

J - Team Analysis based on Voice Customer a

FROM MEETING SLA ON SERVER DECOMM/RETIREMENTS?

EMENT OF DECOMMISSIONING PROCESS COMBINED WITH GAPS IN FORE

"WHERE'S THE BEEF?"

There is a Lack of Active Queue Management for Decoms (22 Score)

Gap in active management of process. E.g. Person let go, ticket not reassigned, decomm sat for 3 months inactive. (CN)

Lack of Resource Management Coordination (8 Score)

Resources in the process report to diff. mgrs who may not prioritize decoms high enough (ES)

There are 5 diff. groups in 3 locations who need to be involved (GRO, NASS, MOPS. "No idea of state of request" (ES)

New Server Builds are Priority over Decomms. (5 Score)

It has taken >3 months to clean up a server to be redeployed from KZO to MOPS (AL)

The process took so long (6+) months that I went out and purchased new servers (ES)

New Server was installed in 5 days where as an old decomm request submitted 6 weeks back has not been completed (KA)

"THE NOEM MAKES ME MOAN"

Time Delay for Approval (Overall and NOEM)

It has taken over 2 months to locate owners of information/apps on a server we want to decomm (AL)

It took one customer 2 months to approve the decomm and NOEM form (CGS)

"You will be waiting a long time to get the NOEM form returned to CIT by the BTM" (CR)

The NOEM Form to the Customer is Complex

I can't get BT Managers to complete the simple retirement form. One consultant has to do it on their behalf. (CN)

Never had to fill out a NOEM before, why now? (CN)

"Too Much Dirty Laundry"

Server Access Still Available on Decommed Systems

"Why can I still ping the server supposedly decommed?"

There are servers that I asked to be decommed still accessible and BT's are still putting Data on them. This complicates the app retirement if they still have access to the server.

OWNER INFO Not up to date in CMDB (Score 5)

Didata called me 3 times last week about a server that was supposedly decommissioned 2 weeks back (KA)

I keep getting calls about a server I put in 4 years back and I am not the app owner anymore (KA)

I got a call for a server decomm which I'm not responsible for (CR)

"WE'RE NOT GLOBAL"

Regional and Global Standard Gap (3 Score)

The server decomm process is not global. Americas process is not the same across sites

Lack of Internal CIT SLA (OLA) Decoms (Score)

Backlog of Dec Queue Impacts Power, Space, Capacity, Cost room for new s (CN)

Funding Model for customer on front end but lag decomm impact Deprec write off