

Editors' message

Dear Members, we BCS Sri Lanka Section published a news letter on behalf of the SL Section as a mark of 20th year of BCS Sri Lanka Section. This is with the intention to communicate with the membership periodically and update the members on the activities carried out by the chapter. Currently we are releasing the 2nd newsletter for this year; we initially planned to release 2 newsletters for a year and gradually increase it up to 4 newsletters for a year. The support and encouragement given by the BCS Sri Lanka membership pushed us to fast-forward the target within 3 months. Thank you very much for all the encouragement and appreciation shared in this regard through email and in all other means. We hope you will continue to support us on this initiative. Please send us your feedback to nirmalan@bcssrilanka.org we will try our best to keep up with it.

Message from the Section Chairman

A year of Celebrations

The Annual General Meeting was held on the 6th of April 2017, and the new Executive Committee was voted in by the members. On behalf of all the Executive Committee members elected, let me thank all the Sri Lanka Section (BCSSL) Members for the trust you placed on us and assure that the committee would do the best to their ability to fulfill the wishes of the section members.

This year is a going to be a year of celebrations and major change. While BCS the Chartered Institute for IT is celebrating its' 60th Anniversary, we in Sri Lanka Section will be celebrating the 21st Anniversary. There are many activities and initiatives planned to celebrate these anniversaries and all Sri Lanka Section members would immensely benefit by partnering in them.

As you all already know Sri Lanka Section has planned to carry out few projects in the areas of National Best Quality ICT Awards (NBQSA), Asia Pacific ICT Alliance (APICTA) Awards, Young Professionals Group projects, Women in IT, ICT Entrepreneurship Awards, ICT Lifetime Award, Most outstanding ICT Contribution Awards, Public Sector ICT Awards, Professionalism in ICT, ICT Business to Business Support for Local ICT organisations (Biz2Biz.lk) etc. during this year.

Each of these projects requires many resources to make them successful so that the BCS Members in Sri Lanka and the ICT industry in the country would benefit out of the results. Hence, wish to request all Sri Lanka Section members to get involved in the organizing activities of these initiatives if you could dedicate a fraction of your invaluable time in volunteer services which in turn would give you the opportunity to network with other members and serve the ICT fraternity.

In addition to the above main initiatives BCSSL would continuously carry out the negotiations to obtain many personal benefits to our members such as Financing Education, Insurance facilities, Higher education facilities for members and families, library services and product discounts etc.

Current Executive committee wishes to request all BCSSL members to utilize these opportunities to get involved to network with professionals and other members while maintaining the professional development and obtain personal benefits in this celebratory year.

Ruwan Amarasekara

Chairman – BCS the Chartered Institute for IT Sri Lanka Section

Articles

ASL2 – An Application Management Framework, for the growing competitive demands in Information Systems support & Maintenance.

By

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The industry in the past has emphasized mostly on system development, rather than on management, maintenance and enhancement of information systems and applications. The statistics below shows the danger of this practice, since most of the cost is incurred during the maintenance and enhancement stages of applications and information systems. In the recent past the trend in the industry shows many organizations are slowly shifting their emphasis more towards management, maintenance and enhancement of information systems and applications.

	Development	Maintenance
Focus	High	Low
Costs	20%	80%
Duration	1.5 to 3 years	8 to 30 years
Users	Not yet	Yes
Management	Project	Department

Cooperation between development and maintenance

Application management is responsible with the support, maintenance and renewal of applications/information systems and data structures.

ASL – Application Service Library is the most significant application management process framework which provides with support for the implementation of application management in the organization. ASL is concerned with managing the support, maintenance, renewal and strategy of applications in an economically sound manner.

The ASL framework originates from an analysis of various knowledge domains related to ICT service, including ITIL and CMM. The framework comprises processes in the field of 'application management' and describes the definitions of these processes and the relationships between them. A detailed description of the processes forms part of the library, which consists of a framework, best practices, standard templates and a self-assessment.

