CIVICA

Application and Platform Health Assessment

Manage legacy technology, achieve cost savings and extend the lifespan of public sector applications

Extend the lifespan of critical public sector applications and platforms by improving their security, reliability, performance and accessibility, and by optimising the platforms they run on.

In the wake of the Covid-19 pandemic, an increasing number of public sector 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 . 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 across the public sector, we can assess any application and platform environment, whether managed by us or another provider.

Working in line with industry standards and best practices, we'll carry out an objective review and provide clear recommendations for prioritised improvements.

How it works

Our Account Manager and technical experts will work with you to define the scope of applications 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, ensuring that any disruption to day-to-day business is minimised.

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 by severity the risks, issues and opportunities identified, and provide recommendations for addressing them with Civica or your existing managed service provider.

Benefits

- Measure your applications through a menu of health assessments to identify points of failure and areas of risk

- Optimise your services to save money

- Mitigate risks of security, reliability and capacity issues on legacy platforms and application architectures before they materialise

- Drive Continual Service Improvement (CSI) and align with industry best practice

- Extend the life span of your applications, gain long term value from your digital investment and avoid complications associated with legacy technology.

Why Civica?

- We have the teams and processes to 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.

Assessment deliverables and outcomes

1. Business needs

Assessments to help you improve application/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 with Civica or another provider continues to meet your needs and deliver 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 drive poor quality data and reduce the value of your 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

Reviews to help you optimise the performance and security of your application infrastructure and effectively manage legacy technology.

Platform and Cloud Readiness Assessment

Reviews the infrastructure and platform underpinning an application and makes recommendations for improvements to 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.

Cyber Security Assessment

Provides assurance that your organisation's external systems are protected against unauthorised access or change and don't act as an unauthorised entry point into systems that consume Public Service Network (PSN) services.

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

Audits to help you take a user-centric approach when refreshing or redesigning applications.

Static Code Analysis

Uncovers potential security vulnerabilities and reliability issues within an application. Assesses the feasibility of integrating a code analysis tool into the application build process to automate detection of any issues so they can be addressed before new versions are released.

Accessibility Audit

Examines the usability and accessibility of your applications, including compliance with Web Content Accessibility Guidelines (WCAG 2.1). Provides informed guidance to help you amend and create applications so that they work well for a diverse range of users.

User Experience Expert Review

Helps you plan and implement a user-centred design approach for application improvement and development.

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.