



SOLUTION BRIEF

Our Industries

Government
Justice and Public Safety
Health
Energy
Commercial

Client Assistance

Our accelerated approach to AMS improvement is a systematic approach, leveraging our tools and processes.

Our approach provides:

- An in-depth portfolio inventory including technology, skills and financial information
- Identification of pain points
- Insight to gauge existing maturity levels of application support and maintenance
- Direct assistance to develop an initial road map estimate, governance and implementation model

APPLICATION MANAGEMENT SERVICES

Accelerated Tools For Assessment

CHALLENGE

CIOs and corporate IT managers, burdened by project workload and the availability of their personnel, are typically reluctant to embark on a full Application Management Services (AMS) capabilities assessment. In addition to the commitment of time, the cost, and added drain on their resources the results of these assessments often seems to be, “We need the data first to measure” or, “How to monitor over time to drive improvement”.

OUR SOLUTION

Sierra Systems has developed a systematic approach including tools and methodologies to quickly assess individual applications or complete portfolios as well as current AMS maturity levels of an organization. This approach provides a roadmap for our clients that identify opportunities for AMS maturity improvement, skill gap analysis, data driven metrics, productivity improvement plans, and application rationalization opportunities.

Sierra Systems offers a fast, cost-effective approach that gauges your AMS capabilities and identifies current or potential trouble spots that can seriously impact your operational success.

Step 1 - Application Inventory: Sierra’s Application Inventory Portfolio (AIP) tool captures detailed application information and reports on application inventory, resource management, maintenance costs, and skills gap analysis on your team. AIP leverages data such as application age, documentation, support model, language and technologies used, business value, resource management, skills management, and financial data.

“IT Managers need better tools to properly assess, from a best practices ITIL® based methodology, staff members on application maintenance teams to give early indications of potential risks due to team demographics.”

- Gartner Group

“IT organizations spend 70%-80% of their time and resources simply keeping these business applications running. CIOs need to spend time understanding what they currently do, and directing desired behavior.”

- Gartner Group

Step 2 – AMS Maturity Assessments: Through a series of interviews and an in-depth analysis into the actual evidence of a client’s AMS practices, this assessment determines the client’s organization level of AMS maturity relative to 12 AMS best practices. The results from the Application Assessment provide an indication of where, on the 1-5 AMS maturity scale, the client is currently scored.

Step 3 – Productivity Improvement Roadmap: Leveraging the data gathered in Steps 1 & 2, a detailed analysis is completed and our productivity improvement roadmap is created. The roadmap helps organizations plot a course of improvement on:

- AMS maturity level attainment of an organization’s IT support operation
- Readiness to quickly move to an AMS best practice approach
- Near and long term ROI rationalization, governance, and reporting opportunities
- Identifying skill and resourcing gaps
- Setting meaningful performance improvement targets
- Reducing maintenance costs

Step 4 – Executing the Roadmap: Once program objectives and plans are established, Sierra leverages its tried and proven SMART Methodology™ to coordinate, manage, and implement the AMS transformation. The SMART Methodology™ is a well-documented, Information Technology Infrastructure Library (ITIL®) compliant framework, in which all Sierra AMS specialists are certified. The SMART Methodology™ is a set of 12 best practices for the effective operation of application support. This organized approach combined with our tools and data driven metrics gives Sierra the framework to realize your organizations goals fast.

LEARN MORE

To learn more about how Sierra’s Accelerated Tools for Application Management Services can be a fast, cost-effective investment that delivers the insight you can use to enable your business strategies, contact us:

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