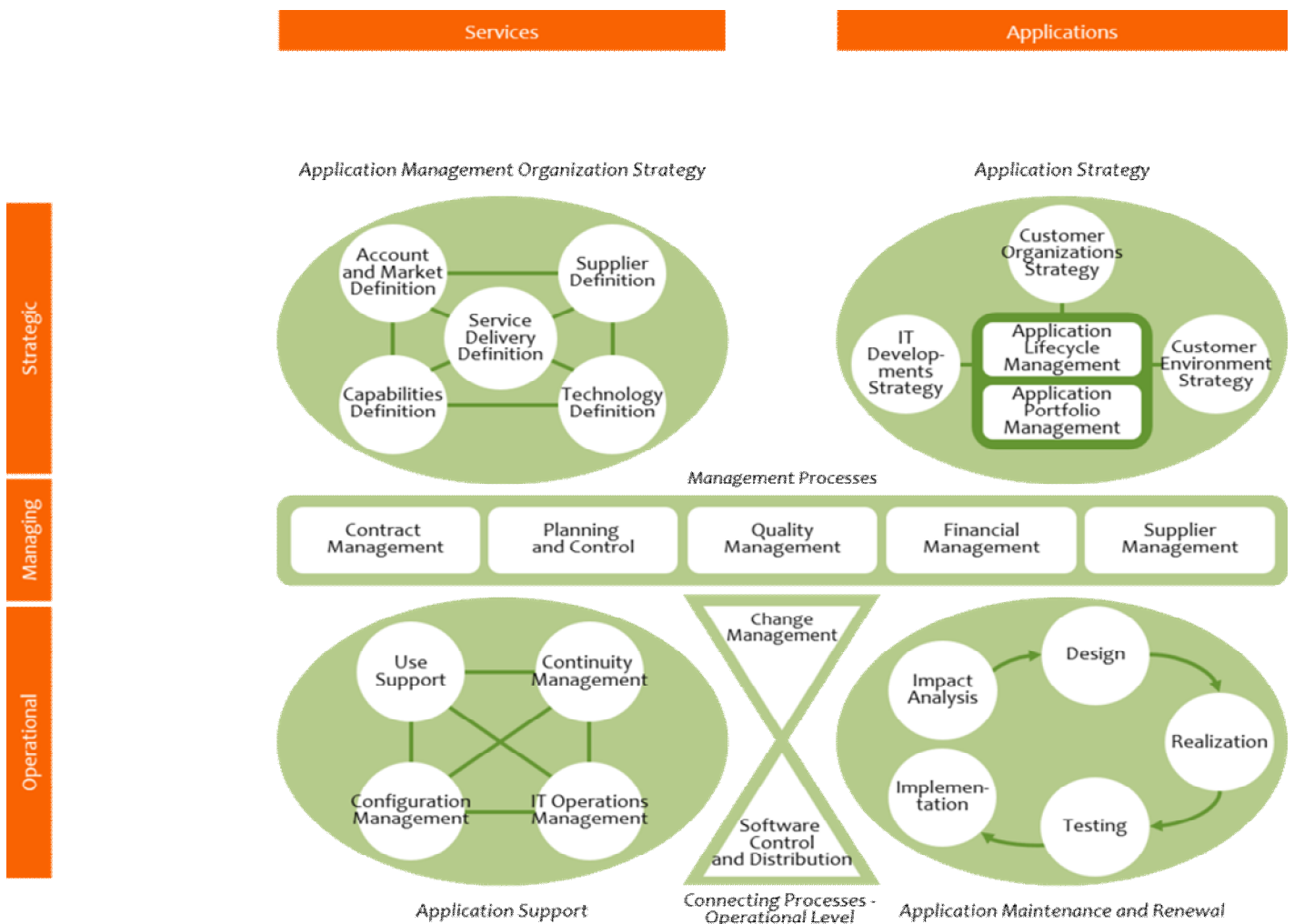
The ASL framework can be used for all forms of application management, including for outsourced ICT services, internal ICT services as well as and all intermediate forms.

