

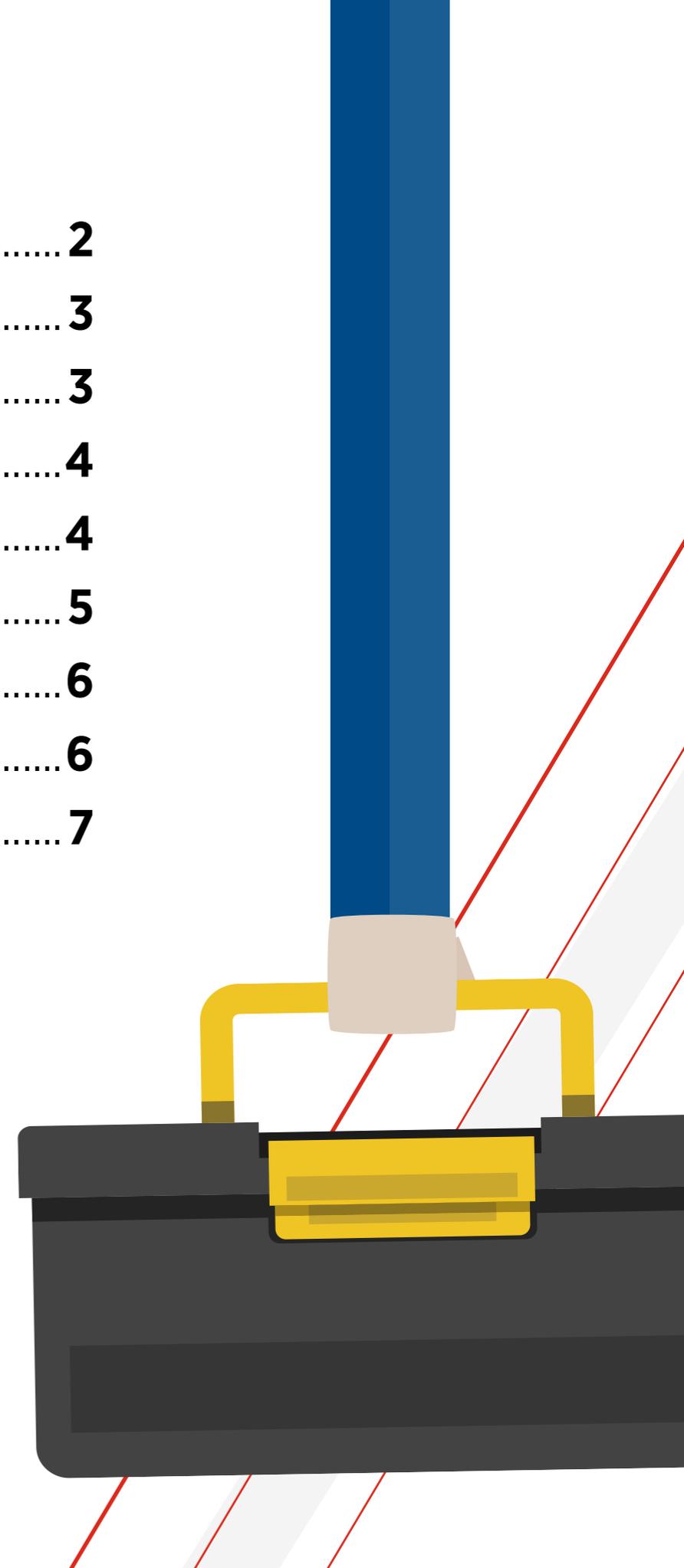
# THE APPLICATION LIFECYCLE MANGEMENT TOOLBOX



Your applications drive everyday business,  
but what's driving your applications?

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Are you in a fix when it comes to managing the lifecycle of your applications? It's no wonder, when you consider the long job list involved from initial planning to retirement. Here are some tricks of the trade to help you keep your applications in working order, so you can ratchet up their value to the business.



