

Explanation of each process step of the Offboarding process v4

| Process step | Role | Its detailed content | Step applicable for | |
|--|---------------------------|---|------------------------------|-------------------------------|
| | | | Complete service Offboarding | Offboarding of a using centre |
| Starting points | | <ul style="list-style-type: none"> - Service provision should be discontinued (no more using centres or other reasons) - Service not required anymore/ legal framework breach - Service Portfolio Review triggered the Retirement of the service (only for complete service Offboarding) | Yes (all) | Yes |
| Fill out Retirement Form | Service provider | <ul style="list-style-type: none"> - Will be available for use in Plony in future | Yes | Yes |
| Inform using centre(s) that service will be discontinued | Service provider | <ul style="list-style-type: none"> - Inform user centre(s) and ask them to store their data from the service - Agree on how and when backups from service provider side are handed over to using centre for both data in service and data used for service | Yes | Yes |
| Ask using centre(s) if transfer to alternative service should be organized | Service Portfolio Manager | <ul style="list-style-type: none"> - It might be the case that Offboarding is not voluntary from using centre side; therefore the using centre might require another service replacing the functionality of the Offboarding service – HIFIS can support the using centre in finding an equivalent/ similar service | Yes | Yes |
| Decide if transfer to alternative service should be organized | Using centre | <ul style="list-style-type: none"> - Decide whether an alternative service with the same functionality is required | Yes | Yes |
| Ask Service Portfolio Manager to | Using centre | <ul style="list-style-type: none"> - Ask Service Portfolio Manager to coordinate/initiate the | Yes | Yes |

| Process step | Role | Its detailed content | Step applicable for | |
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| | | | Complete service Offboarding | Offboarding of a using centre |
| initiate transfer to alternative service | | transfer to the alternative service | | |
| Initiate Follow up Onboarding process | Service Portfolio Manager | - Initiate Follow up Onboarding process for using centre with new service provider, incl. possible SLA, enablement of VO and possible User Enablement | Yes | Yes |
| Inform using centre(s) (VOs) that service will be set to status „Discontinued“ | Service Portfolio Manager | - Official information from HIFIS side that service status will now be set to “Discontinued” - Using centre(s) have of course already been informed about discontinuation earlier in this process | Yes | No |
| Set service status in Cloud Portal to „Discontinued“ | Service Portfolio Manager | - From this point on, using centres should stop using the service/ ultimately save their data if not yet done | Yes | No |
| Ask Cloud Portal Manager to disable VO(s) of (all) using centre(s) | Service Portfolio Manager | - Ask for disablement of VO | Yes | Yes |
| Move corresponding Service Level Agreements to archive | Service Portfolio Manager | - To keep Contract Database up-to-date, move SLAs that are now obsolete to archive | Yes | Yes (only SLA with using centre) |
| Disable VO(s) of (all) using centre(s) | Cloud Portal Manager | - =Rollback of authorization to use the service | Yes | Yes |
| Inform Service Portfolio Manager about disabled VOs | Cloud Portal Manager | - Information required from Service Portfolio Management to move service from Service Catalogue to Retired services | Yes | No |
| Set service status in Plony to „Retired“ | Service Portfolio Manager | - When being in status “Retired”, service is officially moved from Service Catalogue to Retired services | Yes | No |

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|--|--|--|------------------------------|-------------------------------|
| | | | Complete service Offboarding | Offboarding of a using centre |
| Verify that all data has been deleted after defined time frame run out | Service provider/ using centre/ Cloud Portal Manager | <ul style="list-style-type: none"> - Verification between service provider and using centre - Verification between service provider and Cloud Portal Manager - Document data deletion in an acceptance protocol | Yes | Yes |
| Remove service from Cloud Portal | Cloud Portal Manager | <ul style="list-style-type: none"> - From this point, service is not visible in Cloud Portal anymore | Yes | No |