

SSL CMS TLS 1.0 Decomission

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Task	Description	Responsible	Execution Time (Business Days)	Cost	Notes
Inventory and Tracking Page of Sites					
Identify and List Stakeholders		DM	8 days		
Engage and Discuss Options with Country or Region Stakeholder based on TLS Analytics		DM Lead EDM and DMTS Consulting	1 day		
Sign-off Global SSL can be enabled without impact to any integration points		Region Stakeholder	5 days		
Change Management Record		Region Stakeholder or Custodian (DM)	? 8 days		
Enable Global SSL	Implementation and Staging for 3 days. Dates may extend or shorten depending on Akamai release schedule.	DMTS	6-9 days		
Option 1 - Pull the Plug					
Sign-off from Stakeholder Management at Executive Level	Preferably from Business, Marketing and Technology.				
Inform Helpdesk					
Change Management Record		Technology Stakeholder			
Disable TLS 1.0 on Akamai for the Domain	Implementation and Staging for 3 days. Dates may extend or shorten depending on Akamai release schedule.	DMTS	6-9 days		
Option 2 - Static Banner	TLS 1.0 customer friendly message, one link to region specific www.support.acme.com				
Build messaging specific to Region or Country	<ul style="list-style-type: none"> Translation Region Context Caribbean vs South American Specific Help Desk Number Region URL and page on www.support.acme.com/region-code 				
Sign-off of banner message and timeline					
Inform Helpdesk					
Enablement of Banner and Support Page					
Change Management Record					
Disable TLS 1.0 on Akamai for the Domain	Implementation and Staging for 3 days. Dates may extend or shorten depending on Akamai release schedule.	DMTS	6-9 days		
Analytics					

Options 3 - Customer Notification Program					
Assumption that component is developed and working in Production.					
Build messaging specific to Region or Country					
Sign-off of browser detection component message and timeline					This is not TLS detection, but detection of browsers which will have broader impact and may have false positives. Helpdesk can advise Customers to ignore.
Inform Helpdesk					
Investigate and inform possible other integration points (ie Branch as defined by IT)					
Enablement of Banner and Support Page					
Analytics					
TLS 1.0 traffic still high discuss Modal or Interstitial Screen	Fork in project requiring new development depending if no other community has opted for this approach.				
Change Management Record					
Disable TLS 1.0 on Akamai for the Domain	Implementation and Staging for 3 days. Dates may extend or shorten depending on Akamai release schedule.		6-9 days		
Analytics					
Common Closing Activities					
Search Engine Optimization Review with SSL					
Redirect Optimization removing non-SSL					

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Generally the main .com if it has lots of history has heavier integration and dependencies.

Still need to build out and be more controlled.