# NAIL DOWN REQUIREMENTS

Each application has different performance, availability and recovery needs. So, start by assessing and classifying your applications by their criticality to the business. Then, use that information to drive your infrastructure decisions. For example, unlike non-mission-critical solutions, financial applications typically call for the highest levels of availability and faster recovery.

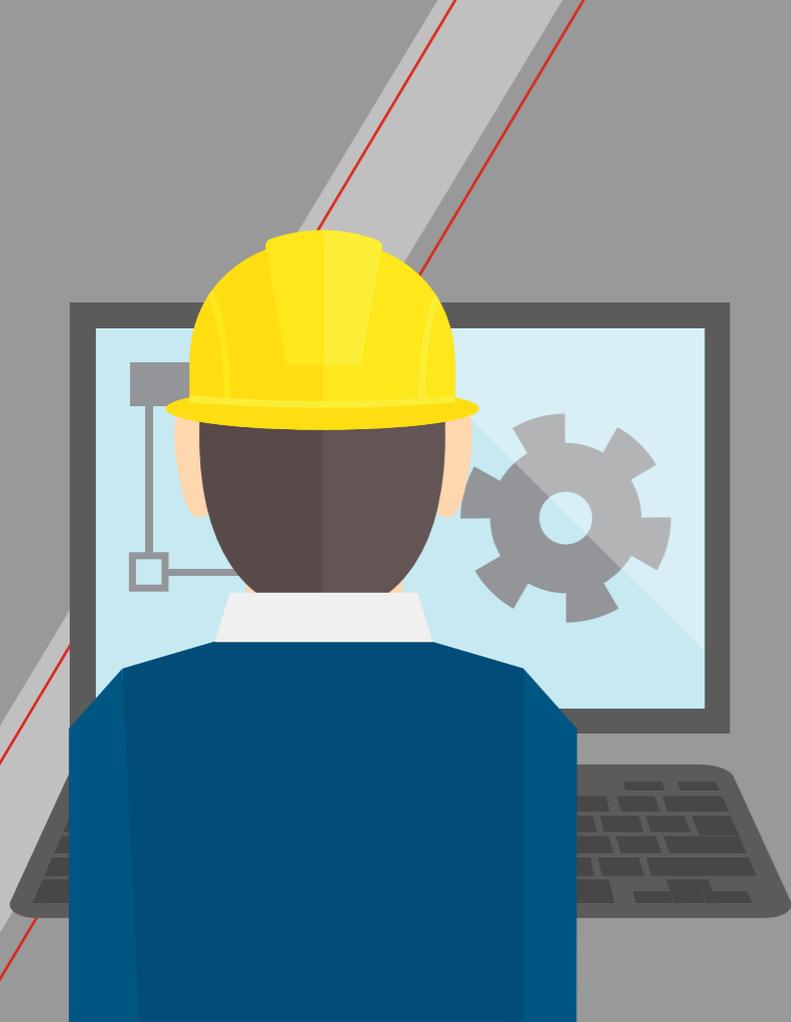


# MONITOR AVAILABILITY AND PERFORMANCE LEVELS

Once deployed, you need to monitor applications to ensure they continue to meet requirements. Define key metrics and test applications against them regularly—from how fast pages load, how usage spikes are handled or the number of concurrent users supported. This will give you a better understanding of when and where you need to add capacity or shift to a more agile infrastructure to keep up with demands.

## KNOW WHAT'S ON BOARD

Today, employees grab applications from multiple sources and vendors. While this can increase productivity, it also increases risks and complexity. So, establish a process for IT to be informed as applications are on-boarded. This way, you can know what is running where, which can streamline management, improve data protection and speed recovery, if needed.



