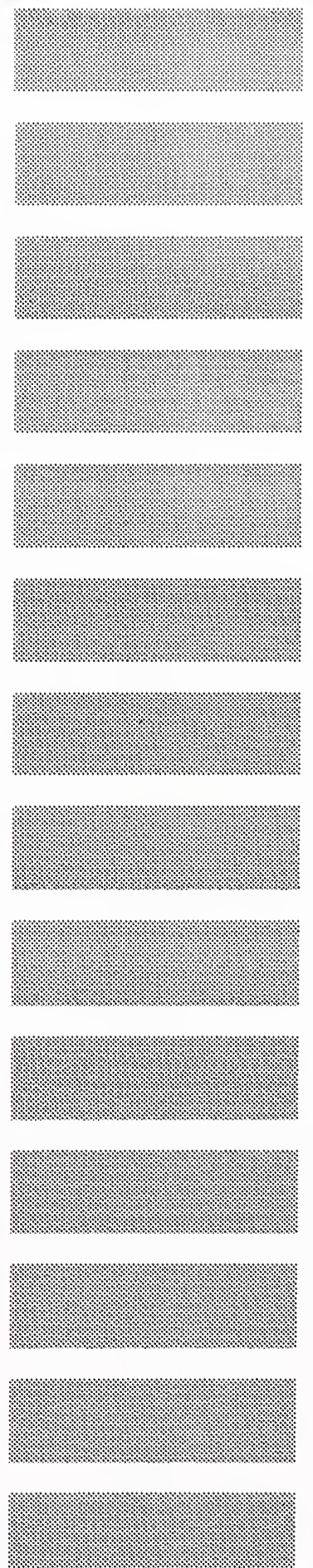


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A Presentation To  
CSA Outsourcing Group  
3 March 1993



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**Outsourcing Information Systems  
Programme—Europe**  
(OSP)

***Applications Maintenance Management  
Presentation to CSA Outsourcing Group***

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# Applications Maintenance Management

