

Enterprise Applications Health Improvement Program

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by

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Principal Architect - Enterprise

Agenda

- * What is Enterprise Application Health?
- * Why is it important?
- * Who are the stakeholders?
- * The Process Life Cycle - Illustrative View
- * Life Cycle Details
- * Expected Outcomes
- * Expected Benefits
- * Implementation Challenges

What is Enterprise Application Health?

Strengthen the **application stability** and **longevity** and extend to support **business continuity** and **agility** without increasing the IT cost and human capital.

Why is it important?

Application
Longevity

Optimize
OpEx

Business
Agility

Expertize

Quick Time
to Market

Future
Focused

Customer
Delight

Who are the stakeholders?

ARCHITECTURE



Business Architect



Application Architect



Information Architect



Technology Architect



Executive Board

BUSINESS



Business Systems Team



Architecture Review Board

BUSINESS-IT



Business Services Manager



Business Analyst

ENGINEERING



Development Manger

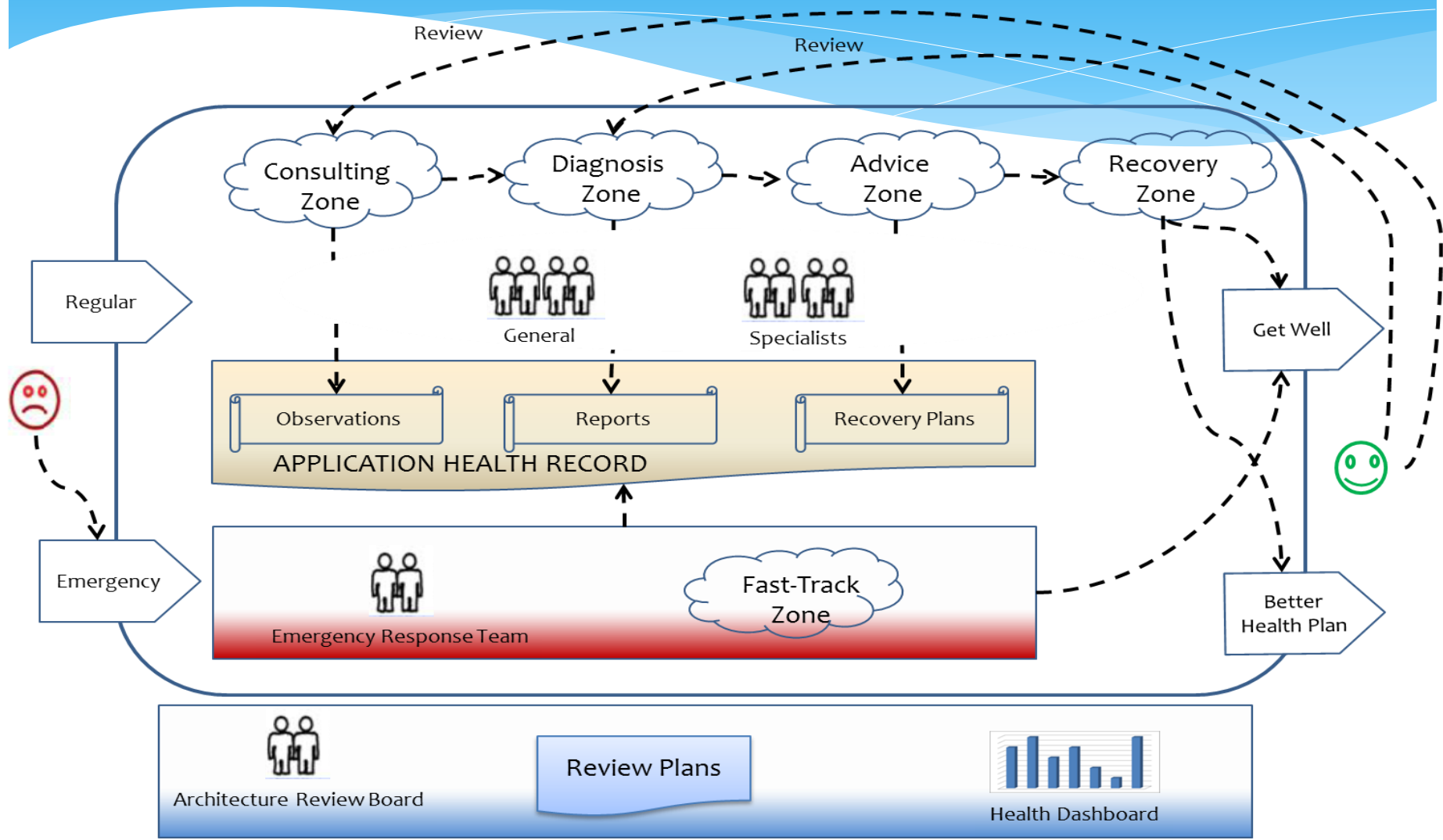


Development Lead



Technology Specialist

The Process Life Cycle - Illustrative View





Life Cycle Details

Consultation

- Outage History with RCA
- Functional & Technical Documents,
- GWP (if Review Cycle)
- Questionnaire
- AHR

