

# Advisory Services: Application Discovery

Do you have an application visibility problem? You're not alone.

**In today's fast-paced, hyper-competitive business environment, there is one constant: CHANGE.**

Organizations need to innovate and adapt faster than ever before, which has led to an aggressive approach to implementing new technologies. The result? A vast array of disparate and disconnected applications across their portfolios. Add in mergers and acquisitions, line of business (LOB) demands and evolving technologies, application sprawl is out of control.

In a world where digital transformation is happening and organizations must evolve to remain relevant, it is critical to have a clear understanding of their application portfolio. Real transformation is driven by understanding and mapping the WHY, WHERE and WHAT behind applications. Only from there can strategic planning and execution occur.

Our application discovery services include:

- **Establish a Baseline:** The OneNeck Advisory Team

performs in-depth discovery meetings with business applications owners and stakeholders to uncover application details and interdependencies as they relate to business. These sessions are interactive in nature and are intended to better understand end-user experiences and interactions with their existing applications. They typically cover:

- Application types and usage
- Application processes and dependencies
- User capacity
- Data management
- Device management
- Information security and management systems
- **Document the Interdependencies:** The OneNeck Advisory Team then analyzes and maps the application portfolio with interdependencies between the applications and the business, which is then added to a findings document.
- **Make Recommendations:** They then produce an application priority matrix that aligns with business requirements. They do this by advising clients on how best to evolve their application platforms, ensuring vendor and market alignment.



## The Deliverables

### Findings Document

The Findings Document is a detailed summary of the total findings from the application discovery. It includes:

- Overview of the findings, with both the business and technical perspectives, as well as existing impacted processes.
- Business requirements, including an overview of the project vision and background, stakeholder details and rationalization behind the application-discovery initiative.
- Technical requirements mapped to the business requirements in the form of the application maps and matrices.

## ACME CORPORATION

PROJECT FINDINGS

Revision History

Revision	Date	Authors/Reviewers	Comments
1.0			
1.1			
1.2			

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### I. DOCUMENT PURPOSE

This purpose of this document is to provide Business Design Recommendations for contact center for the project between ACME Corporation and OneNeck IT Solutions.

This document constitutes an agreement between ACME Corporation and OneNeck regarding the intended user solution design and implementation, based on the Bill-of-Materials (BoM) and/or the Scope-of-Work (SOW).

### II. OVERVIEW

ACME Corporation has a need to upgrade their contact center telephony solution for their Analytical Services Division in North America. This division has contact center agents in Chicago IL, Salido CA, Burnaby British Columbia Canada, and Markham Ontario Canada.

The purpose for this upgrade is to provide better customer service as well as increase efficiencies in contact center technologies and agent training.

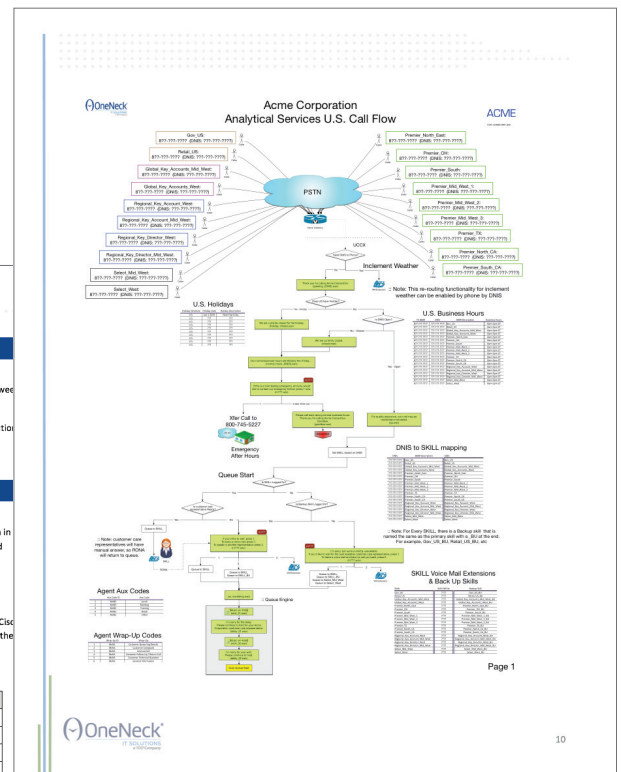
This upgrade will include a more robust High Availability (HA) telephony infrastructure environment as well as a new Cisco UCCX (Express) solution. The business design recommendations included in this document are within the context of the UCCX system.

Project Team

No.	Name	Title	Company
1.			
2.			
3.			
4.			
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7.			

