

ITD SERVER DECOMMISSIONING PROCEDURE

PURPOSE

This procedure ensures the protection of University data by avoiding breaches through effective server decommissioning.

DEFINITIONS

Here are the definitions of the terms “Application Manager”, “Network Manager”, “Server” and “Server Manager”.

Application Manager

The “Application Manager” is the person responsible for the following server decommissioning activities:

- Log a Change Control call to initiate the server decommissioning procedure.
- Complete the Pre-Decommissioning Checklist (contained in the ITD Server Decommissioning Procedure) and return it to the Change Control Officer.
- After approval, ensure a full backup is taken, completely destroy the data on the server, and log a call assigned to the Server Management group to either remove the physical server from the Computer Room or delete the server (if virtual).
- Upon receipt of the Post-Decommissioning Checklist from the Change Control Officer, log a call with the Server Management group requesting completion of the server section of the Checklist.
- Record the call number of the above call in the Notes field of the Server Decommissioning Change Control call.
- Upon receipt of the Post-Decommissioning Checklist from the Change Control Officer, log a call with the Communications & Networking group requesting completion of the monitoring section of the Checklist.
- Record the call number of the above call in the Notes field of the Server Decommissioning Change Control call.

Network Manager

The “Network Manager” is the person responsible for the following server decommissioning activities:

- Upon receipt of the Post-Decommissioning Checklist monitoring section from the Application Manager, complete the checklist and close the call.

Server

The "server" is either a physical or virtual computer system connected to the UL campus network that provides services to multiple individuals at the same time.

The software on the server comprises:

- The default installation of the specified operating system.
- The SNMP service installed and configured.
- An antivirus application, if required.
- A backup client application, if required.
- The virtualisation tools application, if the server is a virtual machine.

This document only addresses the procedure adopted for those servers managed by the Information Technology Division.

Server Manager

The “Server Manager” is the person responsible for the following server decommissioning activities:

- Upon receipt of the “server removal” call:
 - If physical, unplug the server from the network; remove the server from the Computer Room.
 - If virtual, delete the server in the VMware console.
 - Close the call notifying the Application Manager of the server removal/deletion.
- Upon receipt of the Post-Decommissioning Checklist server section from the Application Manager, complete the checklist and close the call.

PROCEDURE

Approval

The **Application Manager** who intends to decommission the server must log a Change Control request call. This call will send an email to the Change Control Officer (CCO).

Upon receipt of the Change Control Request, the CCO will change the status code of the call. This will automatically email a ‘Pre-Decommissioning Checklist’ to the requestor. This checklist must be completed and returned to the Change Control Officer.

Pre-Decommissioning Checklist

1. Has the Application Manager confirmed that the server is no longer required?
2. What is the server name?
3. What is the Operating System?
4. What service is running on the server?
5. Is SAN disk used? If yes, please give details.
6. Where is the server located?
7. Why decommission the server?

Upon receipt of the information, the CCO will change the status code. This will send an email to the CC group outlining details of the requested change. The CCO will then bring the request to the next operational meeting for approval. Once approved, the CCO will change the status code again, which notifies the requester that they may proceed.

DECOMMISSIONING

After approval, the **Application Manager** decommissioning the server takes the following actions (and progress recorded in the Change Control call Notes field):

- Ensure a full backup is taken;
- Completely destroy the data on the server;
- Log a call to the Server Management group to remove the physical server or delete the virtual server.

Upon receipt of the call, the **Server Manager (Server Management group)** must:

- If physical, unplug the server from the network (and red-tag if not being removed immediately).
- If physical, physically remove the server from the Computer Room;
- If virtual, delete the server in virtualisation console.
- Update the ITD Master Server List.
- Close the call to notify the Application Manager of the server removal/deletion.

POST-DECOMMISSION

Upon notification that the change is complete, the Change Control Officer will change the status code. This will automatically email a "Post Decommissioning Checklist" to the **Application Manager**.

Post-Decommissioning Checklist

It is the responsibility of the **Application Manager** to:

1. **Log a call to the Server Management group (Server Manager)** asking the following questions:
 - If data on the server was backed up, has the backup client been de-configured?
 - If it is a Windows server, has it been deleted from the **Microsoft Updates** management console?
 - If it is a Windows server, has it been deleted from the **Antivirus** Management console?

- If it is a **Red Hat** Linux server, has it been unsubscribed from www.redhat.com?
- If registered in the password management system, has it been deleted from the password management console?
- If the server has **SAN** disk attached, has the relevant LUN been deleted, server removed from the relevant Storage Group and fibre card(s) deregistered in the SAN management console?
- Has the server record been moved from the *Production Servers* worksheet to the *Decommissioned Servers* worksheet in the **ITD Master Server List** spreadsheet?

2. Log a call to the Communications & Networking group (Network Manager) requesting the following:

- Stop monitoring the server.

Return the call reference numbers for both of these calls to the Change Control Officer. Upon receipt of the above information, the CCO will close the call, putting details of the post-decommissioning checklist in the notes field.

RECORDS

Records of all servers that have been decommissioned are stored on a separate tab on the Master ITD Server List.

Records of change requests remain in the call logging system for a period of three years.

PROCESS VERIFICATION

Internal / External Quality Audits and the Corrective Action process, where the source of the problem under investigation is the procedure itself, evaluate the efficacy of the process.

Revision No.	Date	Approved by:	Details of Change
1	8 March 2011	BS/KOM	Initial Release by Brian Sexton
2	15 March '11	KOM	Updated procedure to include RMS codes for server decommissioning and details of process verification method.
3	31 Aug '11	KOM / BS / GH	Updated to streamline procedure for decommissioning. Clearly outlined responsibilities of both the Application Manager and Server Manager.
4	2 Oct '12	Kim O'Mahony	Replaced 'Quality Officer' with 'Change Control Officer'.

ITD Server Decommissioning Procedure

5	4 th February 2014	BS	Added definitions for Application Manager, Network Manager, Server and Server Manager.
6	05 Jan '16	EG	Re-align Pre-Decommissioning Checklist and RMS checklist
7	24 Feb 2017	EM	Replaced "Forefront Management Server?" with "current antivirus Management Server console?" and updated procedure to cover Virtual Servers
8	22 nd March 2017	BS	Moved the ITD Master Server List update to the post-decommissioning checklist, as per IAI, ZZAB5032; replaced "Technology Solutions" with "Server Management group"; removed references to Commvault and RMS; remove RMS codes section.
9	24 th March 2017	BS	Remove reference to Password Manager Pro; remove server deployment and management responsibilities from the definitions.