# AVOID WRENCHES IN APPLICATION FUNCTIONALITY

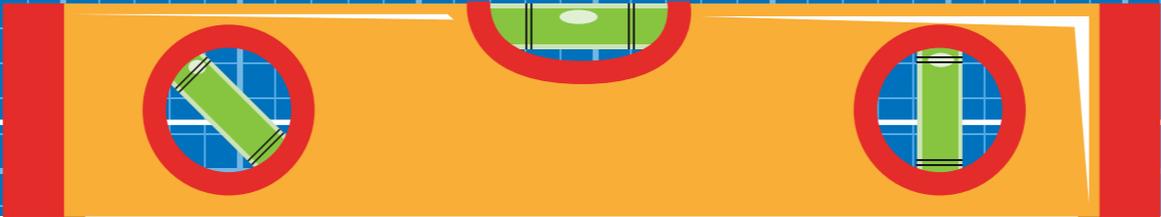
Without on-going maintenance, your applications and their underlying code can quickly become outdated. Other dependencies, such as APIs or data models, can also change. As a result, key application functionality can be lost. Avoid this by keeping applications and codes updated and by identifying, documenting and tracking application dependencies and their changes.



## HAMMER OUT A BACKUP PLAN

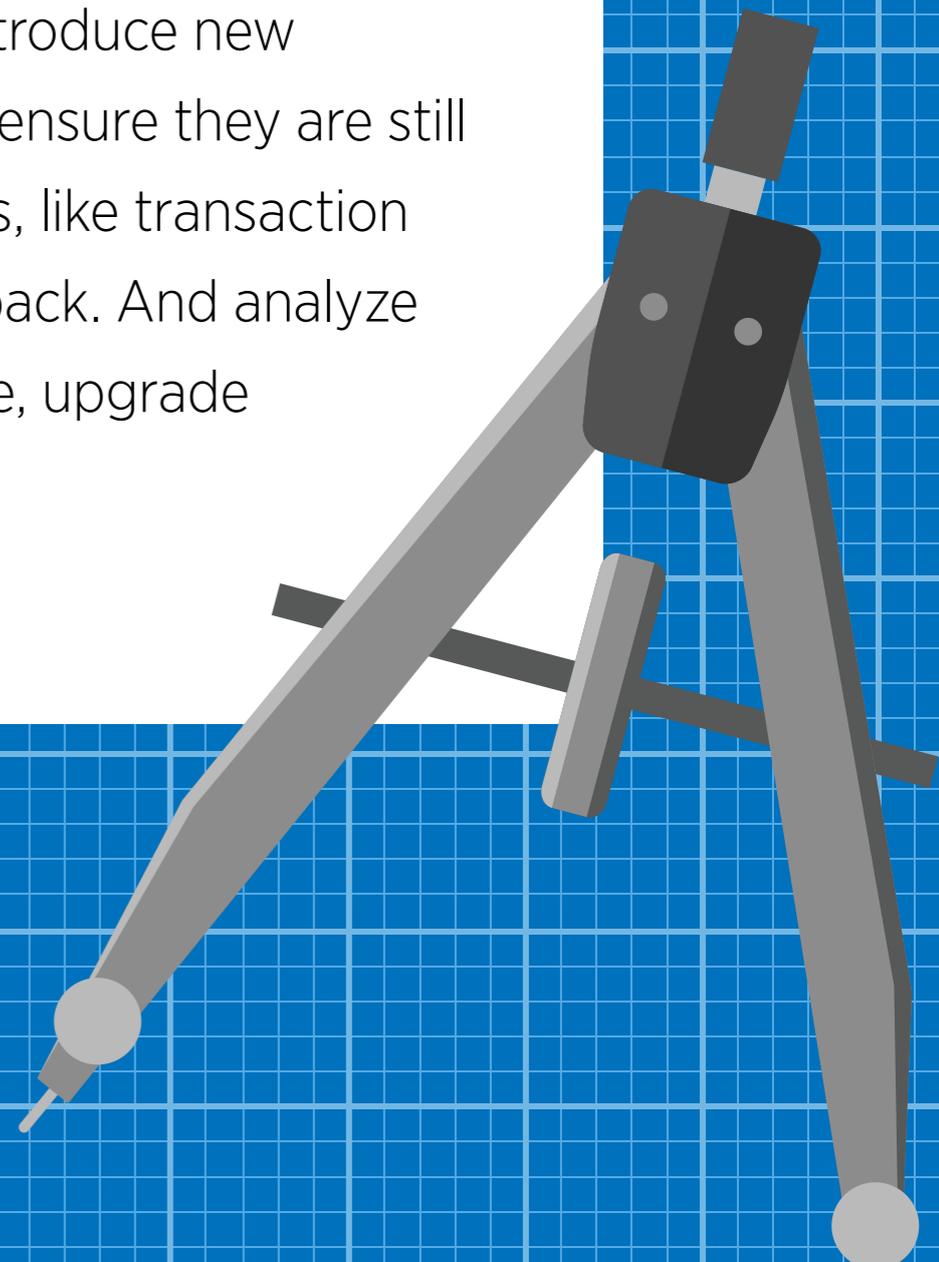
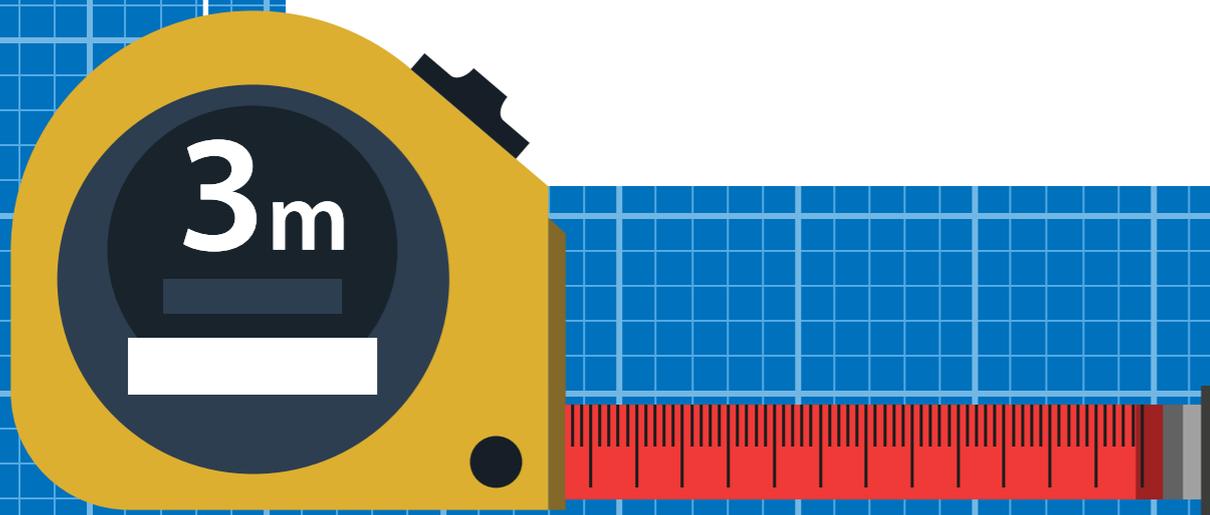
If an outage happens, you need a contingency plan in place that spans the people, processes and technologies involved, so you know what needs to happen, when and who is responsible. Determine the Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for each application, then the recovery solution to best meet them. Document, test and update processes regularly.





