



MAS Assessment

The Assessment is an essential part of the MAS Service we offer. It takes the past implementation and maintenance history, functional and technical scope, used processes, available maintenance team and the organization structure itself into account. In addition, this survey can be complemented with the usage of a Quick Scan tool in order to detect and propose an approach and framework which outcome is a blueprint to make a solid Maintenance And Support program for your organization. The outcome of the Assessment will be given as the first service's deliverable and an overview and status of the application.

Quality of Outsystems Software







No more 'spaghetti software'

The definition of 'Quality' is to deliver what the customer asked for, against term and conditions agreed upon. Of course, the level of quality should be as high as required. The Quick Scan tool, as well the application history analysis, helps you to describe the actual and needed quality level of Maintenance and Support for your organization. It also checks the quality of your developed software, based on best practices.

The OutSystems platform is a magnificent development platform for building applications 4 to 5 times faster than in a traditional development environment. But poorly structured 'spaghetti software', architecture, project and past maintenance constraints, as well problematic scope management can still be a problem. That is why the Quick Scan conducts a technical quality check on your processes and sources. When the result is lower than the quality level you have defined, an upgrade path for improving your application system is proposed.

The 4 benefits of performing an Assessment:

-  Make sure that context and all possible risks are clear for both parties
-  Have an overview of all implementation, maintenance and support issues to avoid surprises
-  Make sure that expertise is available to achieve the desired quality level
-  Understand your overall needs and constrains (aligned with budget) concerning Maintenance and Support

Assessment Content

Inventory of the needs of a customer concerning Maintenance and Support is based on the ITIL (IT Infrastructure Library) method, anchored in the

Quick Scan tool. The Quick Scan tool follows four perspectives used for this method: people; organization; processes and technical.



PEOPLE




ORGANIZATION





PROCESS




TECHNICAL

 **From the 'people' perspective**, we collect all information about all stakeholders and their positions. This ensures that all people involved have access to the designated communication channels.

 **From an 'organization' view** we mirror the position of the people involved against their personal contribution and communication channels used. In addition, we analyze the SLA (service-level agreement) in place or pretended.

 **The perspective 'process'** gives an overview of all processes concerning the application in MAS scope. The processes are evaluated against the functional and technical scope, documentation available, implementation background, lessons learned, warranties management, Knowledge Databases, support model, incident history and classification, escalation mechanics, formal report and

logging. As such, one is able to categorize these processes in the following dimensions: within the contract, beyond the scope, to be determined and attention areas.

 Finally, **the 'technical' perspective** investigates the architecture, coherence, quality and the scope of the OutSystems Application(s) in MAS scope. An in-depth analysis can be complemented with the Quick Scan Tool if this service is previously agreed to be included. The technical viewpoint gives you a realistic impression of the work to be done to maintain the application environment. For all perspectives mutual dependency and possible future modifications will be noted. Finally, it gives you structure in the complexity of your software maintenance, it shows possible issues and pinpoints on structural architectural defects.

Ask us for **the Next Step** in your **business growth**

