

SIMPLIFY THE COMPLEX. ENTERPRISE SERVICES METHOD (GESM).

The Glue Reply Enterprise Services Method defines a comprehensive service delivery method that allows organisations to consistently and repeatedly define, deliver and manage Enterprise Services. It encompasses the whole service lifecycle from identification, to deprecation and retirement.

SERVICE LIFECYCLE METHOD

A method to support the evolution cycle of any service within the enterprise
Why do you need a service lifecycle method?

- It is a defined framework to both enable and ensure repeated, consistent and standardised delivery of services
- It brings predictable results to the enterprise thus better achieving interoperability of services
- It elevates the potential of service reuse, both in their definition and consumption

SERVICE LIFECYCLE METHOD PRINCIPLES

- Architecturally aware
- Portfolio approach
- Unconstrained thinking – many ways to solve a problem
- Modular to support distributed delivery
- Change aware
- Endorsement of the unit of exchange
- Independent of technology/platform
- Standards based
- Enterprise adoption
- Consistent and repeatable

GLUE REPLY ENTERPRISE SERVICE METHOD

Glue Reply Enterprise Service Method (gESM) defines our comprehensive service lifecycle and delivery method.

- Allows organisations to consistently and repeatedly define, deliver and manage Enterprise Services
- Service orientation design paradigm
- Aligned to (such that it can be governed by) Enterprise Service Architecture (gESA)

g(ESM) is a service maturity lifecycle:

- 10 Phases from Identification through to Operational Support and Management
- Provides feedback to the Business Improvement Framework

BENEFITS

- Service Identification using Glue Reply Unit of Work (UoW)
- Service Profiling and Portfolio Management for Enterprise Services
- Service Modelling using Glue Reply DICE service modeling framework
- Assists the management team in selecting tools, technologies and applications for implementation in the current technology estate

OUTCOME

- A lifecycle management approach for enterprise services
- A standardised framework ensuring repeated and consistent service delivery
- A delivery method in sync with the architecture
- A base-lined, documented approach and framework

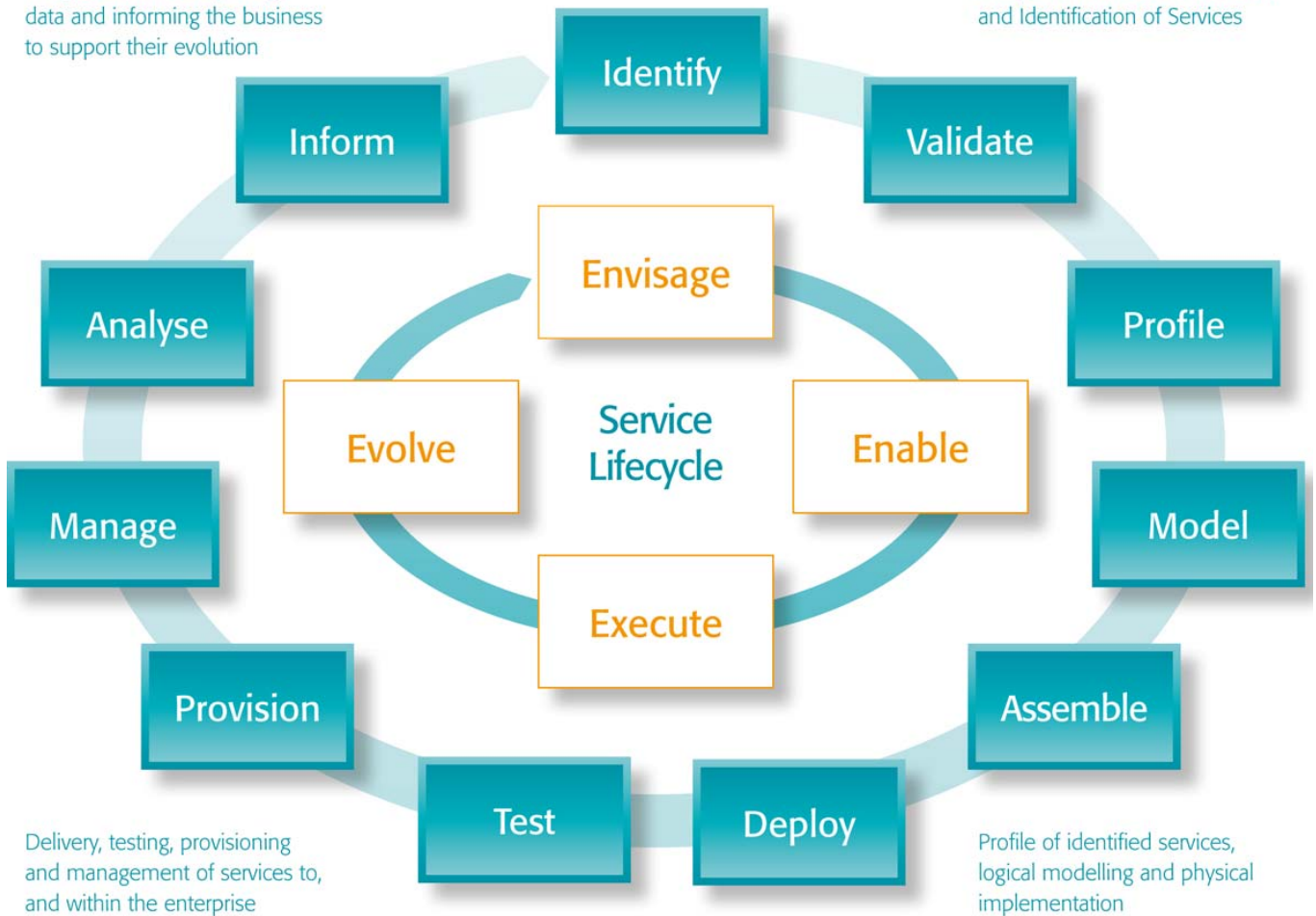
BENEFITS

- Reduced delivery cost through consistent delivery
- Increased ROI through define once, use many times
- Pre-packaged tools and methods accelerates the uptake of SOA initiatives

gESM – The service lifecycle phases

Analysis of service reporting data and informing the business to support their evolution

Analysis of Business Architecture and Identification of Services



Glue Reply is UK’s leading consulting services organisation focused exclusively on optimising IT/Business alignment and minimising the cost of business and IT technology change. Our core proposition is to help organisations maximise the value from their change and technology investments by helping them define, design, implement and resource best practice:

- Enterprise architecture and business/technology change management processes, roadmaps and competencies;
- Business design and process management initiatives;
- SOA, integration and data management platforms.