DECOMMISSIONING PLAN

Gabriel Rovesti

Michael Amista'

Elena Marchioro

BANK OVERVIEW

FOCUS

Integration and sharing with recently acquired banks
Expanding internationally
Leveraging partnerships with other financial institutions

BANK STRUCTURE DIVISIONS

Banking divisions: retail, customer, industry, and finance
Non-banking divisions: marketing, shared services, and security

BANK STRUCTURE UNITS

IT strategy, Applications, Operations management, Service implementation, and Service quality Units

CONNECTIVITY SERVICES

Home connectivity and USB connectivity

SCENARIO ANALYSIS

Home Connectivity and USB Connectivity

- Cost inefficiency

- Limited flexibility

- Management complexity

- Scalability concerns

- Security risks

- Technological obsolescence

- Inconsistency in maintenance and user experience

Token Connectivity

- More modern, scalable, and secure alternative to the current bank's solutions

- Allows for enhanced fleibility and remote access

- Simplified management and maintenance

- Increased compatibility with emerging technologies

DECOMMISSIONING PLAN

1. Identify and inventory IT Assets

2. Assess the current costs associated with maintaining these services and potential savings from decommissioning

3. Evaluate disposal and decommissioning options

4. Communication with stakeholders

5. Transition to new services

6. Monitor and verify IT asset disposal and decommissioning

7. Update and optimize IT asset lifecycle management

ROLLOUT PLAN

Plan	Architecture management	Risk management	Service financial management	Strategy management
Improve	Information security management	Supplier management	Change control	Service level management
Engage	Supplier management	Infrastructure and platform management	Service desk	Service level management
Design & Transition	Release management	Service validation and testing	Service design	Deployment management
Obtain & Build	IT asset management	Continual improvement	Information security management	Service configuration management
Deliver & Support	Incident management	Monitoring and event management	Release management	Service configuration management

PLAN

ARCHITECTURE MANAGEMENT

Develop the new target mode architecture

RISK MANAGEMENT

Identify risks associated with the transition and create mitigation strategies

SERVICE FINANCIAL MANAGEMENT

Ensure cost-effectiveness and financial planning for the rollout

STRATEGY MANAGEMENT

Align the decommissioning process and implementation of the new service with the bank's overall strategy

IMPROVE

INFORMATION SECURITY MANAGEMENT

Ensure that the Token connectivity service adheres to the security standards

SUPPLIER MANAGEMENT

Manage third-party suppliers to ensure a smooth transition to new services

CHANGE CONTROL

Implement a structured process for managing changes during the rollout

SERVICE LEVEL MANAGEMENT

Define and manage service levels to meet stakeholder expectations

ENGAGE

SUPPLIER MANAGEMENT

Ensure that external vendors are aligned with the new connectivity requirements

INFRASTRUCTURE AND PLATFORM MANAGEMENT

Oversee the infrastructure shift required to support the Token Connectivity service

SERVICE DESK

Provide support during the transition for any issues users may face

SERVICE LEVEL MANAGEMENT

Continue monitoring and maintaining service standards during the engagement phase

DESIGN & TRANSITION

RELEASE MANAGEMENT

Carefully manage the release of the services changed to avoid service disruption

SERVICE VALIDATION AND TESTING

Test the new architecture to ensure it meets all functional and security requirements

SERVICE DESIGN

Design the new service to meet the bank's needs

DEPLOYMENT MANAGEMENT

Oversee and schedule the phased rollout of the changed services

OBTAIN & BUILD

IT ASSET MANAGEMENT

Manage the lifecycle of new and existing IT assets

CONTINUAL IMPROVEMENT

Keep improving the new service based on user feedback

INFORMATION SECURITY MANAGEMENT

Keep focusing on security in the new architecture

SERVICE CONFIGURATION MANAGEMENT

Manage the configuration of the new and decommissioned services as they are implemented

