

## IOT Application Availability Management – 2022

**Who We Are:** We are a specialized department created to provide Application Performance Management (APM) Tools in order to empower our partner agencies to manage and track the efficiencies of their business applications while providing reportable metrics on the business application's health.

**Our Mission:** To support our partner agencies with the tools needed, so they can provide reliable business applications to the State of Indiana's constituents.

**Department:** 4930\_\_

**Manager:** Brad Welsh

**Formed:** June 2022

### What We Do:

*Identify Applications* We will identify critical business applications with our partner agencies that support the State of Indiana's constituents.

*Implement Tools* Once identified, our team will support agency stakeholders by implementing APM Tools on critical business applications.

*Use APM* We will then empower our agency partners to use the tools provided to gather information on their critical business applications, create efficiencies within applications, and finally report usable metrics on the application's health.

### Our Products:

*AppDynamics* AppDynamics (AppD) is a leading Application Performance Management Tool. AppD will monitor an application's infrastructure and give visibility into the application's performance. AppD offers our partner agencies full-stack observability into their critical business applications.

*Secure App* Secure App works in parallel with AppDynamics to give our partner agencies the ability, in real-time, to defend their critical business applications against attacks and prevent breaches.

*ThousandEyes* ThousandEyes complements the Application Performance Management Tool toolset by offering our agency partners the ability to see the end-to-end connectivity and user experience from their critical business applications.

**Our Metrics:** To date, IOT has partnered with many state agencies and implemented our Application Performance Management Solutions. Our team has several user stories where these tools brought added value in solving critical application issues.

**Our Customers:** All IOT partner agencies and their vendor business partners are our customers.

### Major Accomplishments

- Our team has identified and instrumented over 60 business applications with IOT's Application Performance Management Toolset.
- We have had several working sessions with our partner agencies and helped identify where efficiencies may be obtained within their critical business applications.
- 2022 – Start of Application Performance Management Program Build

### Current Projects

- Establish an Application Performance Management Program within the State of Indiana.
- Expand our Application Performance Management Toolset to give our partner agencies full-stack observability into their critical business applications.