

Application and Platform Health Assessment

Improve the reliability, performance and accessibility of critical applications and get more from your investment in IT.

In the wake of the Covid-19 pandemic, an increasing number of organisations are facing budget restrictions and other constraints amid increasing uncertainty. If your plans to replace or rebuild critical applications and platforms have been cancelled or postponed as a result, you'll need to change tack and look for ways to safely extend the lifespan of your existing products and ensure you're effectively managing any legacy technology across your IT infrastructure.

That could involve increasing the stability and reliability of the application or bringing it into line with current accessibility standards. You may need to assess the supporting platform infrastructure for your organisation to provide the right levels of performance and security, or look for migration opportunities that could unlock cost savings and avoid the burdens associated with technical debt. And if your organisation has evolved since a service delivery model and agreement was put in place, it may be time to review whether your requirements are being met.

Expert third-party assessments

Utilising our expertise built through 25 years of application and platform support. We can assess any application and platform, whether managed by us or another provider.

How it works

Our Account Managers and technical experts will work with you to define which applications need to be assessed and develop a plan that will meet your needs. Our experienced team carry out assessments against industry best practices and quality standards, making sure we minimise any disruption to your business.

Throughout the project, your dedicated Delivery Manager will keep you up to date with progress against milestones. If a serious issue is uncovered during the assessment (such as a significant security risk), we'll inform you straight away so that an action plan can be agreed to deal with it.

Once the assessment is complete, we'll provide you with a detailed report which can be used to support the business case for investment. It will categorise the risks, issues and opportunities identified, and provide recommendations for addressing them.

What sets us apart?

- We can deliver GDS-compliant services, including government-approved facilities suitable for SECRET and TOP SECRET projects
- We have 25 years' experience of providing managed applications and platform services to government
- We manage high-profile and business-critical systems, many of which handle sensitive or secure data
- Our technical experts have extensive solution delivery experience
- Where required, assessments are carried out by individuals with a minimum of SC clearance and NPPV3
- Our processes are certified to ISO 27001, ISO 9001, ISO 14001 and Cyber Essentials standards
- Civica is a certified partner of both Microsoft Azure, AWS and niche providers such as UKCloud.



Our assessments are grouped to address **three key needs**

1. Business needs

Assessments to help improve application and platform health and support

Platform and Application Reliability Assessment

Determines the performance and reliability of an application/platform and its tolerance to disastrous events. Our recommendations are based on assessing your architecture, management tools and operational processes through our expert Detailed Architecture Review (DAR).

Application and Platform Continuity Assessment

Reveals the life expectancy and ongoing risks of your application by considering application dependencies and the operating system state.

You'll learn about any security vulnerabilities, business continuity gaps and licensing concerns that should be addressed to help protect against data breaches, data loss and other security/continuity threats.

Service Delivery Review

Assesses whether your current service agreement still meets your needs and delivers value in line with ITILv4. Where appropriate, we'll provide recommendations to address issues and/or enhance performance to unlock potential cost savings.

Data Quality Audit

Helping you to understand the structure and content of your data and identify where your application or platform has orphaned, inconsistent, missing, out of date, invalid or duplicate records.

We use data quality dashboards to target remedial activity at the right areas and track data quality improvement over time. We'll help you to understand how underlying data quality issues reduce value and drive poor quality data for decision support.

Testing Process Review

Reviews the test requirements and how successfully they are implemented through the test strategy, including environments, processes, specifications, and use of manual and automated testing tools. Better testing can drive development of more reliable software and a more efficient release process, and open the door to a more agile approach.

2. Technology needs

Manage legacy technology and improve application performance and security.

Platform and Cloud Readiness Assessment

Reviews the infrastructure and platform underpinning an application and makes recommendations to achieve lower costs, improve availability and performance, increase security, achieve lower costs, improve availability and performance, increase security, and make operational management more efficient. This service will support you in developing a readiness plan to move on-premise systems to the Cloud and, where required, optimise existing Cloud workloads.

Deployment Process Review

Identifies inefficiencies, pain points and potential sources of error in the application deployment process. Provides recommendations to help accelerate and streamline deployments and reduce the rate of defects caused by human error.

3. User needs

Making your applications fit for the people who use them.

Static Code Analysis

Uncovers potential security and reliability issues within an application. We'll look at whether we can automate the detection of future issues so they can be addressed before new versions are released.

Accessibility Audit

Making sure your applications meet the needs of a diverse group of users and comply with accessibility standards (WCAG 2.1).

User Experience Expert Review

Making sure application improvements and developments keep users in mind.

Discovery in a Week

A user-centred, responsive and outcome driven approach to unlocking potential enhancements by focusing on user needs, business requirements and technical constraints.

Self-Service Analytics Review

Assessing the status of your existing Business Intelligence (BI) and self-service initiatives, and delivering an implementation roadmap for your agile analytics workbench and operating model to support the delivery of business outcomes. Find out more