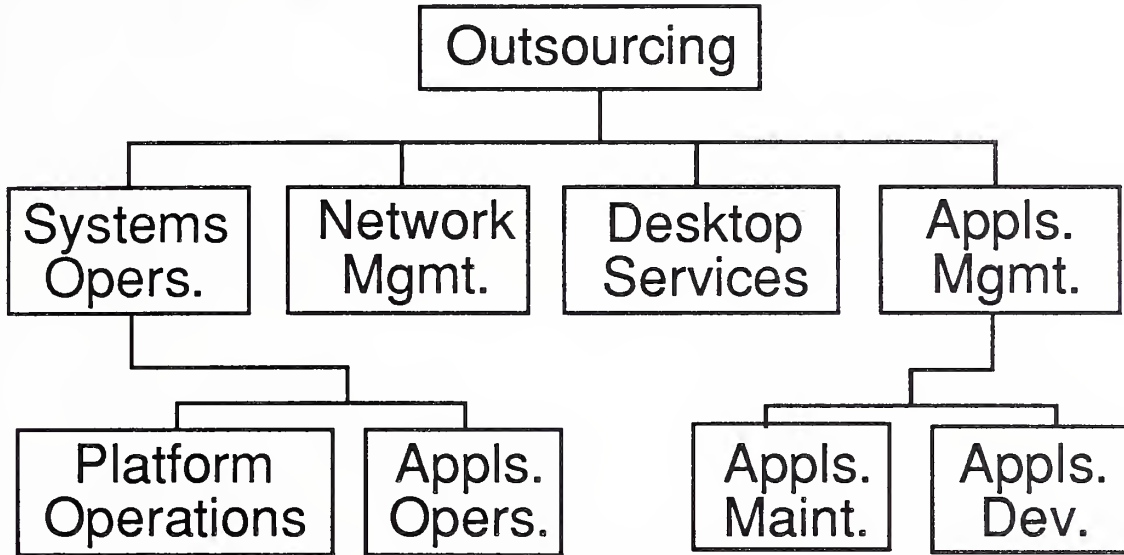
E-OU-72

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Notes



# Scope of Outsourcing



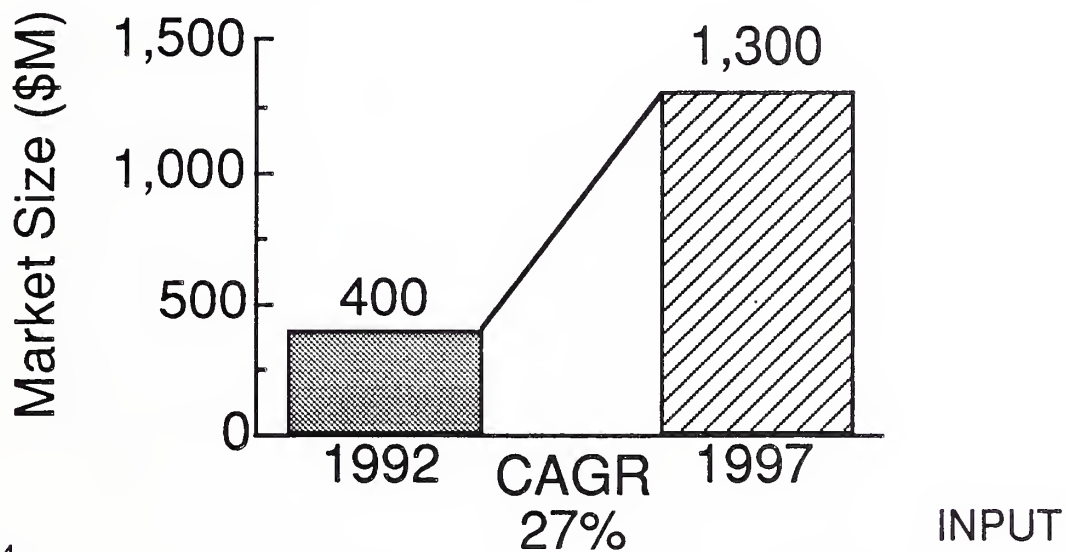
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E-OU-73

