

Plan Your Legacy Exit

Legacy Support Transition Planner

Define what can be supported today and how the legacy environment will be retired.

STABILIZE + PLAN + TRANSITION



OPERATIONAL ASSISTANCE

May include troubleshooting, operational knowledge, and stabilization for specified products and versions. Confirm feasibility and scope in writing.



VENDOR UPDATE BOUNDARY

Independent support can't create Microsoft security updates or product fixes that Microsoft no longer produces. Check update eligibility separately.



Illustrative Plan / Legacy Business Application

Stage	Work to complete	Exit evidence
1. Establish status	Confirm product/version, lifecycle status, dependencies, and any extended-update eligibility	Inventory verified; update position documented
2. Stabilize and plan	Agree support scope, compensating controls, funding, accountable owners, and a target retirement date	Risk acceptance approved; migration plan funded
3. Test and transition	Validate the application, rehearse cutover, define roll-back criteria, and retire the old environment	Business owner signs off; retirement verified

Example is hypothetical; support scope and update eligibility require verification.

EVERY BRIDGE NEEDS AN EXIT

Use dated milestones and explicit approval gates to keep stabilization tied to a transition plan.

Build Your Transition Plan

Use one page per system. Record what can be supported now and when you will move off it.

1. IDENTIFY THE SYSTEM

☐ System

☐ Product

☐ Version

Person responsible for the transition

Microsoft end-of-support date and source

2. CONFIRM SUPPORT AND RISKS

Question	Your answer/supporting record
What can the provider help with? List covered issues and exclusions.	
Are security updates still available? Record eligibility and when updates end.	
What risks remain? List safeguards and who approves the risk.	

3. SET THE DATES

Step	Person responsible	Target date	Complete when
Test the replacement			Business owner confirms it works
Move to the replacement			New system is alive and validated
Retire the old system			Old system is removed from use

A clear path for your legacy systems.

Clarify Your Legacy Support Options

Discuss your products, versions, and dependencies. Identify potential troubleshooting coverage, support limitations, and questions to resolve before choosing your next step.

Discuss Legacy Support

Prepare for Your Next Transition

Bring your completed planner to a conversation about migration timing, technical dependencies, and support needs. Discuss where engineering assistance can help your team prepare.

Talk to an Expert

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