Input



- Lead Architect
- Architecture Review Board
- Business Solutions Team
- Support/Operations Team
- Business

Stakeholders



- Information Gathering

Activities



- Updated Questionnaire
- Problem Statement
- Application Blue Print - Updated

Output



1-2 weeks

Tools, Methods & Frameworks

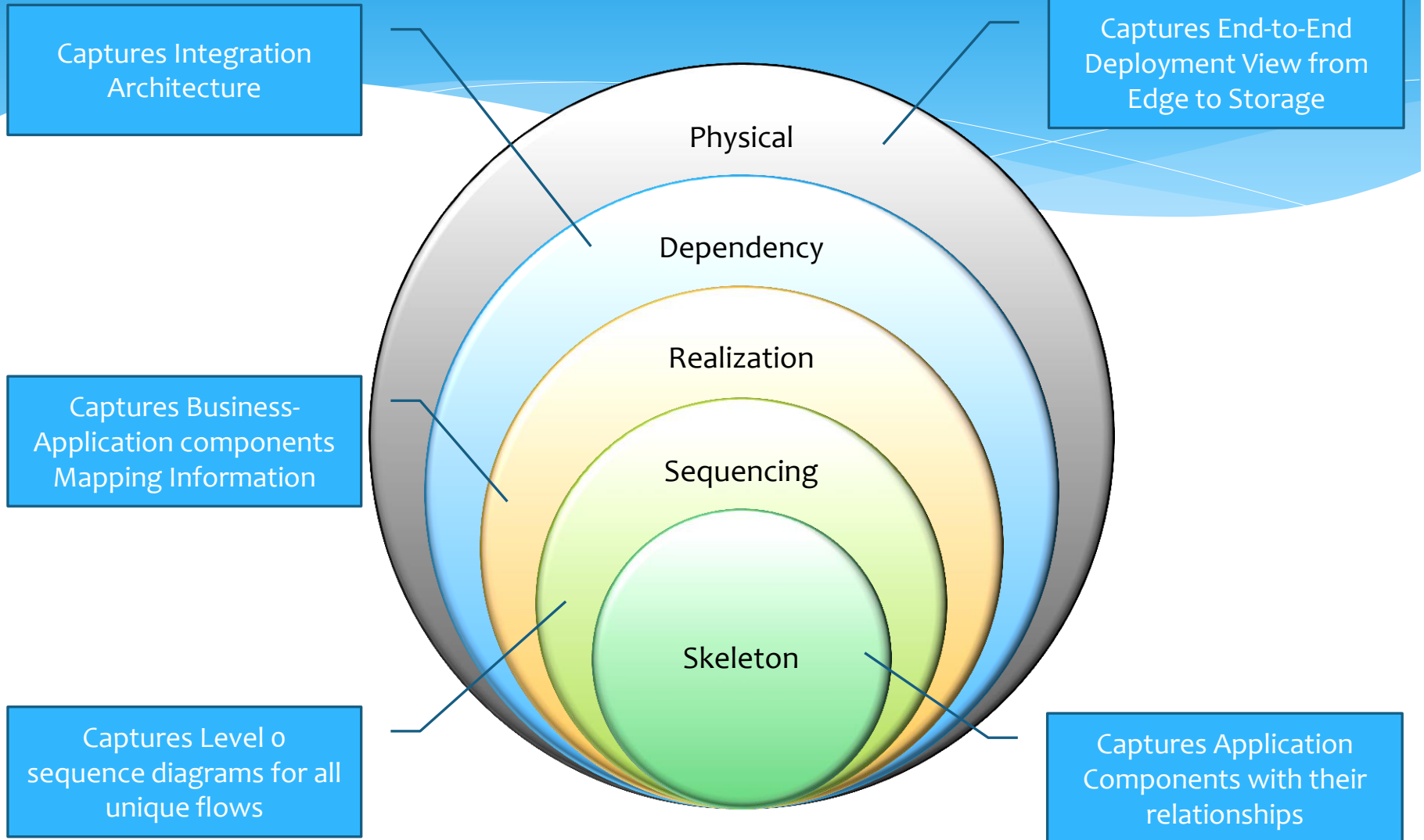
ISO/IEC 25010:2011

Enterprise Architect

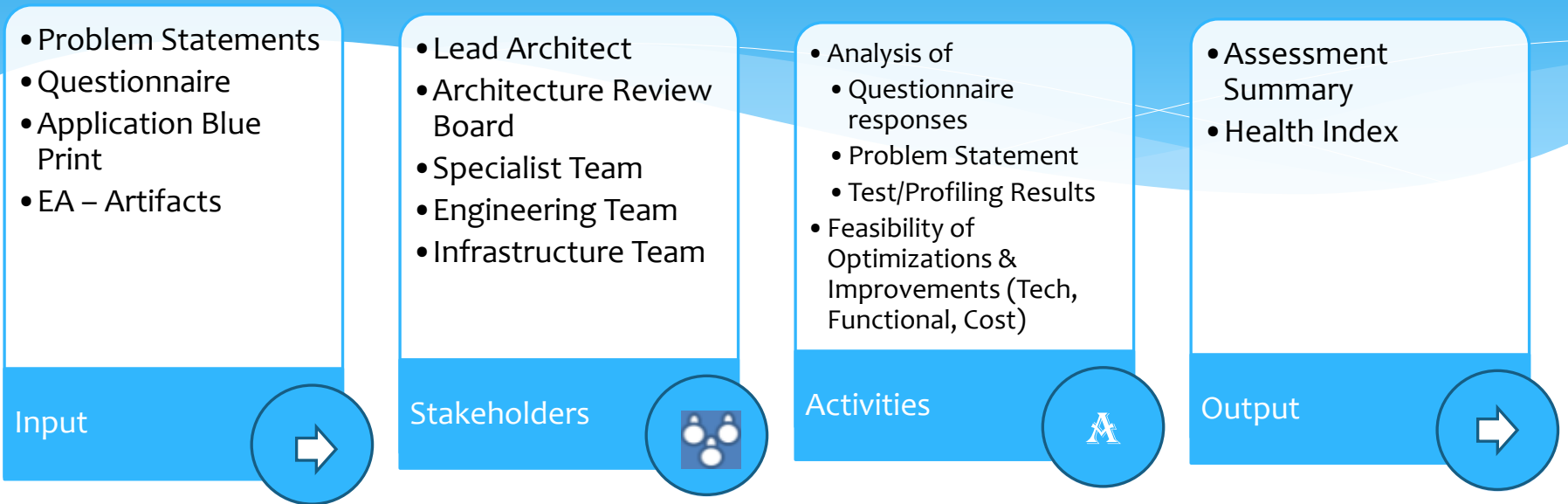
Interviews & Workshops

Application Blueprint

