

Technology Lifecycle Discussion Obstacles to Sunsetting Technologies *and* Ideas for Overcoming

*Notes from IST-Managers Meeting discussion of 7 Nov 2006,
facilitated by JR-Schulden (Manager, IST-AS Architecture Group)*

Obstacles to Sunsetting Technologies:

- Management by crisis (reactions to crises are not solutions)
- Who decides retirement? Who decides adoption?
- Generally owners and IT vested in current solution.
- Customers don't understand cost of maintenance/ownership. Cost visible? Growing
- Manage staff development.- Proactive
- Customer comfortable, staff know
- New tech risk, transition, re-training.
- What is customer incentive to delay for tech upgrade? What do I (customer) gain?
- SLA's (none) Show up front.
- Pain specific, immediate - gain future.
- Customer pinched by delay may not be beneficiary - beneficiaries may be subsequent customers
- Customers may not be able to handle truth.

Ideas for Overcoming Obstacles:

- Let customer know life cycle from start.
- \$'s Incentives
- IST share burden (financial model)
- Outsource - make real costs apparent
- Give customer warning of end (future constraints) from beginning.
- Educate customer why. "Business process held hostage by technology debate."
- Vendor model-Customer carries the burden
- Understand trends (5yr+) - Service Model - Staff training, Competencies getting ahead
- Budget/Plan retirement with cost
- Demonstration of early success on technical evolution
- Staff development
- Business Review