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The Deloitte Application Management Maturity Model

Application management is evolving rapidly in response to technology advances and changing business needs. Approaches that worked in the past may no longer be effective.

The Challenge

Application management is fast becoming the primary means for companies to generate business value through information technology.

Business needs are changing - Moving beyond multi-year ERP implementations and other big IT investments, organisations are looking for more value, in less time, at the right cost.

Application management is changing - It is no longer just a cost of doing business. There is a strong focus on creating business value.

Companies are evolving at different rates - Many companies still view application management as a secondary IT function or "help desk". Leading companies however are using application management to boost business performance and results.

Today, application management is much more than a help desk. It now includes everything a business needs to create value with information technology, for example:

- Application support
- Change request management
- Business process improvements
- User authorizations management
- Environment management
- Application performance monitoring
- Business performance monitoring
- Service pack/patch management
- Project management
- Compliance
- Quality management
- Data archiving
- Disaster recovery planning and management
- Solution integration
- Testing
- Document management
- Standards management
- Training

The Solution

The Deloitte Application Management Maturity Model provides a structured framework for identifying and evaluating opportunities for improvements in application management.

The model was created, reviewed and refined by practitioners with extensive application management experience.

How the Model is Used

An application management environment comprises of seven capability areas, namely:

- strategy
- organisation
- financials
- talent
- processes
- technology
- service delivery.

Using the application management maturity model, Deloitte assesses four focus areas within each capability area. A final report is produced at the end of the assessment which shows the maturity of each focus area and identifies gaps.

Measuring your application management capabilities

Capability Area	Capability Level			
	Immature	Developing	Mature	Leading Edge
Strategy		● GAP		●
Organisation		● GAP	●	
Financials		● GAP	●	
Talent		● GAP	●	
Processes	●	GAP	●	
Technology		● GAP	●	
Service Delivery		● GAP	●	
Overall Capability		● GAP	●	

Interested?

To find out more about the Application Management Maturity assessment please contact:

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