History of ASL

ASL (Application Services Library) was developed by a Dutch IT service provider called PinkRocade in the 1990s and the framework and library was handed over to the ASL Foundation in 2001, which was made public in the same year. Since then the framework and the accompanying best practices have been maintained by the ASL BiSL Foundation. The current version is Version 2 (ASL2); published in the Netherlands in 2009. Within the foundation, number of large and small organizations of similar interests contributes to the development and building of the framework and the underlying best practices.

ASL®2 Framework

ASL2 framework is formed by 4 layers: Process layer (26 processers), Cluster layer (6 clusters), Perspectives layer (2 perspectives) and Levels layer (3 levels)



ASL2 Framework

ASL 2 Levels of Management

Application management comprises more than operational activities: ASL 2 also discerns between application management activities at the managing and strategic levels.

The tasks at the *operational level* deal with creating and changing the applications according to the users' needs, and with supporting the day-to-day operation and use of the applications. Activities at the *managing level* control the operational service in order to comply with customer agreements and organizational preconditions regarding topics such as capacity, finance, agreements with suppliers and internal quality. The *strategic level* activities focus on the application(s) and the service organization that are needed for the next three to five years, and the development of scenarios to realize these changes.

ASL 2 Perspectives

ASL 2 has two perspectives:

1. Service Orientation – providing services to external community.
2. Application Orientation – knowing and anticipating developments in the business processes. (This requires knowledge of the business subject matter and is aimed at applications).

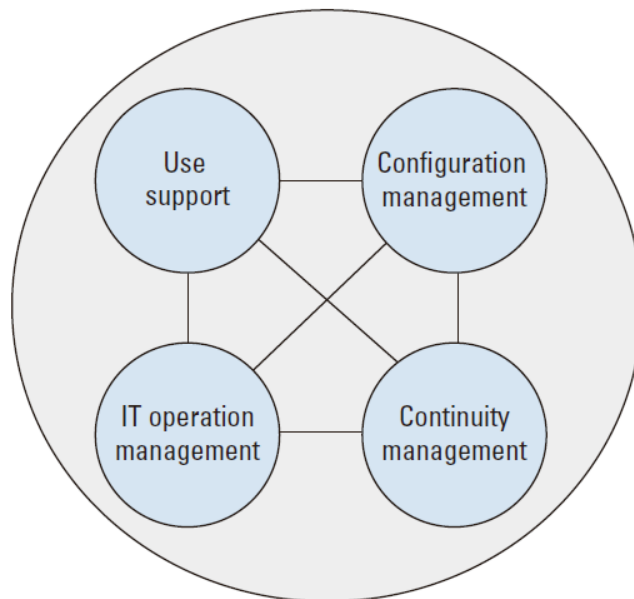
ASL 2 Clusters

ASL 2 comprises three levels and, in total, six process clusters. There are process clusters at the operational, managing and strategic levels. Each process cluster comprises a group of clearly interrelated processes with a collective goal. The six process clusters are:

- Application support;
- Application maintenance and renewal;
- Connecting processes;
- Management processes;
- Application strategy;
- Application management organization strategy.

Application Support cluster

The goal of the Application Support cluster is to ensure that the applications are optimally applied to support of the business processes, using the minimum resources and with the least possible operational disruptions.



Process in Application Support cluster

Use Support process - ensures realization of optimal support in the use of applications by the best possible communication with customers and the best possible handling of calls about the use of – and possible deviations in – services, according to the agreements.

Configuration Management process - keeps a record of all application objects / configurations and services for which the application management organization has a responsibility, and provides accurate information about this to support other application management processes.

IT Operation Management process - ensures, monitors and guarantees that applications (or application components) display the correct and agreed behavior in operational situations, and that the services concerned also occur as agreed.

Continuity Management process - ensures continuity and the presence of adequate measures are available, which will, within a set time period and quality level, ensure adequate functioning even during extraordinary circumstances.

