



Application Strategy

Portfolio Lifecycle Management



The Application Strategy describes the plan to develop our diverse set of applications to a desired future state, ensuring that each application is fit for purpose and aligned to the changing needs and priorities of the services that rely on them. The plan follows a portfolio approach to deliver proactive application lifecycle management from procurement or build through to retirement.

What are we trying to achieve?

As an organisation, East Sussex County Council uses over 600 Applications and with an annual spend of £2.8m per year on business applications. It is proposed that the Council adopts a common approach to managing the application estate in order to reduce cost and maximise the return on investment, minimise duplication of functionality and provide clarity of responsibility for business owners, users and IT.

Teams are heavily reliant on their applications to support their business processes and delivery of service outcomes. It is therefore acknowledged that the operational needs of system business owners, system users and partners are the most important inputs to this strategy.

It is therefore vital that ICT and business teams work closely together to agree priorities, understand service dependencies and work in harmony to develop options and set a proposed future direction for the line of business systems.

Related Strategies

Digital Strategy

Engagement Strategy

Device Strategy

Information Strategy

Key Drivers:

- Strategic Business Objectives
- Cost Reduction
- Return on Investment
- Mobility
- Digital
- Partnership working

One size does not fit all

With so many diverse lines of business to support, this strategy recognises that a one size approach doesn't fit all needs. Each application is fundamentally different based on how it is used by the organisation and the rate of change need to respond to specific business circumstances.

This strategy proposes the following approach:

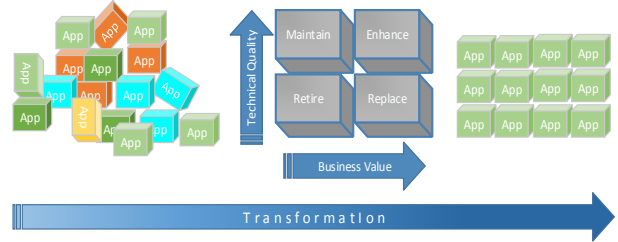
1. An Application Review: Define system types and establish Portfolios
2. Prioritise action plan: rationalise, consolidate and enhance
3. Develop the life cycle roadmap and supporting governance



Keeping pace with the future

How will **Application Review** benefit the Council?

This will help to shape the development of portfolios and resulting consolidation, functional enhancement and standardisation. The intention is to view the application estate as a holistic whole and understand the full lifecycle and the inter-relationships of the separate systems. The reviews will assist in surfacing and making explicit the business value of an application and portfolio of applications, map out a roadmap for lifecycle management, establish the total cost of its ownership profiles and aim to put a value on the return on investment made.



Systems of Innovation

The new ideas
e.g. Mobile applications

Systems of Differentiation

The "let's do things another way"
e.g. Line of Business systems

Systems of Record

The large, pan-enterprise systems that support key processes and decision making
e.g. Enterprise Resource Planning systems

How will **Portfolio Lifecycle Management** benefit the business?

We are in a Digital era and this demands a fast paced response. Business managers are looking for modern, easy to use applications that can be quickly deployed to solve specific problems but also expect the reliability and security of the systems they depend on. The challenge is to align the new levels of functionality with the needs of the Council without impacting the stability required by mission critical frontline services. The application landscape is diverse and not all systems can be changed at pace. By adopting a portfolio lifecycle management approach, the different portfolios and system types (innovation, differentiation and record) can be developed at different speeds.

This flexible approach allows for business agility whilst maintaining a secure and cost effective environment for core and legacy services. It puts the service outcomes first and is the most efficient way to exploit the potential of a diverse application landscape to achieve maximum return on investment.

The Road to 2020

The Application Strategy supports a digital future. Working in harmony with the Device Strategy, the aim is to put contemporary software in our users' hands and keep it available, secure and relevant. Strong relationships are vital to work through the impact of these new scenarios together, working to align business strategies with the technology that underpins them. Going forward, engagement and dialogue will be key to making this strategy a success. The immediate focus will involve a period of discovery and review, to fully understand the demand of service users and together agree a common perspective as to which system fits into which portfolio and system category. Applications will be at different stages of their lifecycle. Whilst Highways currently retire systems and migrate data at the end of one era and start of a new contract, their needs are different from Children's Services and Adult Social Care who have just implemented contemporary new social care technology, in the infancy of its lifecycle. This application will be a focus for maximum exploitation as legacy systems are retired and the Council develops new partnerships with the Health Economy that will demand increased interoperability. Another major focus in the short to medium term, will be to identify the future Business Solutions Platform, a key stone of business architecture, fit to underpin the organisation as work to converge services and infrastructures with our Orbis Partners gains pace. As services increasingly work in partnership, shared application use will be implicit in order to deliver more efficient services at reduced cost.

