

# Product Retirement Quick Guide

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*When retiring a product or service, there are important items to consider as you plan. This will also inform your communications and be valuable for the Product Management and Communication team if they are involved.*

- 1) What is the formal name of the product or service?
- 2) What are the key features?
- 3) What is the date the product or service is being retired?
- 4) Who is the Service Owner of the product or service?
- 5) Was a formal project proposal submitted?
- 6) Are additional staff resources available for the product or service retirement? *For example, will a project manager, communicator, technical support staff, or product manager be supporting the product or service retirement?*
- 7) Do you require communication templates? If so, please obtain them from the Marketing and Communications team.
- 8) Have you secured approval from the business owner and senior leadership to retire your product or service?
- 9) Has the product or service undergone a thorough analysis?

*This step is crucial in defining the technical scope of the retirement task, which includes identifying the location and format of the data, ranging from data files to database tables, and even unstructured formats. Additionally, the analysis identifies any dependencies required for processing the data, such as automatic data usage by other systems. If applicable, analyze the number of users, amount of data, age of data, etc.*

- 10) How will customers be affected by the retirement of the product or service?

*Can customers easily access all the information they need after the retirement of the product? Consider outlining scenarios of how the product is being used and how customers' behavior will change. If data is being migrated to another location, test typical scenarios with customers to ensure they can still search for information using a range of selection criteria and are satisfied with the results.*

11) When (or how often) do they use it?

12) Describe how the vendor or product representative is involved in the retirement.

*It is best practice to contact the vendor well in advance of retiring your product – try setting a date that coincides with the contract renewal date or avoid change freeze periods.*

13) What is the plan for discontinuing billing, releasing hosting resources, unpublishing from request catalogs or service webpages, deleting from ITSM, and handling Help Desk customer inquiries for the product or service retirement?

a) Request the removal of your product or service in the service catalog if needed.

b) Contact the change management team to begin the process for retirement of the product or service.

c) Contact Help Desk for updating Knowledge Base article(s).

14) What data will be retained and for how long? Are there any litigation holds on any of the data?

15) What metrics will be used to measure the success of the retirement process?