Connecting Processes cluster

The Connecting Processes - Operational Level cluster ensure the synchronization between the application support processes and the application maintenance and renewal processes. This cluster deploy changed software and data from application maintenance and renewal to application support.



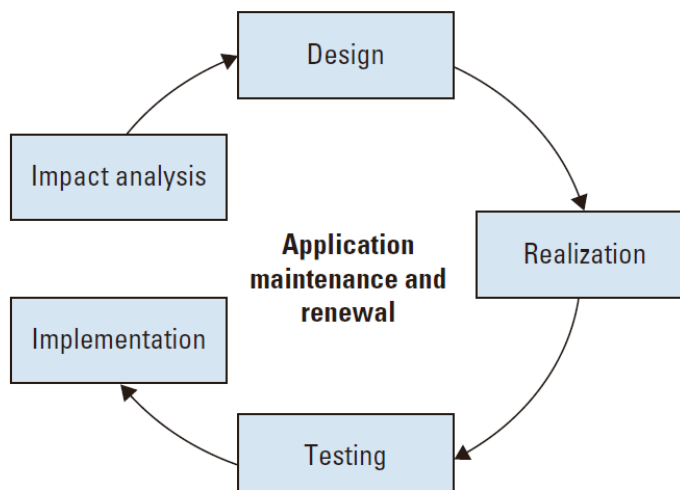
Process in Connecting Processes cluster

Change Management process - ensures that a standardized working method is used for changing applications, so that harmonized and prioritized changes can be built to improve the supplied functionality of applications.

Software Control and Distribution process – ensures that the correct application objects (or information about them) available to the correct processes at the right time.

Application Maintenance and Renewal cluster

The goal of this cluster is to ensure that the applications are adapted to suit the changing demands and wishes resulting from changes in the environment and business processes.



Process in Application Maintenance and Renewal cluster

Impact Analysis process - ensure that effective recording of sufficient reliable and accurate consequences of proposed changes in terms of effort, future events, use and operation, so that an ideal solution direction can be chosen.

Design process - set up and record the information system (user) specifications or changes in such a way that they can be easily realized and tested.

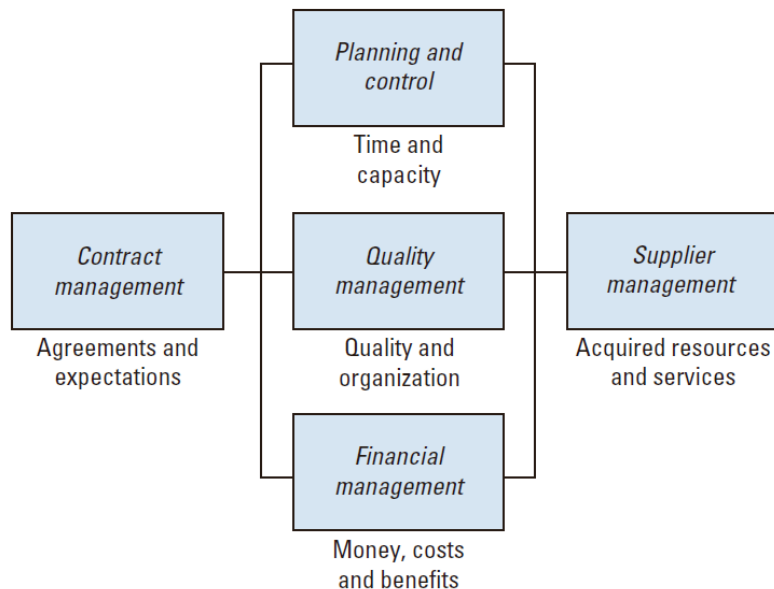
Realization process - converts the supplied designs or changes in designs, forming part of the design process, into concrete and correct changes to the automated information system.

Testing process - guarantee that the desired changes are realized according to specifications, and that applications show the correct behavior (after changes).

