
Disposal	The process of disposing of an asset with the intention to sell, trade-in, recycle, or de-manufacture.
Reuse	A category of decommissioning that depicts the act of retaining an asset in a status for future use or immediate redeployment.

Appendices

Not Applicable.

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References

Document Number	Document Name
DXC-WI-UNX-0021	Startup and Shutdown of SUN Microsystems (Solaris) Servers
DXC-WI-UNX-0031	Startup and Shutdown of Hewlett-Packard Unix (HP-UX) Servers
DXC-WI-UNX-0037	Linux Server Startup and Shutdown
DXC-WI-UNX-1241	Performing a System Erase on a Solaris Server
DXC-WI-UNX-1764	Confirming a UNIX/Linux Server is Abandoned
DXC-WI-WIN-1758	Abandon Windows Server Checklist
DXC-WI-WIN-1169	WINTEL System Erase Procedure
DXC-WI-VMW-1781	VMware ESX or ESXi Server Startup and Shutdown

Document History

Version	Digital Signature / Approval	Author / Role	Description	DCR #
1.0	See version history in SharePoint for approvals.	Donald Forbes / Hosting Lead	New HP document Conversion of BMS IM-SOP-0251	74
2.0	See version history in SharePoint for approvals.	Donald Forbes / Hosting Lead	Remove "change to Deployed status" from Task 1 step 4 as the asset will already be in Deployed status.	873
3.0	See version history in SharePoint for approvals.	Ken Kuznicki / Hosting Lead	Changed Task 1 step 4 to state If the asset is being reused, change asset status to In Inventory to reflect current process by SDE Hosting and PE.	679
4.0	See version history in SharePoint	John Kimzey/ Author	Major revision to encompass revised decommission processes	1083
5.0	See version history in SharePoint	Kevin Wagner	Updated section 5.2.2 to include reclaim of SAN storage for HP-UX OS/VPAR servers, corrected typo in section 5.3.1	1714
6.0	See version history in SharePoint	Kevin Kiernan/ Reviewer	Updated section section 5.1.1	1928

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Version	Digital Signature / Approval	Author / Role	Description	DCR #
7.0	See version history in SharePoint	Kirk Bagg / Hosting Account Technical Leader	Added a step to verify Server Profile output or exception to section 5.2.1 and 5.2.2	1978
8.0	See document version history in SharePoint	Kirk Bagg / Hosting Account Technical Leader	Change Sections 5.1.3 and 5.2 to correct the process and clarify the language in document. Updated document references	2054
9.0	See document version history in SharePoint	Alec Siegel/Hosting Account Technical Leader	Sections 5.1.3 has been updated. Minor spelling errors corrected. Added step to post decommission process.	2130
10.0	See document version history in SharePoint	Alec Siegel / Hosting Account Technical Leader	Updated to the current template, updated Chester references to Wynyard	2627
11.0	See document version history in SharePoint	Jennifer Green Compliance Officer	Updated SLA information from 10 to 40 days, added clarification around shutdown steps prior to decommission.	2737
12.0	See document version history in SharePoint	Rebeca Jara, DXC Compliance Office	Document is being rebranded and renamed as part of the transition from HPE to DXC Technology (DXC). No technical content or planned periodic review date changes are being made at this time.	2827
13.0	See document version history in SharePoint	Silvia E. Soto Compliance Office	Document version number is being incremented to align the document version with the associated SharePoint records, as a result of the HPE to DXC SharePoint migration. No technical content or planned periodic review date changes are being made at this time.	3308

Version	Digital Signature / Approval	Author / Role	Description	DCR #
14.0	See document version history in SharePoint	Rey Diaz Document Reviewer	Updating periodic review date. No document content changes needed. Jennifer Green, Compliance Officer, signing on behalf of Alec Siegel due to technical issues with his digital signature.	3430
15.0	See document version history in SharePoint	K, Ananth Document Reviewer	Removed IT QUALITY ASSURANCE info. Jennifer Green, Compliance Officer, signing on behalf of Rajendrakumar Dhanawade, due to issues with their digital signature.	3920
16.0	See document version history in SharePoint	Rajashekar B Document Reviewer	BMS ServiceNow Cat 2 document updates. Updated Servicenow & Change type. Jennifer Green, Compliance Officer, signing on behalf of Rajendrakumar Dhanawade, due to technical issues with his digital certificate	3972
17.0	X _____ Rajendrakumar Dhanawade Document Owner	Jeganathan S Document Reviewer/SME	Updating 2.2 with AWS details and 3.1 with Bigfix along with HPSA.	4041