Corporate Services for the Natural Resource Sector

Information Management Branch

NRS Application and Data Retirement Process

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Document:	NRS Application and Data Retirement Process

Contents

Versions

Date	Author	Version	Change Reference
July 31, 2014	Jennifer Dowd	0.1	
Sept 23, 2014	Project Team	0.2	Update checklist
Nov 4, 2014	Project Team	0.3	Review
Nov 12, 2014	Jennifer Dowd	0.4	Updates
Nov 18, 2014	Project Team	0.5	Finalization before test cases completed
Nov 28, 2014	Jennifer Dowd	0.6	Results from test cases (Test BPM – Saunder Thom)
Dec 2, 2014	Project Team	1.0	Tweaks from meeting
Dec 11, 2014	Approved by Standards Review Committee (SRC)	1.0	No changes

Introduction

This document is meant to guide you through retiring an application and to ensure all areas of retiring an application, its associated data and related dependencies are considered. The Application Retirement Process Project Team has collaborated to determine the best process.

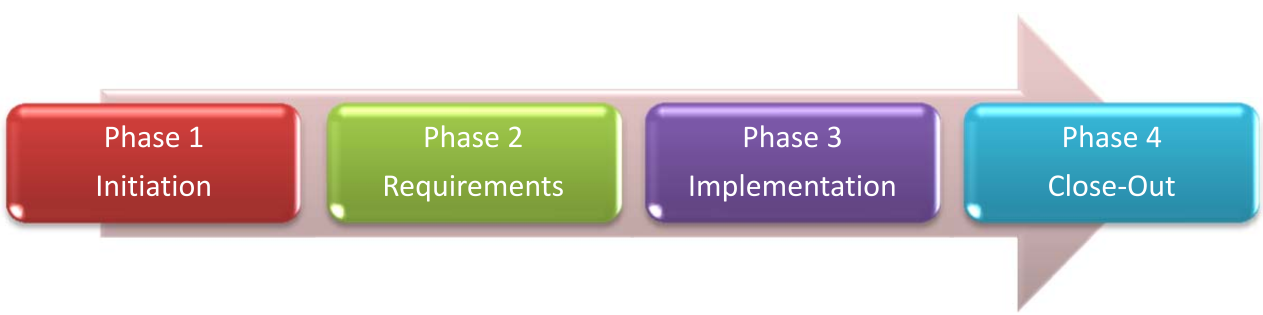
Application and Data Retirement Process Project Team

This process was created by the following team:

Name	Role
Doug Say	Project Sponsor
Jennifer Dowd	Project Lead BPM
Dean Hardman	Project Lead PM
Dylan Dawson	Application Delivery
Alan Bullen	Application Delivery
Caroline Tansley	DBA Services
Suzanne Tyler	CSNR Security
Jim Colley	Middle Tier/Infrastructure
Gary Wong	Technical Architect
Tom Fulton	Data Architect
Ronda Cunningham/ Ian Bedford	SP/PMO office
Information Access Office	To be consulted once 'Records' section is reached

Overview of Process

The Application Retirement Process will take 4 phases to complete.



Summary of Responsibilities

Below is a summary of the responsibilities of each of the different areas involved.

SECTION	RESPONSIBLE FOR
Business Area (Client)	Initial review and initiation of retirement
Business Portfolio Manager (BPM)	Overall facilitation of retirement process Updating IRS throughout the process
Project Management Office (PMO)	Tracking/ financial information
Application Delivery Team (AD)	Technical Retirement Tasks
DataBC	Technical Retirement Task (If there is a warehouse component)
DBA Services Team (DBA)	Technical Retirement Tasks
CSNR Security (SA)	Technical Retirement Tasks
Middle Tier/Infrastructure Team (MT & Inf.)	Technical Retirement Tasks
Technical Architecture Team (TARCH)	Technical Retirement Tasks
Data Architecture Team (DA)	Technical Retirement Tasks
IMB Management Team (IMB Mgmt)	For timely signoff of all retirements
Information Access Office (IAO)	For records portion of retirement process

Application and Data Retirement Process Roles and Responsibilities Matrix

Responsible: *Those who do the work to achieve the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.*

Accountable*: The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There* ***must*** *be only one accountable specified for each task or deliverable.*

Consulted: *Those whose opinions are sought, typically subject matter experts*

Informed: *Those who are kept up-to-date on progress, often only on completion of the task or deliverable*

Note: Depending on the nature of your application, not every step in the retirement process will be required unless identified as mandatory. ***Indicates mandatory steps.**

Phase 1: Initiation

Phase	Task	Client	BPM	PMO	AD	DBA	Data BC Only if BCGW component	SA	MT & Inf.	TARCH	DA	IMB Mgmt.	IAO
1	Business Area Approval*												
1	Notify intent to retire*	R	R/A	I	I	I	I	I	I	I	I	I	I
1	Approved Briefing Note*	C	R	R								R/A	
1	Create a digital Retirement Project Folder for the Application; Send link to BPM, AD, DBA, Security, MT & Inf. and DA/TA*		R/A										
1	Create activity log and place in Retirement Project Folder for the technical sections to use*		R/A										
1	Notify all on decision to proceed*	R	R/A	R									
1	Initiate STRA*	C	R					A					
1	Review of associated Policy, Regulations and Acts and ISP*	A	R					C					C
1	Update IRS Status to Retirement in Progress*		R/A										