Implementation process - satisfy the necessary preconditions to enable error-free use of a new version of the application and completion of the maintenance process.

Management Processes cluster

The Management Processes cluster ensures that existing activities are performed according to goals, agreements and chosen strategies.



Process in Management Processes cluster

Contract Management process – ensures realization of services according to agreements (or deviating from these agreements by mutual consent) in order to fulfill or exceed customer expectations.

Planning and Control process - ensures that the agreed upon services are realized, using the agreed human resources capacity and in accordance with the agreed delivery date, by the correct deployment of human resources capacity at the right time.

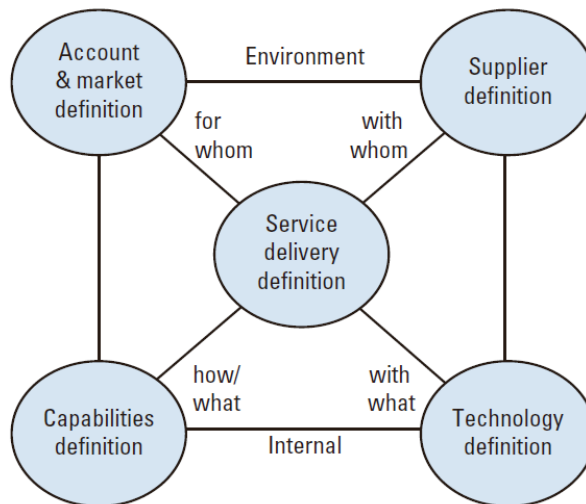
Quality Management process - ensures the (internal and acquired) quality of the acquisition process, product, resources and organization by defining and monitoring these, and also ensuring that the relevant regulations are implemented and followed.

Financial Management process - ensures that the costs incurred for supplying / maintaining an application and/or services are planned and managed and are in balance with the benefits generated by application management.

Supplier Management process - responsible for agreements regarding services and/or solutions provided by third parties (suppliers), and for evaluating, monitoring and improving them.

Application Management Organization Strategy cluster

Application Management Organization Strategy cluster aims to ensure that the service organization's policy and its future are correctly shaped.



Process in Application Management Organization Strategy cluster

Account and Market Definition process - recognize the demands of future services for future customers and to make sure that the relationship and communication with the customers are good enough to realize this.

Capabilities Definition process - provide an overview of the demands to skills and expertise of the organization's employees in the future.

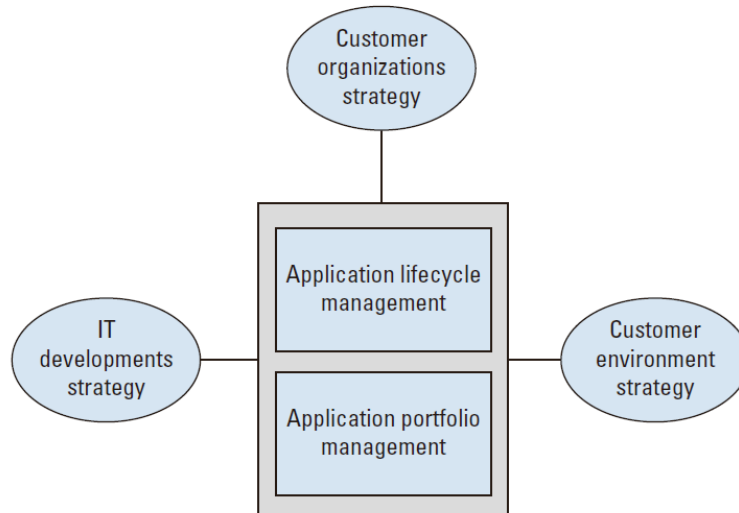
Technology Definition process - select the tools [technology] that are used by the organization to realize the future services.

Supplier Definition process - pro-actively optimize the future service by determining the role of and the involvement of external suppliers, and translating this policy to a practical, functioning organization and structure.

