**INTRODUCTION TO APPLICATION MANAGEMENT & DEPLOYMENT (AMD)**

AMD is a service introduced by IDSO’s ET&P Digital Workspace portfolio to establish a seamless process for assisting in lifecycle management of applications across the following Shell clients.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

AMD coordinates, manages, and supports lifecycle management for the following application categories:

* Applications on physical and virtual clients
* Custom, Internal, and off-the-shelf mobile applications
* Edge extensions
* Office add-ins

**WHAT DOES AMD DO?**

The AMD team supports application lifecycle management by engaging in the following activities:

* Receiving application onboarding, offboarding/retiring, and upgrade/update requests.
* Co-ordinating and supporting application testing.
* Co-ordinating application deployment (single and cross-platform).
* Application monitoring and reporting on application lifecycle stages.
* Providing lifecycle management consultancy services for Application Owners, Portfolio Managers, and requestors.
* Management of applications step out process, monitoring and reporting of technical debt and providing consolidated overview of application landscape, through integrated reporting.
* Facilitating offboarding of applications from IE mode.
* Management of browser extensions and office add-ins.

**PRE-REQUISITES:**

* All applications must be registered on ServiceNow ([How to register an application on ServiceNow](https://servicenow.shell.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Dda0b2fe9db54cd102e89582cd3961981))
* A valid/operational application service ID (e.g., PBSxxxxxx) is available for the specific deployment or an upgrade. Learn more about [how to create an Application Service ID/Deployment ID on Service Now](https://shell2.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0125548).
* Below are the specific approvals needed to successfully process AMD request: -

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **On submission of request** | **Before production release** | | | | | | | |
| **Approval Needed from** | | | **Line Manager's Approval (via ServiceNow)** | **BAO/ CI Owner / Portfolio Manager** | **Valid IRM (Information Risk Management) Assessment finding / Approval** | **Completed ECCN (Export Control Classification Number) Assessment** |
|  | **Platform** |  |
| **A computer screen with a blue circle  Description automatically generated**  **Windows & Mac** | | |  | |  | |
| **Virtual Connect Apps** | | |  | |  | |
| **B2C/B2E Mobile Apps** | | |  | |  | |
| **Third Party Mobile Apps** | | |  | | | |

**WHEN TO USE THE SERVICENOW FORM?**

This form is intended for use by Application Owners and Portfolio Managers who want to onboard/offboard/upgrade a [ServiceNow Registered application](https://shell2.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0123973).

This form can be used to raise an application onboard/offboard/upgrade request for the following platforms:

* GI Windows
* Windows Connect
* iOS Connect
* Android Connect
* Mac Connect
* Virtual Connect (Citrix)
* Virtual Reality (XR Apps)
* Additional capabilities - Microsoft Office (Add-in) & Microsoft Edge (Extension)

Application Owners and Portfolio Managers need to raise a ServiceNow request via [AMD Request Form](https://servicenow.shell.com/sp?id=sc_cat_item&sys_id=ca8c9ff91b8ff4d096fcba6e0d4bcbd7) for consultancy/support for application onboarding, retirement, or any upgrades on Shell’s client platforms.

**AMD USER JOURNEY**

AMD team ensures that the users have a smooth and immaculate [AMD journey](https://eu001-sp.shell.com/:p:/r/sites/AAFAA5187/_layouts/15/Doc.aspx?sourcedoc=%7B4628E3DF-6127-4273-9B9B-7D87A5D14795%7D&file=Application%20Management%20and%20Deployment%20Service%20Pitch%20Pack.pptx&action=edit&mobileredirect=true) (see slide 10 of the AMD Pitch Pack).

To understand more about how AMD works, please watch the video: [AMD video](https://eu001-sp.shell.com/sites/AAFAA5187/_layouts/15/stream.aspx?id=%2Fsites%2FAAFAA5187%2FL3%2FIF%2DWorkspace%2FIntroduction%20to%20the%20Application%20Management%20and%20Deployment%20Service%20%28AMD%29%2Emp4&referrer=StreamWebApp%2EWeb&referrerScenario=AddressBarCopied%2Eview).

MORE INFORMATION

* Visit the [AMD portal](http://amd.shell.com/)
* Contact the [AMD Team](mailto:SBOBNG-AMD-DIGITALWS@shell.com) for any queries
* Help us improve, share your [feedback](https://eu001-sp.shell.com/sites/SPO000215/SitePages/ModernUI/Feedback_UI.aspx)
* Be a part of the [AMD Yammer Community](https://web.yammer.com/main/groups/eyJfdHlwZSI6Ikdyb3VwIiwiaWQiOiIxMDMzMTExMDYwNDgifQ/all)