## Notes



# Applications Maintenance Management, Europe



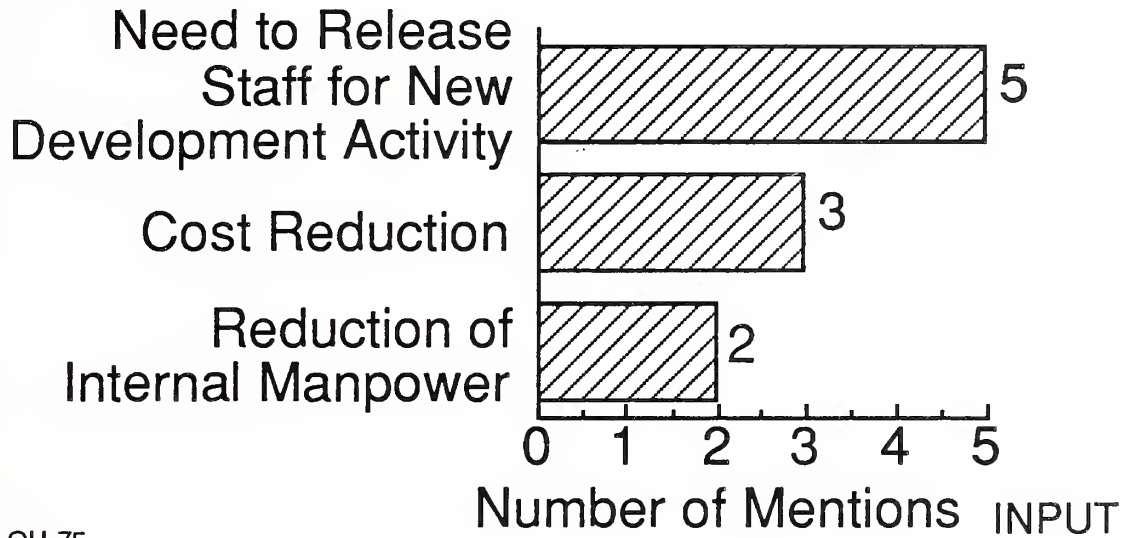
E-OU-74

## Notes





# Reasons for Adopting Application Maintenance Mgmt.



E-OU-75

## Notes

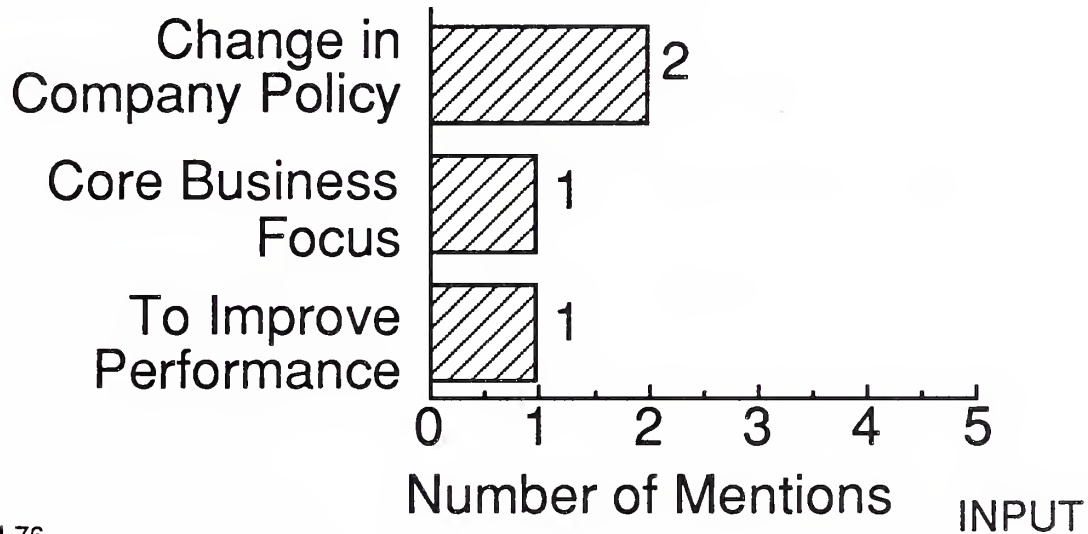
Sample of 15 users



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<https://archive.org/details/20867OSPxxx93Applications>

# Reasons for Adopting Application Maintenance Mgmt.



E-OU-76

## Notes

Sample of 15 users



## Profile of Typical Application Maintenance Mgmt. Contract

- Value \$2 million over three years
- Covers all commercial applications
- Cobol predominant language used
- Users highly satisfied