(Expected Outcome)



Diagnosis



Tools & Methodologies

Experts Review

Customized ATAM

Health Index Calculator

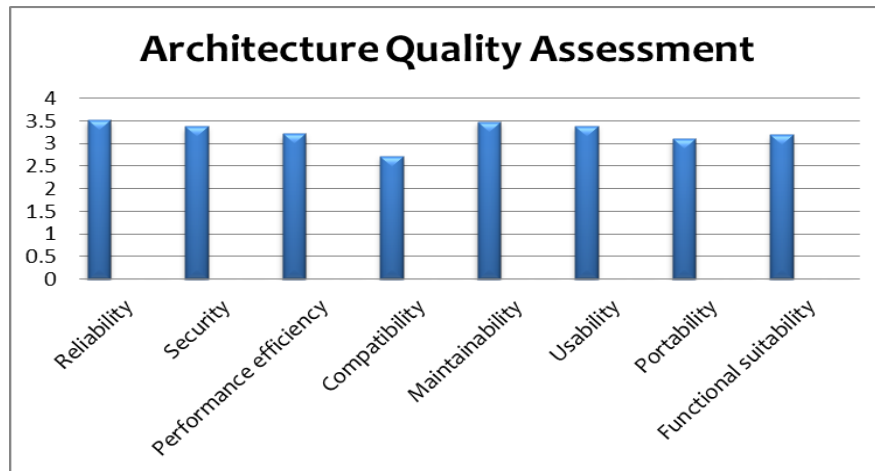
Health Assessment Report

(Expected Outcome)

Specialists Diagnosis

Weightage	Area/Factors	Infrastructu	Integrati	Database	Application
15	Performance	4	4	3	4
15	Sustainability	4	3	4	3
15	Availability	3	2	4	4
15	Maintainability	3	4	3	4
15	Reliability	2	3	3	3
15	Scalability	5	4	2	2
10	Usability	3	3	3	4
	Area HI	3.43	3.29	3.14	3.43

