

Utah Education Network

3.4 End-of-Life Policy for Web Services- Action

3.4.1 Purpose

UEN is dedicated to providing high quality products. To ensure that UEN resources are delivering the most innovative and cost-effective products to our customers, UEN may periodically elect to discontinue specific products or product packages.

The purpose of this policy is to establish a process for reviewing and terminating online projects and tools that reach the end of their useful life. This policy only applies to significant Web services, such as the Lesson Plan Tool, and not to tasks such as Web page clean up and maintenance.

It is important that each online project and tool have a defined end-of-life procedure or methodology that defines the termination of that service so that resources are used responsibly. It is also important that there be good communications and involvement of the steering committee and that UEN resources go toward the highest current priorities and are not being drained by obsolete or unwarranted services.

3.4.2 References

3.4.3 Definitions

End-of-Life – When a product reaches the end of its natural lifecycle.

Low usage – An assessment of utilization statistics to other UEN web services or when the percentage of the audience is below the anticipated utilization for the tool.

3.4.4 End of Life Policy Guidelines

When services reach the end of their life cycle they are terminated for a number of reasons. The following are general guidelines for discontinuation of support for products:

- Technical advancements or availability of alternative tools
- High maintenance costs
- Low usage
- Predefined project window
- Change in priorities

3.4.5 End-of-Life Policy

3.4.5.1 An initial review of each web service will be done monthly when web statistics are gathered and analyzed or upon a stakeholders' request. When the initial review shows low usage, UEN will perform an in-depth review of these services.

3.4.5.2 The in-depth review will:

- Determine how many resources are used to maintain the service - this includes hardware, software, budget, and personnel resources
- Survey users to determine whether the service meets their need
- Gather feedback regarding the termination of the service
- Contact originating group to discuss the review findings and gather recommendations

3.4.6. End-of-Life Process

If it is determined that the service should be terminated, UEN will begin the End-of-Life process.

3.4.6.1 Prior to the end-of-life date, UEN will:

- Establish an end-of-life date that typically is 3 to 6 months in the future
- Post an end-of-life notification on the appropriate Web pages that includes a means for end users to communicate with UEN about the termination of service
- Notify all appropriate committees affected by the termination of service (Steering Committee, subcommittees, advisory committees, etc.)
- Send e-mail announcements to key end users (e.g. technology trainers)

3.4.6.2 When the end-of-life date has arrived, UEN will:

- Post a termination of service message.
- Archive the code and content.

3.4.7 Procedure/Implementation

After Steering Committee approval, the web services end-of-life policy will be implemented as outlined.