Application Maintenance with IB-ARM

An Application systems portfolio represents a major investment for an organization. It is a major asset that is critical to the day-to-day operation of the business and perhaps most importantly, it costs significant financial resources just to maintain and support this asset. It is widely reported and accepted that most organizations spend over 70% of their information technology budget on maintenance and support of existing applications.

Application Maintenance Challenges

Typical challenges and pain points related to application maintenance are:

- Diminishing application knowledge / understanding
- Need to reduce head count but maintain current level of service (do same with less)
- Need to handle increasing workload with current staffing level (do more with same)
- Need to reduce time for new resources to become productive (learning curve)

Organizations need to constantly do more with less. Difficult financial times often mean budget cutbacks. Methods are required to reduce the cost of application maintenance and improve the productivity of the application maintenance process.

Proven Return on Investment

Benchmarks have been conducted with IT organizations that have implemented IB-ARM for application maintenance. On average, these organizations are saving **15%** of their maintenance costs for those applications teams using IB-ARM.

Improving Productivity of Application Maintenance

Anyone who needs to synthesize information that comes from disparate sources will greatly benefit from having that information already compiled and correlated in a single location. Application maintenance requires a number of disciplines to effectively manage and maintain an application portfolio of custom application software. IB-ARM provides support for these disciplines.

Automated System Documentation

Today, information about IT artifacts and their relationships exist in a variety of isolated silos; source code, database and file definitions, documentation, models, operational information, etc. all have their own segregated repositories. Semantic connections that exist between artifacts across different silos remain hidden and invisible. To find those links (and typical every-day IT tasks regularly require that such links be uncovered) is a tedious, time-consuming, and costly manual exercise.

By extracting relevant information about artifacts from their respective silos and discovering the semantic relationships that exist between them, IB-ARM allows users to gain 360 degree visibility into the IT landscape. The IT shop moves from isolated silos of information to a connected view of related artifacts. IB-ARM provides automated documentation of your applications. IB-ARM's automated refresh can be synchronized with application releases to keep documentation up-to-date as the application changes.

Analysis & Design

Analysis is required to transform business change requests into design specifications.

- Understanding application structure – IB-ARM contains several views that provide insight into the structure of applications to assist in the design of software changes.
  - Relationships view – details direct and indirect relationships to selected software components.
  - Structure diagrams – call trees, dependency diagrams and inheritance diagrams provide a visual representation of the flow between programs, jobs and classes. Allow users to visually assess the structure and complexity of component interactions.
  - Data Access views – used to understand where database objects are being used in the application.
- Search – powerful search facility is used to determine where business changes are required. Search works across all applications, all source code types and includes system and business documents that have been included in the repository.
  - Advanced filtering makes searching more efficient allowing a user to narrow the set of search results to the exact set required for an analysis task.

Impact Analysis

Impact Analysis provides the knowledge required to confirm the impact of proposed system changes and often leads to improved software designs.

- Extended Search - provides first level impact analysis. It details a concise trail from data fields and database objects to programs, screens, jobs and other components that use the data objects. Often extended search is sufficient to understand the flow of components that will be impacted by a data change.
- Detailed Impact Analysis – program changes often involve changes at the field or variable level. Impact analysis allows the impact of these changes to traced and summarized. This facility provides a detailed analysis of a filed level change through multiple levels of programs.

About Information Balance, Inc.

Information Balance, Inc. develops software solutions to support large scale application development and maintenance practices across mainstream technology platforms. Its flagship product **Application Road Map (ARM)** is a unique Application Portfolio Management (APM) solution. The company's clients include leading financial services, insurance, telecommunications and retail organizations across North America.

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