Service Delivery Definition process - design the required services for a period of 2 or 3 years.

Application Strategy cluster

The goal of the Application Strategy cluster is development of a long-term strategy for the various application objects that form part of the information provisioning as a whole. This focuses on the future and the life cycle of the objects (applications) that are part of the information provisioning.



Process in Application Strategy cluster

IT Developments Strategy process – this determine the impact of technological developments on the application portfolio.

Customer Organizations Strategy process – determine the impact of developments in the user organization or the user organizations on the application portfolio.

Customer Environment Strategy process - determine the impact that developments in the environment of the customer organization or user organization have on the application portfolio.

Application Lifecycle Management process - determine the future strategy of an application, translated into actions, so that the application can provide support for the company processes in the future.

Application Portfolio Management process - align and coordinate the various components in an application landscape (or the entire information provisioning as a whole) and to mutually adjust and optimize the larger or radical investments and changes.



Application Management Standards and Maturity Models

ISO and NEN

In 2007 the NEN, the Dutch Standardization Institute, introduced the Dutch Standard for Application Management, the NEN 3434. This local standard was developed in cooperation with the ASL BiSL Foundation and was based on ASL.

In 2011, ISO/IEC came out with an initiative to develop international standard for application management, The ASL and the Dutch standard for application management, the NEN 3434, has been used to develop the international standard for Application Management. On August 1, 2015, the ISO/IEC 16350 for Application Management was published.

ISO 16350:2015 establishes a common framework for application management processes with well defined terminology that can be referenced by the software industry. It contains processes, activities, and tasks that apply during the stage of operation and use from the point of view of the supplier organization that enhances, maintains, and renews the application software and the software-related products such as data-structures, architecture, designs, and other documentation. It applies to the supply, maintenance, and renewal of applications, whether performed internally or externally with respect to the organization that uses the applications.

NEN 3434 standard enables the certification of application management process. This recognizes five maturity levels per process, where the certification has 4 levels (Levels 2, 3, 4 & 5)

Source: ASL BiSL Foundation

AGM 2017

The 2016/17 Annual General Meeting of the BCS, the Chartered Institute for IT of Sri Lanka Section was held at Galadari Hotel on the 6th of April 2017, with the participation of many Section Members. The annual report for the year 2016/17 was presented and new Section Committee was appointed for the year 2017/18.



Some of the Members at the AGM



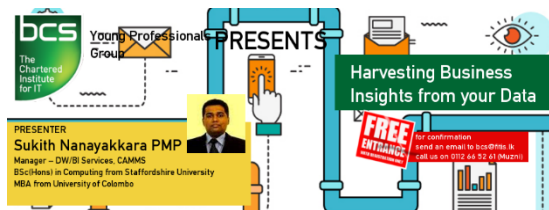
Presenting the Annual Accounts



Chairman's speech

YPG Activities

Young Professionals Group (YPG) of the BCS, The Chartered Institute for IT Sri Lanka Section is conducted the following YPG sessions.



Sukith Nanayakkara, Manager - DW/BI Services delivered a lecture / discussion on today's context of organizations which are facing a data explosion.

Upcoming events of BCS SL Section

NBQSA 2017

Events Schedule (2017)

NBQSA Awareness Sessions	May
NBQSA Launch	May – June
Call for Applications	1st June
Call for Judges	First week June
Judges' Briefing	Second week – July
Applications Close	31 st July 2017
Nominees' Briefing	3 rd August 2017
Judging process (Commercial)	17 th to 22 nd August
2nd Round evaluations (Commercial)	8 th to 10 th September
Judging process (Tertiary)	1st to 15th August
2nd Round evaluations (Tertiary)	26th to 27th August
Lifetime achievers & ICT Entrepreneurship Evaluation	September
NBQSA 2017 Award Presentation will be held on 6th October 2017 at the Galadari Hotel – Colombo.	
Asia Pacific ICT Awards competition will be held in Dhaka, Bangladesh.	6th to 9th December