Decommissioning Legacy Technologies while considering Legal Holds, Audits, Record Retention and Business Run-Out requirements.

10 Terrifying Words…

"I'm from Corporate Legal, and I am here to help."

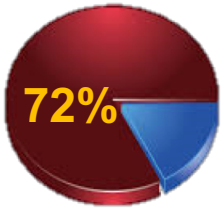
-Anonymous

Multiple Perspectives – One Goal

- Business
- IT
- Compliance
- Audit
- Security
- Legal
- Customer
- Tech. Vendor

The Burden of Legacy Applications

3X



- "Between 2016 and 2020, IT organizations will decommission more than three times the number of applications they have decommissioned since 2000." ***Gartner***
- "Regulatory and legal demands for data retention create significant technical and economic challenges for application decommissioning." ***Gartner***
- Forrester Research survey of more than 3,700 IT leaders, respondents estimated that they spend an average 72% of the money in their budgets on keep-the-lights-on functions

What was our challenge

- Reduce Costs
  - Software and hardware license and maintenance fees
  - Support cost associated with hardware and infrastructure
- Technical Compliance
  - Regulatory
- How? Retiring a number of aging and non-strategic applications
  - Merger and acquisitions
  - Internal aging application portfolios

Is it Cost or Risk?

- The cost is real and the value is tangible
  - Maintenance contracts
  - Infrastructure costs
- The risks are real (but value can be elusive)
  - Security breach
  - GDPR
- New risks are created during decommissioning
  - Litigation (Spoliation)
  - Audits (Failure to preserve)

The Challenge Most of Us Will Face

A Rock and a Hard place:

- The Rock: bloated application portfolio
  - **Compliance Challenges**
  - Large, complex, expensive applications
  - Difficult and expensive to adapt to changing business needs
- The Hard Place: escalating demand for application capability
  - More features, more functionality, more integration
  - Imperatives of digital business
  - Greater accessibility

What to do?

It coming, have a plan and process

Our Initial Program Goal

- Program Goal – Provide hard $$$ savings to us, modernize IT
  - How? Retire Hundreds of Applications.
    - Retire mainframe hardware
    - Eliminate high $$$ software maintenance costs
    - Reduce Redundant Non-Strategic Applications
    - Consolidate data access to legacy apps
    - Ensure Compliance
  - Minimize professional services

What did We Start off doing?

- IT Centered Initiative
- Focus on Cost Savings to Fund Program
- Built our own Application to store the first decommissioned application's data (SQL based)
- Looked to extend that application to subsequent decommissioned applications

Early Lessons Learned

- Application Data Lives On After the Decommission
  - Shutting Down the hardware is only a part of the decommission
- Application Data Can Be Subject To:
  - Business Run-out
  - Legal Holds
  - Compliance Requirements
  - Audit requirements
- Do you have the same data fidelity as before and the minimum necessary functionality
  - If Not – You may have to stop or re-think

What Did We End up Doing?

- Rationalized the applications to be Decommissioned based on ROI, Effort require subject to legal review.
- Expanded the Stakeholders to legal, regulatory and compliance
- Initially replaced the home grown application with a robust commercially supported option
- Created Multiple Decommission Options Based on Needs
- Established a Program Level center of excellence - a “Decommissioning Factory” to address multiple legacy applications and maximize ROI

How is it Done?

- ETL (Extract-Transform-Load) data stored in the original Universe database into InfoArchive (A schema less XML format)
- Easy storage of the data in a vendor neutral and future-proof format
- The ability to query and transform the data, across data sets, into reports that were similar or even identical to the original systems
- Establish a standard that could be repeated by internal resources

Key Is Reporting and Access

- Retrieval of the complex data must become simple:
  - Entering a few search criteria and clicking a button.
  - The data is now displayed in multiple grids
- Drill down capabilities for more detailed and specific information
- Ability combine content and data on a single platform

An Application Decommissioning Factory

- Turn tactical into strategic
- Develop a center of expertise
- Maximize ROI
  - Capitalize on a **single** platform
  - Leverage knowledge
  - balance between adding new and retiring legacy application

The Factory Model in Practice

Step 1- build a blueprint

Step 2- engage with business

Step 3- fire up the factory

Analyze and document

Planning and change management

Extraction and reporting

Extract and validate

Step 4- celebrate and return to step 2

Benefits of the Factory Model

- Retire legacy and redundant applications faster
- Provide information integrity
- Ensure consistent compliance
- Keep valuable information available in a compliant m
- Configurable UI for business specific access
- Optimize storage

Our Benefits of App-Decom

- Applications Routinely Retired
- ROI per Application is known
- Very Few On-Going Stumbling Blocks
- A Happy Legal Department

What is the future?

- ETL Only Solved the Capture Issues
- Transplanting the whole forest not the trees is the goal
  - You want the whole ecosystem not just trees. (rows and columns)
  - Every application should not be a fully custom job
    - ETL provides no context, requires lots of SMEs knowledge, little to no data insight, you manual have to recreate relationships, screens etc.
- Re-Use don’t Re-create
  - Analyze, identify, capture, re-use data in its original context
  - The decommission factory need to be modernized. Automation is the key

Thank You