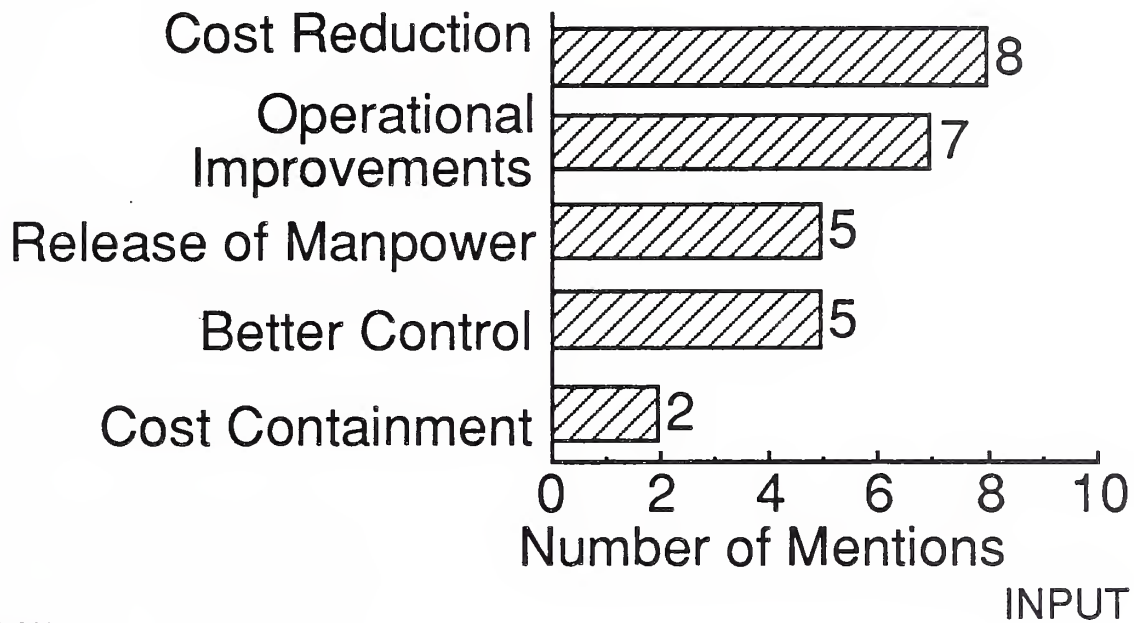
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E-OU-77

