

## SERVICE SPECIFICATION / MANAGED OPERATIONS

# Technology lifecycle and refresh

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Asset records, support dates, licenses, vulnerabilities, capacity, failures, spares, compatibility, budgets, staged migration, rollback, data handling, and disposal feed one plan.

### Intended outcome

**A risk-ranked replacement plan with budget timing, compatibility evidence, staged configurations, recoverable backups, acceptance tests, and updated records.**

### Service scope

An asset reaches refresh priority through more than age. Vendor support, security exposure, failure history, capacity, environmental condition, spare availability, license status, compatibility, configuration recoverability, service criticality, and upcoming business change all affect the decision.

A refresh is a migration, not a swap. It needs configuration capture, dependency mapping, compatibility review, staging, change approval, maintenance window, rollback, acceptance tests, disposal or data sanitization, and documentation update.

### How the system fits together

|                             |                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------|
| <b>01 Portfolio truth</b>   | Asset, owner, site, dependency, version, support, license, configuration and cost      |
| <b>02 Risk and priority</b> | Criticality, vulnerability, condition, capacity, incident, spare, lead time and change |
| <b>03 Migration</b>         | Compatibility, staging, maintenance, configuration, backup, test and rollback          |
| <b>04 Retirement</b>        | Access removal, data handling, record update, reuse, return, recycling and disposal    |

### Typical project triggers

- Critical devices are unsupported, unlicensed, unpatchable, capacity-bound, or without recoverable configuration
- Failure history and emergency purchases are rising
- No one can identify which services, sites, links, credentials, or vendors depend on an asset
- Budget planning starts only after a failure or end-of-sale notice



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# Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

### 01 Build lifecycle truth

Reconcile assets, sites, owners, models, versions, support, licenses, warranties, configurations, capacity, incidents, vulnerabilities, spares, dependencies, and costs.

**Acceptance evidence: Verified asset and dependency inventory with evidence date, support and license state, configuration status, and unresolved gaps.**

### 02 Prioritize and sequence

Score service criticality, support, exploit evidence, condition, capacity, recurrence, recoverability, compatibility, lead time, cost, and business change; group work into migration waves.

**Acceptance evidence: Risk-ranked roadmap, decision rationale, budget ranges, compatibility questions, dependency order, and target windows.**

### 03 Stage and migrate

Select supported replacements, validate compatibility and licensing, capture backups, bench and update equipment, prebuild configuration, approve change, and preserve rollback.

**Acceptance evidence: Bill of materials, support evidence, staged configuration, backup and restore check, test results, change plan, and rollback gate.**

### 04 Accept and retire

Test services, performance, management, alerts, failover where scoped, and user workflow; update records; remove access; sanitize data as required; and process return, reuse, recycling, or disposal.

**Acceptance evidence: Acceptance results, owner signoff, updated as-builts and assets, configuration archive, access revocation, and disposition record.**

### Handover deliverables

- Verified lifecycle and dependency inventory
- Risk-ranked multi-period refresh roadmap and decision rationale
- Budget, procurement, compatibility, standard, and exception plan
- Staging, backup, migration, rollback, and acceptance evidence
- Updated as-builts and asset records, configuration archive, access revocation, and disposition record

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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# Planning and scope boundaries

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## Customer and site inputs

- Asset, owner, location, model, serial, version, support, license, warranty, and condition
- Service dependency, criticality, redundancy, capacity, incidents, vulnerabilities, and configuration recovery
- Compatibility, subscriptions, integrations, standards, spares, lead time, skills, and vendor support
- Budget cycle, procurement, maintenance windows, change freezes, staging, tests, and rollback
- Access revocation, configuration archive, data sanitization, return, reuse, recycling, disposal, and record retention

## Constraints and coordination

- End-of-sale, end-of-support, vulnerability, warranty, and license dates can change and require current manufacturer or publisher verification
- Replacement can expose hidden dependencies, unsupported integrations, undocumented configuration, lead-time, and maintenance-window limits
- A newer model does not guarantee compatibility, capacity, security, or a lower operating cost
- Disposal and reuse may require data sanitization, environmental handling, lease return, customer ownership, or regulated record controls

## Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

## Technical references

National Institute of Standards and Technology — SP 800-40 Rev. 4: Enterprise Patch Management Planning | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Known Exploited Vulnerabilities Catalog | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

International Organization for Standardization — ISO 55000:2024: Asset management overview and principles | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06