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| NZ Govt Logo | Application Management and Administration Services Service Framework: Managed Services: Infrastructure Managed Services: Application Management and Administration Services | Company logo |

**Service Definition**

Application Management and Administration services implement the configuration, update, optimisation, and upgrade of commercially developed and custom written applications. Applications can be hosted on a variety of infrastructure solutions including dedicated ‘on premises’ servers, private cloud, or public cloud.

Application Management and Administration services ensure that the application components are optimally configured within the underlying infrastructure (server operating system and storage services), documented, and when deployed are fully supported and regularly maintained and enhanced to meet the requirements of the relevant Participating Agency.

Application Management and Administration services may also leverage user identity and access management (IAM) systems in order to provide the service. Identity and access management includes role-based access control, which regulates access to systems or networks based on the roles of individual users within the enterprise.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Application Management Services Available** (tick all that apply):

Real-time and proactive monitoring

Application performance management and optimisation

Application availability management

Release management and deployment services

Configuration management and documentation

Application lifecycle management (e.g. software update/upgrade/patch management, decommissioning, etc.)

License management and optimisation (e.g. business impact, communications, team design)

Quality assurance and testing Services

Capacity management

Cloud management, cost management and optimisation

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| Other Application Management Services | Please identify any other relevant application management services available which are not included above. |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Application Environment Experience for this Service** (tick all that apply):

Business critical applications (e.g. CRM/ERP systems)

Line of business applications (e.g. Document Management)

Productivity applications (e.g. MS Office)

**Infrastructure Environment Experience for this Service** (tick all that apply):

Customer owned ‘on premises’ infrastructure

Private cloud infrastructure (supplier owned/operated)

Private cloud infrastructure (3rd Party owned/operated)

Multi-Cloud infrastructure

Hybrid cloud

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| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI - Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |