

ASPs as Invisible as Television
When All They See is Results: Making Your Application a Service

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Two-line Summary:

What does it take to make your application available over the Internet as an Application Service?

Abstract:

Many of us provide information and services to our customers and business partners, and also either provide access to our information systems or enter their input and produce their output for them, while providing the processing as a service. This paper examines some of the choices available to make these existing applications available to our business partners, to increase our level of customer service, and provide a competitive advantage. This paper also examines some of the trends in the ASP marketplace and their meaning for traditional IT departments.

Introduction

Is your system invisible?

Things that work become almost invisible to the people who use them. That also means that they are taken for granted. And that can mean that your company ignores your system and your staff.

Television isn't invisible, but the details of implementation are.
Television is the opposite of invisible in one sense.

I. How to evaluate what you have to make it into an Application Service

A. The Old Truths Still Apply

We learn lessons from systems that work.

B. Systems Analysis 101

1. Hardware

2. Software

3. People

4. Documentation

5. Procedures

C. The Technology Neutral Architecture

II. What you already have but don't know you have, and need to for your application become an Application Service

- A. Reasons (Not) to Do This
- B. Some New Truths Also Apply
- C. Buried Treasures – The Unused Capabilities of Your Systems
- D. Software
- E. People
- F. And Other Free Stuff
- G. Scaffolding

III. What you don't have but do need to make your application into an Application Service

- A. A Single Good Reason to Do This
- B. Buzzwords Can Be Your Friend
- C. Anything that Costs Money
- D. Investing in Things that Exist
 - 1. Hardware
 - 2. Software
 - 3. People
 - 4. Documentation
 - 5. Procedures
 - 6. More Scaffolding
 - 7. What to Rehost, When To Rehost, And When Not To