
Acme Inc.

Forum Termination Checklist

Objective

To provide a reference for scheduling, planning and implementation of the removal of an online forum from the service.

* see components sheet for details

Done		Responsible
<input type="checkbox"/>	Check contract for advance notification schedule	Acct Mgr
<input type="checkbox"/>	Pre-termination notification (Mktg, Promotions, Legal)	Acct Mgr
<input type="checkbox"/>	Send termination letter to Partner *	Acct Mgr
<input type="checkbox"/>	Provide producer with copy for online termination document	Acct Mgr
<input type="checkbox"/>	Take down forum *	Prod
<input type="checkbox"/>	Discontinue reports/plus groups *	Prod
<input type="checkbox"/>	Instruct Promotions dept to eliminate affinity group	Prod
<input type="checkbox"/>	Remove rights/access *	Prod
<input type="checkbox"/>	Reconcile all outstanding payments *	Acct Mgr
<input type="checkbox"/>	Termination notification (ARCHelp, Cust. Svc, Finance, Corp. Comm, Legal)	Acct Mgr
<input type="checkbox"/>	Cancel partner overhead accounts not converted to regular paying status *	Prod

Termination Checklist

Details & Components

- Send Termination letter to Partner, Include:
 - Date
 - Reason
 - Timeline & instructions for Overhead accounts to be converted
 - Signed by GM

- Take down forum (at time specified by Acct Mgr)
 - Identify and notify other channels to remove links
 - Remove channel links
 - Modify Keyword to point to termination document
 - Place old forum in a private area : Disable “Favorite Places” functionality (delete form_edit form, RMP: delete article or modify it using “\OPTIONS internal”
 - Remove from Directory of Services
 - Remove from Channel Index

- Discontinue Reports/Plus Groups
 - Newswatch
 - Marketing Summary
 - InSight

- Reconcile all outstanding payments (owed to or to be recieved from Partner)

- Remove access/rights
 - Allowable Names
 - Access to kw: Allow Names
 - Partner’s Plaza (sn: Laura Ewing)
 - Private staging areas (producer’s & partner’s)

- Cancel overhead accounts
 - If no records were kept on which accounts were overhead, you can look up each account that has rights to each of the online functions (mbs, libraries, RMP group, etc.)