Application Management

ITILv3 Foundations

JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Application Management

- Provide end-to-end management of applications in the environment

- Involves cultivating the skill sets and resources to support all phases of the lifecycle

- Also, helps to identify software requirements and their sourcing (internal/external)

App Management vs Development

- Application Development

  Focused on design and construction of a application solution to gain initial utility

- Application Management

  Focused on the ongoing oversight, operational management, and improvement of applications for both utility and warranty

Application Management

- Does not replace other core processes, but supports things like:
    - Incident Management
    - Problem Management
    - Change Management
    - Availability Management
    - …and more