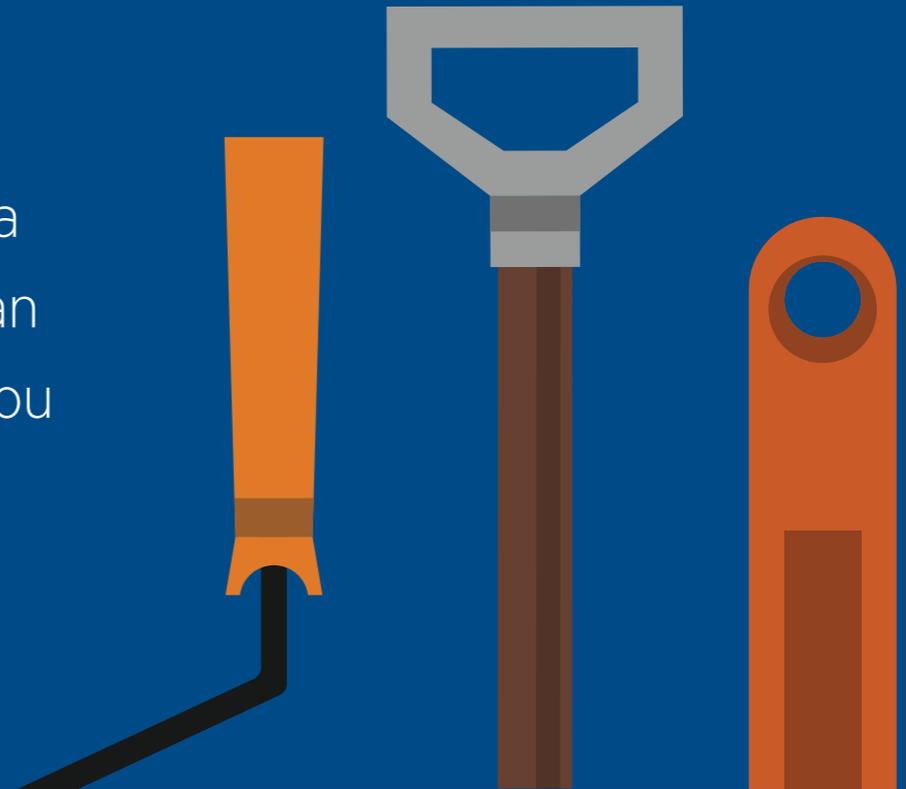
## MEASURE RELEVANCY

You deploy applications to improve productivity and introduce new capabilities, but how do you measure their impact and ensure they are still relevant to the business? Create metrics that set targets, like transaction volumes or revenue generated. Gather employee feedback. And analyze social media feeds for comments or complaints. Update, upgrade or replace the application, based on findings.



# GET A HANDLE ON CHANGE

Business expands and wanes. Usage surges and recedes. Workloads climb and drop. It may happen over time or all of a sudden. The important thing is to track application loads on an on-going basis to know how they manage the fluctuations. You may need to scale up CPU power or scale out the number of servers supporting your applications to keep up with change.



## FILL THE GAPS

Is there a gap in the knowledge or skills needed to manage your applications properly? If you have the expertise on staff, what happens if they leave? Turning application management over to a service provider means you can close the gap and always have expert resources on hand, who know how to help you get the most value from your applications.

# WE KNOW THE DRILL

With over 10 years of experience managing and supporting enterprise applications—including SAP, Oracle and Microsoft—Sungard Availability Services (Sungard AS) knows how to optimize your applications across the full lifecycle.

We combine 24/7 application monitoring and management with our database, infrastructure and recovery services to deliver the highly available, fully recoverable environment your applications need.

So, don't let unmanaged, outdated applications put a crimp in your productivity. Let Sungard AS take care of the nuts and bolts of application management for you.



**To learn more,  
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## GLOBAL HEADQUARTERS

680 EAST SWEDESFORD ROAD  
WAYNE, PA 19087  
484 582 2000  
www.sungardas.com

## EMEA HEAD OFFICE

UNIT B HEATHROW CORPORATE PARK  
HOUNSLOW, MIDDLESEX TW4 6ER  
+44 (0) 800 143 413  
www.sungardas.co.uk

## BELGIUM

+32 (0)2 513 3618  
www.sungardas.be

## FRANCE

+33 (0)1 64 80 61 61  
www.sungardas.fr

## INDIA

(+91)20 673 10 400  
www.sungardas.in

## IRELAND

+353 (0)1 467 3650  
www.sungardas.ie

## LUXEMBOURG

+352 357305-1  
www.sungardas.lu

## SWEDEN

+46 (0)8 666 32 00  
www.sungardas.se

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Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

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IT FOR BUSINESS THAT NEVER STOPS