

Concerned About Your Legacy?

In a world where information technology changes by the minute, your company looks to you to keep its systems on the leading edge. You have important work that needs to be done. Your budget is tight, but you've assembled a staff of talented people who are ready and willing to build the needed solutions. Everyone is counting on you. The last thing you can afford to do is baby sit a legacy application.

Orchestrating the migration from legacy applications to new technologies is a daunting task. New applications need to be developed, tested, and deployed. Company personnel need proper training in using the new technology, and they need reliable user support. Meanwhile, precious development resources have to be expended to keep the legacy application functioning efficiently and effectively. It's a balancing act, and most IT departments simply aren't given the necessary resources to maintain it. That's where ZenFocus can help.

The ZenFocus Outsourcing Solution

IT professionals across the United States have discovered that using ZenFocus to outsource support functions is a good way to make the best use of scarce resources. The reason is simple. Most companies prefer to have their IT staff focus on the incoming technology rather than existing applications. ZenFocus provides the professional assistance needed to support legacy applications, leaving your people free to concentrate on important issues like conversions, implementation, and training for the new technology.

Industry experts have estimated that today's inventory of legacy mainframe applications consists of between 150 and 200 billion lines of COBOL code. (could this really be 'legacy technology' code?) Even the most optimistic estimates suggest it will take an average of 25 years to replace each of these applications with their modern client/server (or web) counterparts. Mainframe applications are clearly one "legacy" that IT professionals will have to live with for a long time.

ZenFocus employs a service level based Total Application Maintenance methodology that ensures a smooth transition of resource knowledge. With 30 years of service to the IT industry, ZenFocus has proven its methodology where it counts most: in the files of some of America's largest companies. The methodology consists of activities designed to precisely task and carefully control costs.

Transition to ZenFocus Managed Application Maintenance

ZenFocus' approach to application maintenance utilizes components of the ZenFocus Managed Outsourcing suite of services. This customization creates a three-phase methodology for Total Application Maintenance (TAM). Each phase is a progression of standard activities to produce a set of key deliverables and a sound knowledge base of the application and all of its related components. The process also provides ZenFocus with a solid understanding of what is involved in assuming responsibility of the day-to-day maintenance and production support activities. The end result is a smooth transition of an application from the client to ZenFocus.

Discovery Phase

The Discovery Phase is one of the most important steps in the outsourcing process. It is the first phase in the project execution relationship and is thus very crucial in the life cycle of an engagement. The purpose is to establish the scope of the engagement, clarify risk and to prepare for the required transition activities. It is designed to provide a firm understanding of what is required to operate in an outsourced model.

Assessment Stage

In the Assessment Stage, ZenFocus representatives (business and technical experts) are involved in performing the activities that give insight to the customer's company, its IT setup, current problem areas and future requirements. During the assessment a conceptual understanding is

gained of the core business goals that the engagement must accomplish. What content or assets, and to what level of detail, the client can provide is determined. Questions about business objectives, functional requirements, the technical environment, and supporting processes will be addressed. At the close of the assessment phase, the customer will be provided with an Assessment Report that will contain ZenFocus' understanding of the technical and functional environment.

Planning Stage

The Planning Stage provides a bridge between what is learned during the Assessment Stage and what is required to move forward with the engagement. After the Assessment Report is reviewed and approved by the client, a tailored transition plan is developed. All schedules, policies, processes and plans are developed based on logistics, needs analysis, and tools and site requirements.

Transition Phase

The Transition Phase is the pivotal step in the outsourcing process. It is the link between what is learned in the assessment and the service expectations in steady state. The purpose is to efficiently and effectively transfer responsibility of the outsourced applications from the customer to the ZenFocus maintenance support team. To ensure smooth transition of responsibility, a 'shadowing' approach is used during the knowledge mining and rollout activities. To facilitate this transfer of knowledge and responsibility, the key resources of the maintenance support team are brought on to the customer site.

Setup Stage

During the Setup Stage the technical environment is established, the key resources of the maintenance support team are brought onsite, and preparation of the Offshore Development Center (ODC) is finalized. Additionally, project management procedures are introduced — Change Management, Issues Management, Communications Management, and, Risk Management.

Knowledge Transfer Stage

The Knowledge Transfer Stage is key to the outsourcing process. Knowledge transfer, communication protocols and escalation procedures are established and implemented. A quality plan is developed mapping the customer processes to ZenFocus processes. It includes the planned release schedule. The Service Level Agreement (SLA) is developed and negotiated. During this phase the feasibility for optimization is observed and a plan is developed where applicable. Additionally, production support procedures are introduced – Problem Management, Configuration Management, and SLA Management.

Responsibility Transfer Stage

Once the foundation of knowledge has been obtained, the responsibility for maintaining the application is transferred to the ZenFocus maintenance support team. This accomplished in a two-step process. First the ZenFocus maintenance support team performs all the required tasks of maintaining the application with the customer resource looking on and assisting as needed (shadowing). Performance is measured against the established transition SLAs. Secondly, the ZenFocus maintenance support team returns to the ODC. There the offshore team performs all the required tasks of maintaining the application with the key ZenFocus resources shadowing. Again, performance is measured against the established transition SLAs. Once the responsibility of maintaining the application has been transferred to ZenFocus and all transition performance targets have been met the engagement moves into steady state.

Steady State

The Steady State phase of the Total Application Maintenance methodology is a single long-term process, typically three to five years, where ZenFocus supports the maintenance activities of the applications based

on negotiated SLAs. During this phase, ZenFocus also evaluates areas where the application and/or processes can be optimized for further cost/headcount reductions.

Steps to Transferring Responsibilities