General Diagnosis



Health Index Calculation Method

Quality Attribute Specific HI =
 AVERAGE(Criticality*Compliance) of all scenarios in each Quality Attribute

Layer Specific HI =
 WEIGHTED AVERAGE(Index calculated based on Quality Attributes in each Layer)

Application Health Index (EAHI) =
 WEIGHTED AVERAGE(Criticality*Compliance) of all scenarios



Enterprise Applications Health Index 3.3

Advice

• Assessment Summary

Input



- Lead Architect
- Architecture Review Board
- Specialist Team
- Engineering Team
- Business Solution Design
- Service Management Team

Stakeholders



- Identification of Solution Options
- Classify the Tactical & Strategic Options
- Review the Options with all the IT Stakeholders
- Present the Options to Business Stakeholders
- Identify the list of action items for PoC (if required)

Activities



- Draft versions of
 - GWP (**Get Well Plan**)
 - HIP (**Health Improvement Plan**)
- Detailing GWP
- Estimation/Business Case

Output



1 week

Tools & Methodologies

Enterprise Architect

DES Modeling

CBAM

Recovery

- GWP
- Executed PoCs results

Input



- Lead Architect
- Architecture Review Board
- Specialist Team
- Engineering Team
- Solution Design

Stakeholders



- Implementation of Tactical Solutions
- Detailed Plan for Strategic Solutions

Activities



- GWP Implemented and validated
- HIP Detailing

Output



1-3 weeks

Tools & Methodologies

Enterprise Architect

Health Monitoring Dashboard

Technology Specific Utilities

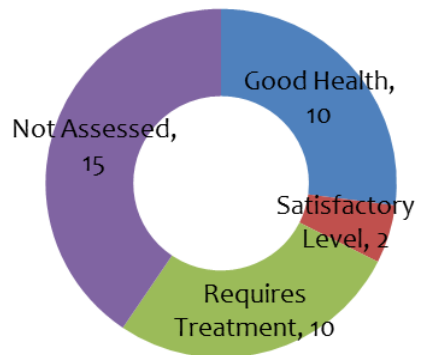
Application Wellness Clinic-Portal

(Expected Outcome)

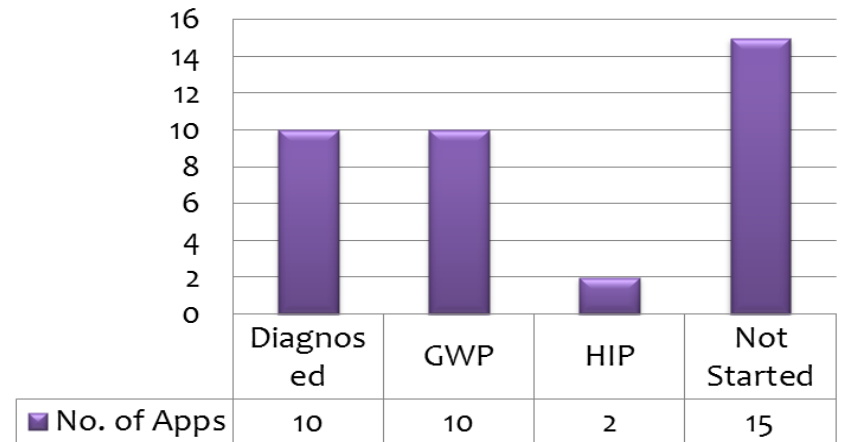
Enterprise Applications Dashboard

Application	Business	EAHI	Last EAHI	Last Recovered Date	Next Due Date	Details
Tracking System	Operations	4	3.8	15-Oct-14	15-Jan-15	Click here
Analytical App	Commercial	4.2	4	30-Sep-14	01-Jan-15	Click here
eCommerce Engine	Commercial	4.5	4.2	31-Oct-14	31-Jan-15	Click here
CRM System	Operations	4.5	4	31-Dec-14	31-Mar-15	Click here
Optimization System	Operations	3.2	0	InProgress		Click here
Security System	Security	4.1	3.5	31-Dec-14	31-Mar-15	Click here
Finance System	Finance	4.8	4.5	30-Nov-14	02-Mar-15	Click here
HR System	HR	3	0	InProgress		Click here

Health Status



Quarterly Status Board



Expected Benefits

- * Preventing failures/issues
- * Transparency to Business
- * Cost Optimization
- * Quick Solution
- * Planning
- * Single Point of Ownership

Implementation Challenges

- * Process Changes
- * Expertize
- * Information Inconsistency
- * Stakeholders
- * Environment/Platform



Q & A