Figure 1: Phases in Application Lifecycle Management

The IT Infrastructure Library (ITIL) forms a set of predefined, standardized processes, functions, and roles for the lifecycle of typical IT services (IT service management (ITSM)) that typically occur in every IT infrastructure at larger companies. They involve suggested best practices that can be adapted to the specific needs of a company.

In line with the six phases of application management defined under ITIL, the lifecycle also has six phases:

- The most important task in the requirements phase is to evaluate scenarios and the corresponding business processes and to check whether they can be realized in the project.

- In the design phase, an implementation project manager oversees and directs the deployment of new products, services, or projects for an organization. The project manager creates a blueprint for the project, defines the milestone, and creates the work breakdown structure.

- In the build & test phase, the changes are implemented first. These changes might be a solution extension with custom development activities, Customizing changes, or integration of a partner or third party application. Developers perform tests of the functions, while quality assurance prepares functional tests and tests of user acceptance for the next phase. The list of relevant business processes determines which tests are covered. Therefore, the build & test phase involves all relevant kinds of tests, including the following:

    - Regression tests

    - Integration tests

    - Scenario tests

    - User acceptance tests

    - Performance tests

- The objective of the deployment phase is to transition from the pre-production environment to live operations. In this phase, support structures are created for end users