Referenced Materials

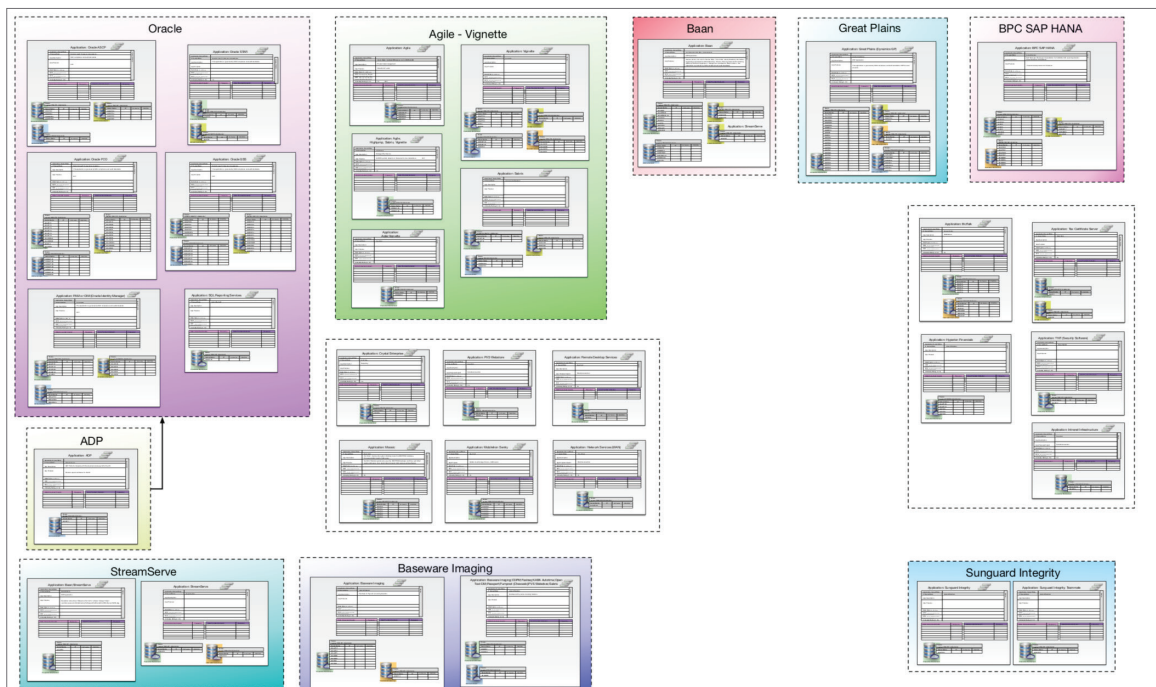
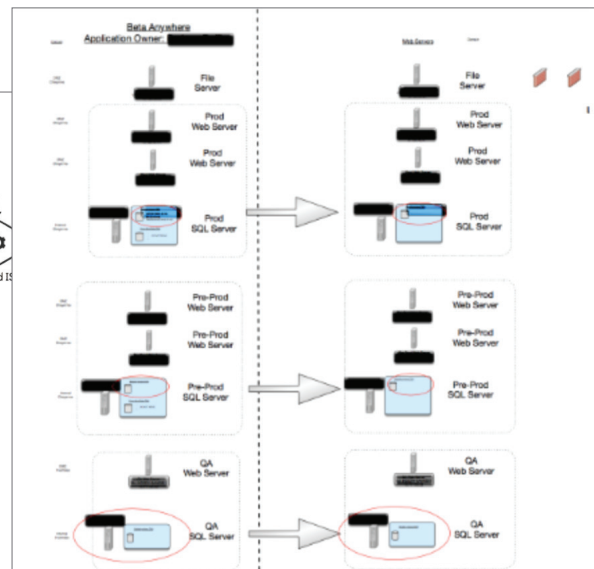
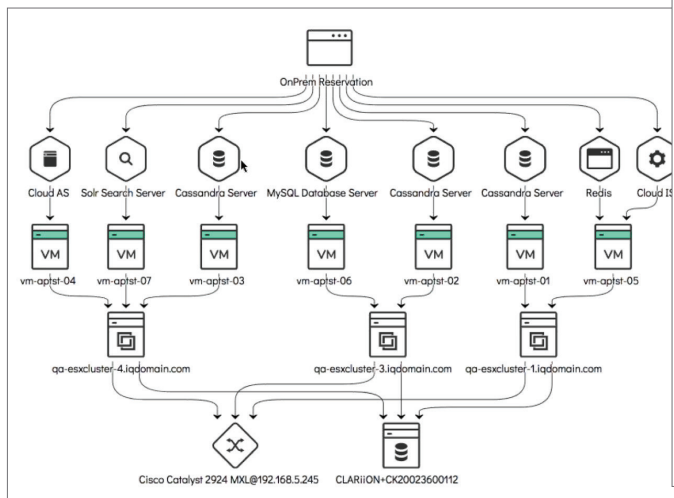
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## Application Map

