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Global Standards and Trends

6TH EDITION

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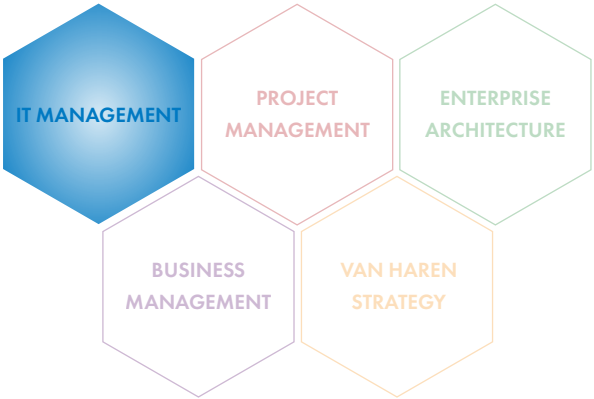

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ASL®

1 TITLE/CURRENT VERSION

ASL® 3 – Application Services Library for Application Management

2 THE BASICS

ASL is the framework for application management, based on best practice. ASL provides an approach for managing and optimizing the application portfolio and life cycle of all applications, with the goal to maximize business outcome and user experience, while containing costs, reducing risk, and ensuring compliance.

The application landscape in most organizations has grown in complexity over the years, consisting of hundreds of applications delivered by a multi-vendor ecosystem covering SaaS applications and/or packaged-based software running on a private or public cloud. The challenge is to rationalize, modernize and optimize the application portfolio, reduce technology debt, as well as deliver new features faster and safer, while improving sustainability, reducing cost and ensuring compliance to an increasing number of regulatory requirements.

ASL is designed to address these challenges by providing a management framework that covers all processes for planning, developing, maintaining, and supporting applications throughout their entire life cycle, from ideation to retirement. It ensures that applications, and the entire portfolio, continue to meet the changing requirements and needs of the organization.

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ASL integrates several best practices into a comprehensive application management framework, including BiSL, Agile development, DevOps and IT service management.

3 SUMMARY

ASL provides a best practice process framework covering all activities to manage the life cycle of applications and related vendors. It is designed to address a hybrid technology landscape, including SaaS, packaged software, and custom-built applications, and supports a hybrid delivery model encompassing waterfall/project delivery, Agile development, and DevOps.

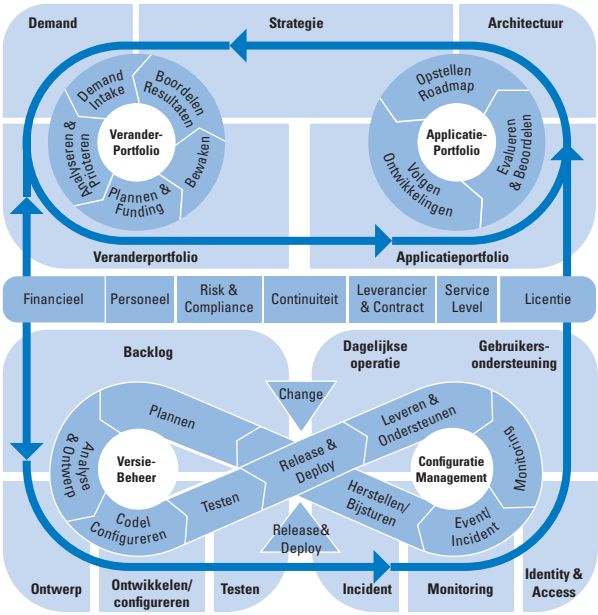

Figure: High level scheme of the ASL3 framework

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The ASL framework consists of the following process clusters, as illustrated in the Figure:

Strategic Portfolio Management: Managing the portfolio of applications and initiatives (projects or epics) aligned with strategic goals and architectural roadmaps.

Develop and Maintain: Designing and configuring changes in applications (e.g., configuring SaaS or standard software packages) to fulfill new business needs or regulatory requirements, performing periodic technology upgrades, fixing issues (including security vulnerabilities), and implementing other improvements.

Connecting Processes: Coordinating change and release activities to enable controlled deployment of changes into the production environment.

Operations and Support: Managing day-to-day operations to ensure continuous operations and providing support by resolving potential issues and fulfilling service requests.

Supporting Processes: Managing allocated resources (funding/budget, people, and licenses), costs, risks, and vendors involved in the ecosystem.

4 TARGET AUDIENCE

ASL is designed for organizations that rely on many business applications to enable their business success and support their employees and customers in their digital journeys.

The target audience is everyone involved in managing the application portfolio and related initiatives/projects, involved in the development and maintenance of applications, and/or application support. This includes for example the following roles:

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