Phase 2: Requirements

Phase	Task	Client	BPM	PMO	AD	DBA	Data BC Only if BCGW component	SA	MT & Inf.	TARCH	DA	IMB Mgmt.	IAO
2	Update STRA*	R	R		C	C		A	C				
2	Complete an Impact Analysis Assessment - Application - Data*	C	R/A		C	C	C	C	C	C	C		
2	Create a retirement plan*	R	R/A	I	C	C	I	C	C	C	C	I	C
2	Follow Records Management Process set by Information Access Office*	R	A					R					R
2	Identify maintenance activities/ agreements/ licensing*	R	R/A		C	C			C				
2	Review amortization and any financials around application Indicate results of any financial impacts in the Retirement Plan*	C	R	R								A	
2	Ensure all project related documentation is in the retirement project folder for the application. Items that should be included are: - Retirement Plan - decision note - destruction form - manuals - activity log - Project Plan*		A	I	R	R		R	R	R	R		I
2	Post notice on TEC SharePoint site		A						R				

Phase 3: Implementation

Phase	Task	Client	BPM	PMO	AD	DBA	Data BC Only if BCGW component	SA	MT & Inf.	TARCH	DA	IMB Mgmt.	IAO
3	Implementation Kickoff - As per retirement plan	R	R/A				C						
3	Mitigate outstanding impacts from analysis - As per retirement plan		A				R						
3	Turnoff in DLVR, TEST, PROD. TRAIN*	I	I		R/A								
3	Remove database access - As per retirement plan	I	I			R/A	R						
3	Await Grace Period Expiration	I	I		R/A								
3	Remove application from servers or desktop*	I	I		R/A								
3	Remove passwords from KeyPass appropriately	I			R/A	R/A	R/A	I					
3	Create application archive folder		R		R/A								R
3	Retire data - As per retirement plan		A		R	R	R	R			R		R
3	Retire infrastructure (if applicable)		I		R				A				
3	Update IRS*								A				

Phase 4: Close-out

Phase	Task	Client	BPM	PMO	AD	DBA	Data BC Only if BCGW component	SA	MT & Inf.	TARCH	DA	IMB Mgmt.	IAO
4	Post implementation review - Lesson's learned - Review checklist to ensure all actions completed - Records filed correctly	R	R/A	R	R	R	R	R	R	R	R	C	R
4	Update status in IRS to RETIRED*		R/A										
4	Update Application Health Check*		R	A									
4	Close out STRA*		R					R/A					
4	Move all remaining documentation to designated location *		A		R			R			R		
4	Notify stakeholders process is complete*	R	R/A	I	I	I	I	I	I	I	I	R	I
4	Celebrate	R	R	R	R	R	R	R	R	R	R	RACI	I

Application and Data Retirement Process "DETAILS"

PHASE 1: Initiation

Status	Section	Details
☐	Business Area Approval	BPM: sends NRS Application Retirement Assessment Template to business area contact, application administrator, and data custodian. Client: Fills out the 'NRS Application Retirement Assessment Template' and forwards completed assessment to BPM.
☐	Notify intent to retire	Clients notifies: all users of the application (internal and external) BPM notifies: identify stakeholders such as all IMB groups, DataBC, Records Management, SSBC PMO notifies: FSB **Example text for email <customize as required>:** Greetings All, You are receiving this email as notification of the intent to retire the following application <application name> or data set <data set name>. **What does this mean?** The application or data set has been deemed to be obsolete and therefore will be archived or disposed of according to government record procedures. A retirement plan is currently being developed in collaboration with the business area. If you have any questions, concerns etc. please contact me by <enter date>. Thank you, <add signature here>
☐	Approved Briefing Note	BPM: Identify Asset # and book value. Email the CSNR IMB SP&PMO mailbox. BPM: once the NRS Application Retirement Assessment has been completed by the client, prepare NRS Application Retirement Decision Note for CIO signoff Note: This approval is for approval to retire the application.
☐	Create a digital Retirement Project Folder for the Application; Send link to BPM, AD, DBA, Security, MT & Inf. and DA/TA	Please consult the NRS Application Retirement Readme sample file for instructions AD Dist List: CSNR Application Deliveries DBA Dist List: CSNR DBA Services Security Dist List: CSNR Security MT & Inf. Dist List: CSNR Infrastructure Services DA/TA Dist List: CSNR IMB Architecture
☐	Create activity log and place in Retirement Project Folder for the technical sections to use	**Activity log** is within the NRS Application Retirement Plan Template

Status	Section	Details
☐	Notify all on decision to proceed once you've received briefing note sign off	Same group as in 'Notify intent to retire'
☐	Initiate STRA	Check the applications project folder, if not in the project folder, email CSNR Security to request a copy. To initiate a STRA, email CSNR Security If STRA exists, request existing information be copied into new STRA and complete your updates
☐	Review of associated Policy, Regulations and Acts and Information System Plans	Client reviews line of business policies and regulations BPM reviews corporate standards BPM reviews information system plans
☐	Update IRS Status to Retirement in Progress	Navigate to: https://a100.gov.bc.ca/int/irs/welcome.do Click View All applications Locate your app and double-click on the app to bring it up Click edit this app Update Status to "RETIREMENT IN PROGRESS"