This is a visual representation of the applications and their business and technical interdependencies. It can include:

- Current state details (often used to enable the design of the future state plan)
- Application purpose
- Application usage
- Data type, both consumed and provided
- Recovery Point Objective (RPO)
- Recovery Time Objective (RTO)
- Daily business impact (aka, business perception of application criticality)
- Production, test dev and DR details (depending on the complexity of the customer environment)



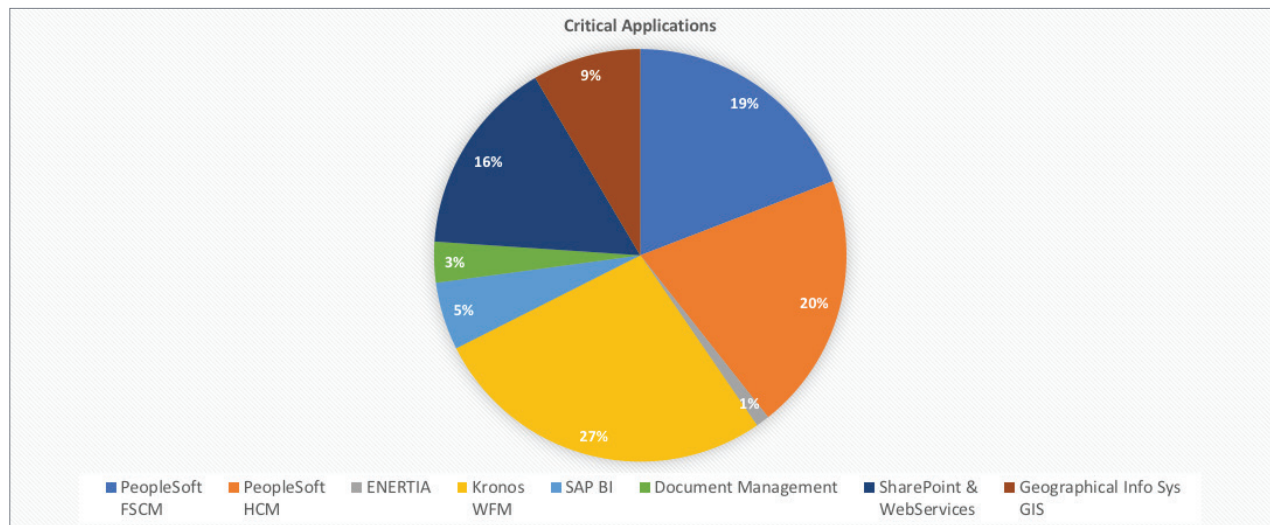
## Application Criticality Matrix

The Application Criticality Matrix is a consolidated list of the business applications and their associated user information. While customized for each customer, it can include:

- Organizational chart mapped to business applications by department
- Network access associated to the application

- Visual matrix representing the applications most utilized by the business
- Application prioritization (for a starting point for technology revitalization projects, such as moving an application to the cloud)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
ACME Corp Business Mapping						High Level - Shared Services Systems Overview														





## Case Study

A large satellite provider was in the process of acquiring a portion of another company's network, bringing the network into their own. As can be expected, company mergers are complex, involving not only the employees but also numerous IT assets that must be migrated. The complexities mount when determining who gets what and how it is used to support the business, not to mention what other systems are dependent upon these assets. As part of the merging of the two networks, a full application identification and inventory was required in order to define a migration strategy and execution plan.

OneNeck came in as a strategic partner to assess the companies' IT assets and provide application dependency mapping to facilitate a seamless transition into the new organization.

## The Outcome

- The OneNeck Advisory Team worked closely with key stakeholders and application owners to perform an application identification and dependency mapping for 600+ servers in need of migration.
- They then determined immediate application identification and prioritization for 51 critical applications.
- The OneNeck Advisory Team developed an application migration strategy visual to assist in the migration process. The result was a consolidated network that simplified their business processes and supported sustainable growth.

## Building an Application Portfolio that Enables Success

Organizations are facing greater challenges than ever before. To remain relevant and competitive, they must operate efficiently and reduce complexity across their application portfolios, all while adding modernized applications that enable their success in a digital world. A firm grasp on their application portfolio will help them lower total cost of ownership (TCO), increase efficiencies and gain more value from their applications, giving them the resources to fuel future growth and a sustainable vision and roadmap.

## About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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