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| <b>Latest Version:</b> | 1.0   | <b>Revision Date:</b>     | 04/15/2016       |
| <b>Effective Date:</b> | 08/16/2016  | <b>Replaces:</b>          | NEW              |
| <b>Revised By:</b>     | Joshua Graves   | <b>Review Cycle/Date:</b> | Annual           |
| <b>Reviewed By:</b>    | Brian Berglan   | <b>Reviewing Unit:</b>    | Asset Management |
| <b>Title:</b>          | End of Life Management SOP  |                           |                  |
| <b>Description:</b>    | This document is the operating standard for end of life management. |                           |                  |

## End of Life Management Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this document is to identify the OMES IS end of life process.
2. Scope
  - 2.1. This document applies to all state IT assets.
3. Discipline
  - 3.1. Administrative Standards
4. Terms and Definitions
  - 4.1. End of Life – When an IT asset is obsolete due to changes in technology, customer demands or when failure is imminent.
5. Instructions
  - 5.1. State IT assets are tracked in the configuration management database (CMDB) within the CRM Tool.
  - 5.2. Applicable service team owners are responsible for updating the following information in the CMDB:
    - 5.2.1. Purchase/Acquire Date – the date an asset was purchased or acquired
    - 5.2.2. End of Warranty/Lease Date – the date when a warranty or lease expires
    - 5.2.3. End of Support Date – the date a vendor ceases to provide updates or replacement parts for an asset
    - 5.2.4. OMES End of Life Date – the date OMES IS determines an asset will be replaced
    - 5.2.5. Mitigation Plan – the plan to remove or replace an asset
  - 5.3. The Asset Management team generates a quarterly report from the CMDB to identify assets with an end of warranty/lease date, end of support date or OMES end of life date expiring on June 30<sup>th</sup> two years later. This report is saved in the following folder and an email is sent to service teams to plan for replacing the appropriate assets or developing mitigation plans:  
**J: Drive < Function < ALL ISD < End of Life Reports**
  - 5.4. The Asset Management team generates an annual report on July 1<sup>st</sup> each year for assets with end of support dates expiring through June 30<sup>th</sup> two years later. This report shows the expiring asset, the end of support date and the asset’s mitigation plan. The Asset Management team saves this report in the same folder as the report in the previous step and sends an email to the service teams and Executive Management.

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## 6. Roles and Responsibilities

### 6.1. Service Team Owner

6.1.1. Updates asset information in the CMDB.

### 6.2. Asset Management

6.2.1. Generates a quarterly report from the CMDB to identify assets nearing their end of warranty/lease date, end of support date or OMES end of life date.

6.2.2. Sends the quarterly report to service teams to plan for replacing the appropriate assets or developing mitigation plans.

6.2.3. Generates an annual report on July 1<sup>st</sup> each year for assets with end of support dates expiring through June 30<sup>th</sup> two years later. This report shows the expiring asset, the end of support date and the asset's mitigation plan.

6.2.4. Sends the annual report to the service teams and Executive Management.

## 7. References

7.1. **J: Drive < Function < ALL ISD < End of Life Reports**