



SOLUTION BRIEF

Our Industries

Government
Justice and Public Safety
Health
Energy
Commercial

Benefits

- Sierra's AMS solution offers a practical approach to implementing the subset of guidelines and ITIL® best practices which pertain to support and maintenance.
- ITIL® and AMS are complementary; ITIL® is a broad IT framework which provides a strategic approach to developing a service-based IT department and the SMART Methodology is a tactical and operational methodology which focuses on the area of support and maintenance, transition management and portfolio management.
- Sierra has proven expertise in this market with over 40 years of experience in the delivery of AMS solutions, 200 certified consultants, and a proven track record of successful engagements.

APPLICATION MANAGEMENT SERVICES

Sierra Systems' Application Management Services (AMS) takes control of your IT application assets to maximize their reliability, usability, and return on investment. Our AMS solution enables clients to better support, maintain, and enhance applications – resulting in decreased costs, increased productivity, and streamlined operations.

The solution is fully compliant with leading protocols and controls - Information Technology Infrastructure Library (ITIL®), Control Objectives for Information and related Technology (COBIT), and Sarbanes–Oxley (SOX) – and includes incident management, problem management, enhancement management, release management, change management/change control, documentation management, transition management, and portfolio management.

CHALLENGE

In the last decade, CIO priorities have shifted considerably from technological issues of scalability, security and accessibility to business driven issues of business alignment and strategic contributions to the business. Colleges and universities are graduating fewer IT professionals and baby boomers are approaching retirement – each of these mean skills shortages; however, in combination with the pressure to align IT with the goals of the business, the shortage becomes pronounced.

Today's CIO is truly being asked to do more with less. ITIL® was created to help with this challenging landscape and is intended to be a strategic guide to developing IT service management (ITSM). Yet ITIL® is not the complete solution. Those who adopt it find that the implementation of ITIL® takes considerable work by experts who must take its theories and guidelines and create a method to make them operational. Sierra's SMART Methodology™ solution not only supports ITIL®, it operationalizes it and introduces best practices and processes to build a problem solving culture.

Partnering with us delivers:

- Reduced risk by adopting AMS best practices and improving overall IT service delivery capability – accelerating time to IT business value
- Confidence in dealing with a company committed to the business of AMS solutions and managed services for application and infrastructure management
- Access to an established Centre of Excellence for AMS solutions and a complete spectrum of AMS solutions services, in addition to ITIL
- Thought Leadership in developing and operating service delivery capability for infrastructure and application management

OUR SOLUTION

Sierra uniquely delivers this value through a holistic approach to AMS based on best practices, continuous improvement, and metrics-based decisions. Sierra's AMS offering – comprised of the SMART Methodology™, SMART Tools™ and curriculum and certification – is a tactical approach which defines the best practices and guidelines to be followed and the processes which needed to be implemented to be compliant with the relevant controls and protocols. Taking this even further, Sierra also provides a compliancy model to measure a company's maturity in the adoption of these best practices and processes as well as a training program to certify internal AMS practitioners.

OUR SERVICES

Sierra offers a wide range of services that can help clients with their support and maintenance initiatives:

- **AMS Outsourcing or Co-sourcing:** outsource application support activities that fall outside of your core competency to AMS specialists
- **AMS Practices Assessment & Design:** determine your current level of AMS maturity and develop a roadmap to achieve your target level
- **AMS Consulting:** ensure alignment between business and IT groups, free up resources for strategic projects, and create highly effective teams with measureable levels of accountability
- **Transition Management:** move applications from development to support, commissioning and decommissioning applications, transition applications from one platform to another or transition applications from one support team to another
- **Optimization:** develop an application inventory, portfolio analysis and management, risk assessment and mitigation, or opportunity identification in order to optimize the cost, quality and stability of installed applications

LEARN MORE

To learn more about how our Application Management Services can help IT organizations improve performance and become an effective enabler of business strategies, contact us:

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