

Explanation of each process step of the Offboarding process v5

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 centers 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 Owner	<ul style="list-style-type: none"> - Will be available for use in Plony in future- Excel form used until then can be found in Process Framework 	Yes	Yes
Inform using center(s) that service will be discontinued	Service Owner	<ul style="list-style-type: none"> - Inform user center(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 center for both data in service and data used for service 	Yes	Yes
Ask using center(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 center side; therefore the using center might require another service replacing the functionality of the Offboarding service – HIFIS can support the using center in finding an equivalent service 	Yes	Yes

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Decide if transfer to alternative service should be organized	Using center	- Decide whether an alternative service with the same functionality is required	Yes	Yes
Ask Service Portfolio Manager to initiate transfer to alternative service	Using center	- Ask Service Portfolio Manager to coordinate/initiate the transfer to the alternative service	Yes	Yes
Initiate Follow up Onboarding process	Service Portfolio Manager	- Initiate Follow up Onboarding process for using center with new service provider, incl. possible SLA, enablement of VO and possible User Enablement	Yes	Yes
Inform using center(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 center(s) have of course already been informed about discontinuation earlier in this process	Yes	No
Set service status in Plony to „Discontinued“	Service Portfolio Manager	- From this point on, using centers should stop using the service/ ultimately save their data if not yet done - Service automatically disappears from Helmholtz Cloud Portal	Yes	No
Ask Cloud Portal Manager to disable VO(s) of (all) using center(s)	Service Portfolio Manager	- Ask for disablement of VO	Yes	Yes

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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 center)
Disable VO(s) of (all) using center(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
Verify that all data has been deleted after defined time frame run out	Service Owner/ using center/ Cloud Portal Manager	- Verification between service provider and using center - Verification between service provider and Cloud Portal Manager - Document data deletion in an acceptance protocol	Yes	Yes