

Application Lifecycle Management solutions drive the right results

Combining the ease of use of the ICT Services Approved Supplier Panel with a comprehensive range of tools and methodologies for managed development, you can now gain access to a virtual Project Management Office & advanced development tools for your IT Projects.

Get results quickly using the leading tools and methods

ISG services centre on assisting companies to implement management systems that enable all participants in the IT Development Process to work together more effectively.

ISG provides managed services for development and support through the ICT Services Approved Supplier Panel. Using our managed services model ISG allows even small organisations to undertake well managed projects using the latest tools and methods. If you are a small or medium sized department this will allow you to engage consultants who will be backed by a comprehensive suite of project planning and development tools to enhance their productivity. Larger departments looking at investing in a PMO at some point in the future may wish to trial our leading software as part of one of their current projects.

ISG can offer this service through a partnership with Serena Software, the Global Leader¹ in IT Change Governance solutions. Leverage ISG's expertise in the use of these tools to improve the results you achieve through the use of your ICT Whole of Government Contract.

Special Points of Interest

- *Serena is the global leader in Application Lifecycle Management technologies*
- *Over 96 of the Global 100 corporations use Serena's solutions and now you can too.*
- *ISG is a leader in IT Security and Application Development.*
- *Our teams can deliver secure developments using the latest Agile development tools.*

How Serena helps you deliver secure applications

Serena Software is the global leader in IT Change Governance solutions. Serena Team Track is one of the world's leading IT workflow automation platforms for controlling IT development, enabling scheduling and assignment of activities across the organisation. By providing a common IT development workflow platform, your users, project managers, and development personnel collaborate to submit requests, develop and sign off requirements, review and test prototypes, and control the release of code into your production environment.

ISG can even assist you to implement sophisticated workflow solutions for managing your business. Using Web 2.0 development tools incorporating web services SOA technologies, you can create tailored workflow solutions integrating data and services from your corporate ERP systems or even external web services.

Given the investment in SOA & Web Services that has been undertaken over the last ten years, many ERP applications can now support the creation of purpose specific workflow solutions covering the entire organisation.

1. Gartner place Serena ALM tools in the Magic Quadrant and rate Serena as the leading organisation in ALM Governance world wide



ARIS BPM Platform simplifies linking Business and IT views of applications

ISG use the highly acclaimed ARIS² BPM Platform for mapping processes in application development projects.

The use of BPM tools simplifies the process of documenting your systems and processes by providing a common view of these processes across your organisation.

Unlike process drawing tools like Visio, ARIS uses a database backend that enforces referential integrity within the models. This ensures that changes in one process are always fully reflected throughout the entire ARIS process sets.

For IT applications this is a critical capability to have as it ensures that your investment in system documentation can be easily maintained.

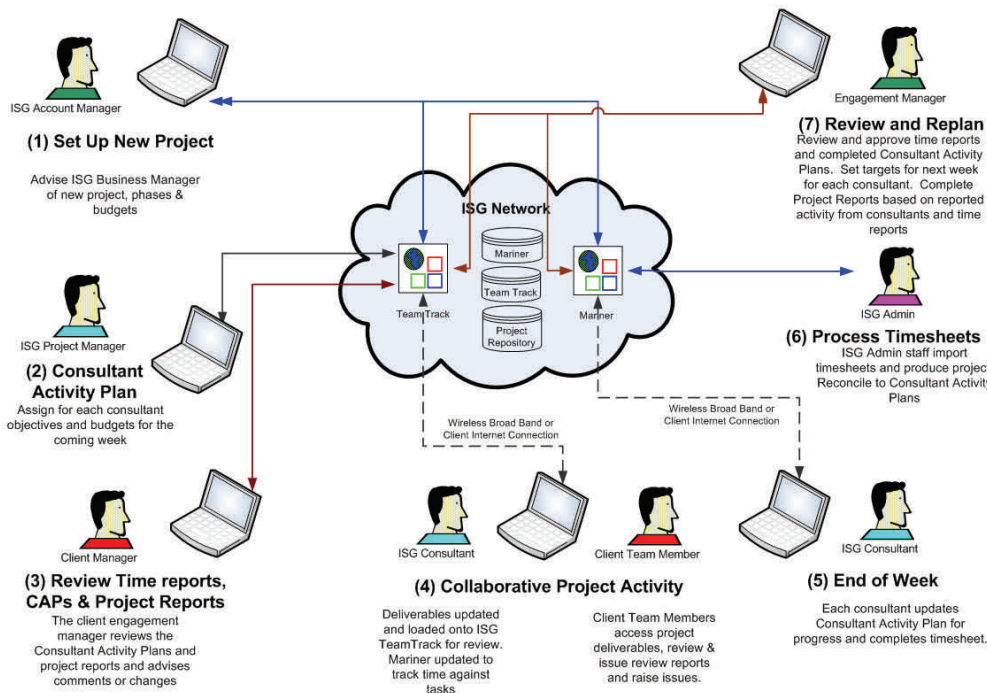
The ARIS Platform can be utilised by our contractors to assist you with documenting your requirements and developing your systems in a way that is fully aligned to the Business Process view of your organisation.

This simplifies documenting requirements and testing your applications as your users more easily understand how all aspects of the system connect back to the business process.

2. ARIS & the ARIS Platform are trademarks of IDS Sheer AG, Germany

ISG's Managed Services Model for Application Development & Support

ISG has developed a mature managed services model for delivery of a range of consulting and application development tools based around the Serena ALM and ITSM toolsets. These have been used for several years on large corporate clients such as Toyota Motor Corporation and NSW Health.



Contact Information

302/55 Holt Street
Surry Hills NSW 2010
Australia

Tel +612 9211-5488
Fax +612 9211-4644
Email: info@isg.net.au
Web: www.isg.net.au