200603 M5|L1 Lab End-of-Life (EOL) Plan Format

**Exercise 4:** Develop an end-of-life (EOL) plan for the scenario

**Part I**: Review the EOL planning format

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| EOL planning category | Planning considerations |
| Product identification | * The product or product line name is documented * Documentation includes Product ID/SKU information and so on * The impact on the Product Mix is understood |
| Rationale | * The rationale for product retirement is defined * Retirement process is defined |
| Retirement strategy | * Retirement strategy is defined * Options to include divest, spin-off, harvest, or retirement are justified |
| Proposed mitigation plan | * The retirement process is mapped * The process is shared and understood |
| Communications planning | * Define how the retirement process will be communicated |
| Internal impact | * Manufacturing and operations considerations are addressed * Customer support considerations are addressed * Sales and support considerations are addressed * Human Resource and legal considerations are addressed * Legal and regulatory considerations are addressed |
| External impact | * External customer and partner support considerations are addressed * Customer support considerations are addressed |
| Cost analysis | * Cost/Benefit analysis is performed * Define approval process |
| Scheduling | * Retirement activity schedules are developed * Schedules are realistic and achievable |
| Risk analysis | * Risks are identified and qualified * Contingency responses are developed |
| Critical success factors (CSF) | * CSF are identified * A CSF measurement plan is developed |

**Part II: End-of-life (EOL) plan blank template**

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| EOL planning category | Planning considerations |
| Product identification | * Product Name: LWT Workflow Pro v1.0 * Discontinuation applies to version 1.0 of the product scheduled for end-of-life. |
| Rationale | * To introduce version 2.0 with enhanced features and improved security protocols. * Reduce support and maintenance overhead for outdated architecture. |
| Retirement strategy | * Planned retirement and customer migration to version 2.0. * No new licenses for v1.0 starting Sept 1, 2024. |
| Proposed mitigation plan | * Provide a 3-month transition period with migration tools and live support. * Dedicated FAQ, documentation, and customer webinars. |
| Communications planning | * Email notices to all customers 90/60/30 days before end-of-support. * Update status on product website, dashboards, and partner portals. |
| Internal impact | * Customer service: retraining on version 2.0. * DevOps: shift maintenance to new infrastructure. |
| External impact | * Customers may require technical assistance and training. * Partners must update product listings and sales documentation. |
| Cost analysis | * Estimated migration support cost: $8,000 * Reduced long-term maintenance: -$3,000/month savings |
| Scheduling | * Retirement notice issued: August 1, 2024 * Last license sale: August 31, 2024 * End-of-support: November 30, 2024 |
| Risk analysis | * Risk: Customer dissatisfaction or loss due to forced migration. * Mitigation: Incentivize upgrade and provide personal support. |
| Critical success factors (CSF) | * >80% of existing users migrate to version 2.0 before EOL. * Minimal support escalations during transition period. |