PHASE 2: Requirements

Status	Section	Details
☐	Update STRA*	Client (R): Participate as needed BPM (R):Coordinate and populate STRA Security (A): Assist as needed
☐	Complete Impact Analysis Assessment* - Application - Data	BPM completes assessment in consultation with the other technical groups and client **Link:** **http://www.nro.gov.bc.ca/nrs/sdlc/deliverables/Impact_Analysis.htm**
☐	Create a retirement plan*	Using the NRS Application Retirement Plan Template
☐	Follow Records Management Process set by Information Access Office*	Refer to Government Records Services Process for Disposing or Archiving Application Data
☐	Identify maintenance *activities/ agreements/ licensing	Client (R): Client to provide information to BPM as requested BPM (R/A): Check with Client, check with Application Delivery/Middle-Tier & Infrastructure: Check with Vendor, check with Technical Services Group
☐	Review amortization and any financials around application * - Indicate results of any financial impacts in the Retirement Plan	BPM (R): If BPM does not already know information, request info from PMO PMO (R): Research with FSB and follow-up with BPM IMB mgmt. (A): If any decisions needed, loop in IMB mgmt. to gain signoff or approval
☐	Ensure all project related documentation is in the retirement project folder*	Put all project related documentation in project folder throughout project BPM: review project folder to ensure all information contained
☐	Post notice on TEC SharePoint Site	BPM (A): BPM to email NRS.Applications@gov.bc.ca and notify them. MT & Infr. (R): Post notice

PHASE 3: Implementation

Status	Section	Details
☐	Implementation Kickoff	BPM (R/A): Responsible for setting up meeting, Providing copy of retirement plan to discuss Client (R):Ensure any business area reps and App Admin are present
☐	Mitigate outstanding impacts from analysis	BPM to manage the implementation of the mitigation strategies in retirement plan
☐	Turnoff in DLVR, TEST, PROD*	AD (R/A):See internal process; Communicate to BPM BPM (R): BPM to inform client and the business service desk Client (R): to communicate to their users/business area
☐	Remove database access	DBA (R/A): as per retirement plan; communicate to BPM status BPM (R): BPM to inform client and the business service desk Client (R):to communicate to their users/business area
☐	Await Grace Period Expiration - This means the application is un-deployed, and left in place until end of grace period	AD (R/A):confirm grace period; set a reminder in calendar for end of grace period BPM (I): to be aware Client (I): to be aware
☐	Remove application from servers or desktop*	AD (R/A): see internal process; notify BPM task is completed BPM (R): to follow-up with AD to ensure task has been completed
☐	Remove passwords from KeyPass appropriately	AD (R/A): remove passwords; notify security DBA: remove passwords; notify security Databc: remove passwords; notify security
☐	Create application archive folder	AD (R/A): create/organize folder(s) BPM (I): to be aware
☐	Retire data	BPM (A): Follow IAO procedures; update STRA AD (R): application code is stored in Subversion, application configuration stored in Jenkins, application data not stored in the database to be archived according to the retirement plan; inform BPM DBA (R)/BCGW DBA: as per the retirement plan Security (R): make sure the STRA is updated with the appropriate DA (R): retire data model IAO (R): Follow Records Management Process set by Information Access Office listed in Phase 2
☐	Retire infrastructure (if applicable)	MT & Inf. (A): A – follow up with MT & Infra. AD (R): advise infrastructure services if server is empty
☐	Update IRS	MT & Infr. (A): update IRS to remove server linkages

PHASE 4: Close-Out

Status	Section	Details
☐	Post implementation review	BPM (R/A): Setup post implementation review meeting to discuss lesson's learned, review checklist to ensure all actions completed, confirm all records filed correctly Client: (R): participate as needed PMO, AD, DBA, Security, MT & Inf., TA, DA, IAO, DataBC: participate as needed
☐	Update status in IRS to RETIRED*	Navigate to: https://a100.gov.bc.ca/int/irs/welcome.do Click View All applications Locate your app and double-click on the app to bring it up Click edit this app Update Status to "RETIRED"

Status	Section	Details
☐	Update Application Health Check*	PMO (A): Accountable to ensure AHC is updated accordingly BPM (R): Responsible for providing updated information for AHC
☐	Close out STRA*	Security (R/A): ensure STRA closed out BPM (R): ensure all updates are completed
☐	Move all remaining documentation to designated location*	BPM (A): Send reminder to project team to put all project related documentation in project folder AD, Security, DA: put project related documentation in project folder
☐	Notify stakeholders process is complete*	BPM (R/A): send email communique to identified stakeholders notifying process is now complete Client (R): send email communique to clients notifying process is now complete IMB Mgmt: notify branch
☐	Celebrate	IMB Mgmt: responsible for organizing celebration in a meeting room or hub