DELIVER & SUPPORT

INCIDENT MANAGEMENT

Ensure incidents related to the transition are quickly resolved

MONITORING AND EVENT MANAGEMENT

Monitor the rollout for any issues

RELEASE MANAGEMENT

Finalize the rollout and ensure a smooth transition

SERVICE CONFIGURATION MANAGEMENT

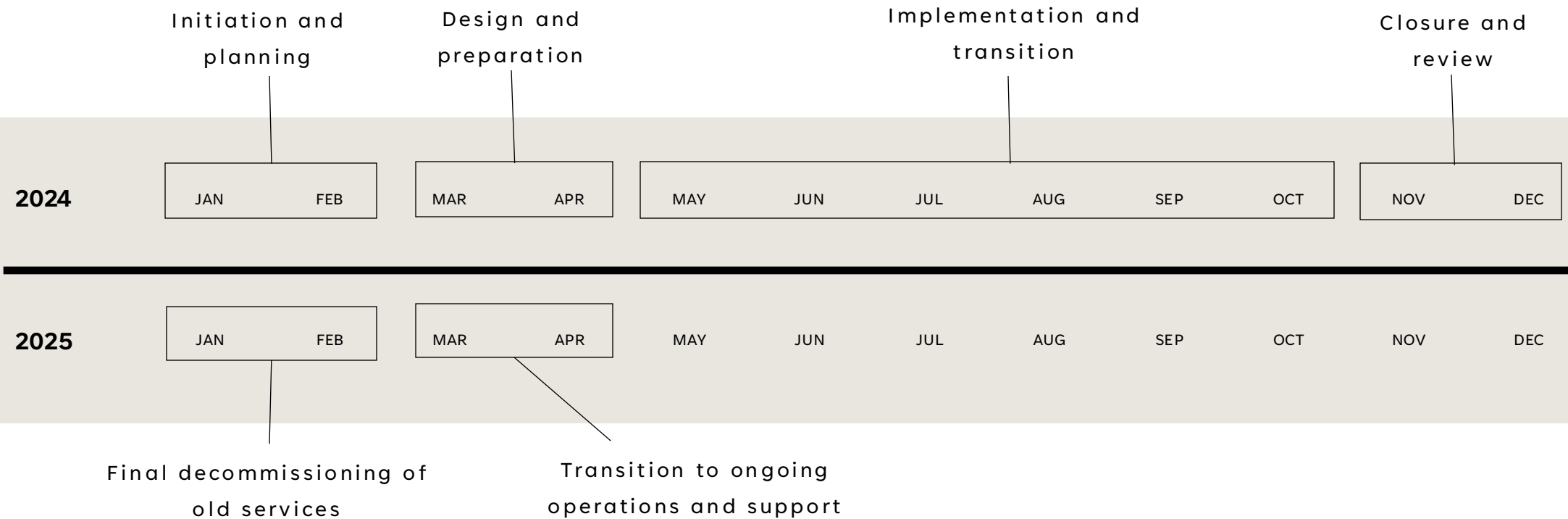Keep configuration information up-to-date

METRICS

CRITICAL SUCCESS FACTORS

- Successful transition to Token Connectivity
- Reduced costs from decommissioning
- Improved security and scalability
- User satisfaction with the new system

KEY PERFORMANCE INDICATORS

- Cost reduction
- Fewer security incidents
- Improved system performance
- User satisfaction metrics

TIMELINE

Initiation and
planning

Design and
preparation

Implementation and
transition

Closure and
review

2024

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP

JAN	FEB

MAR	APR

MAY	JUN	JUL	AUG	SEP	OCT

NOV	DEC

2025

JAN	FEB

MAR	APR

MAY   JUN   JUL   AUG   SEP   OCT   NOV   DEC

Final decommissioning of
old services

Transition to ongoing
operations and support

CONCLUSIONS

KEY OUTCOMES

- Alignment with bank's strategic goals
- Effective application of ITIL 4 framework
- Significant cost savings from retiring legacy services
- Improved IT governance, service portfolio
- Foundation laid for future digital transformation

NEXT STEPS

- Monitor and optimize performance
- Continue gathering user feedback
- Apply lessons learned to future IT projects
- Explore additional opportunities
- Maintain focus on continual improvement