Notes



# Benefits Achieved



E-OU-78

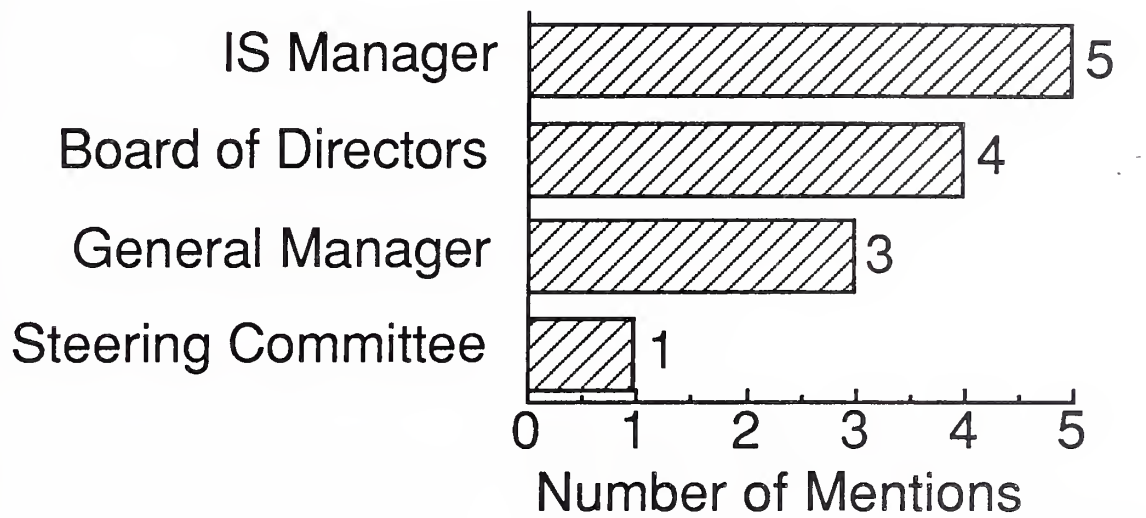
## Notes

Sample of 14 users





# Key Decision Makers



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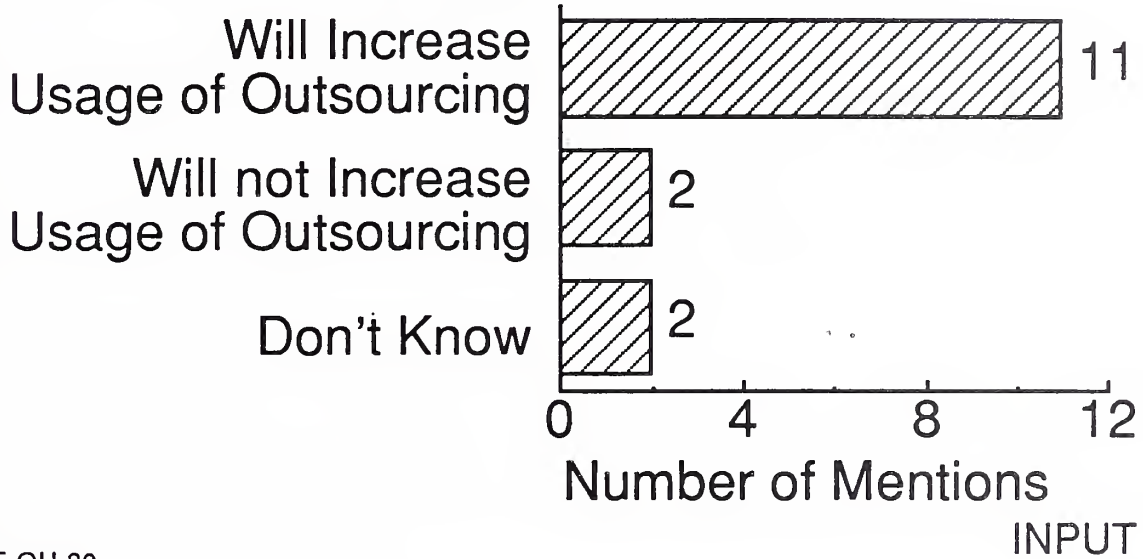
E-OU-79

## Notes

Sample of 13 users



# Future Outsourcing Intentions



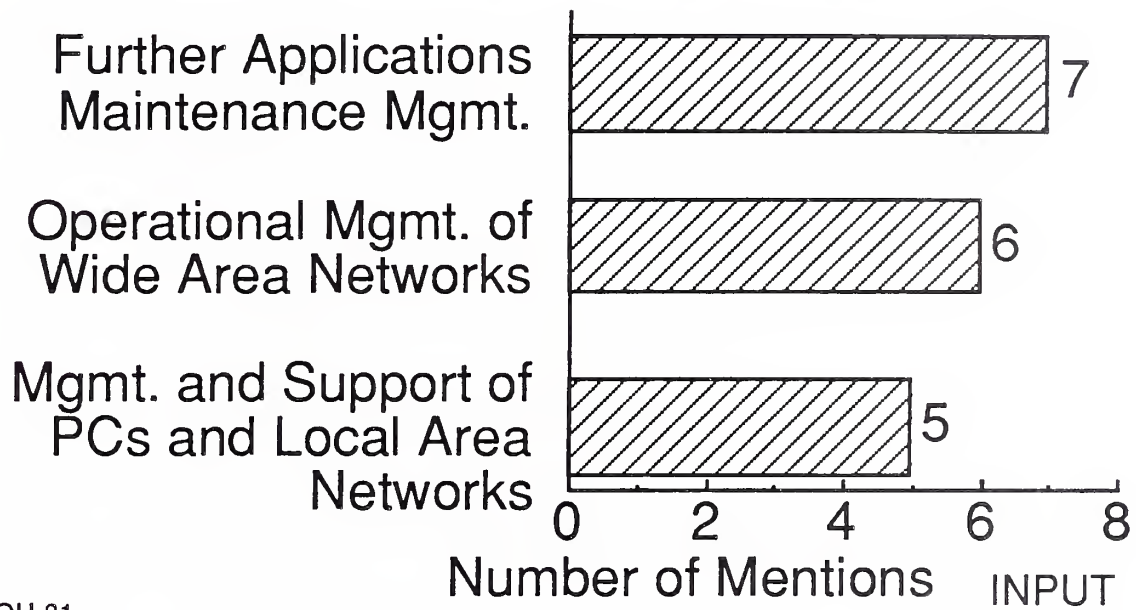
E-OU-80

## Notes

Sample of 15 users



# Future Outsourcing Intentions



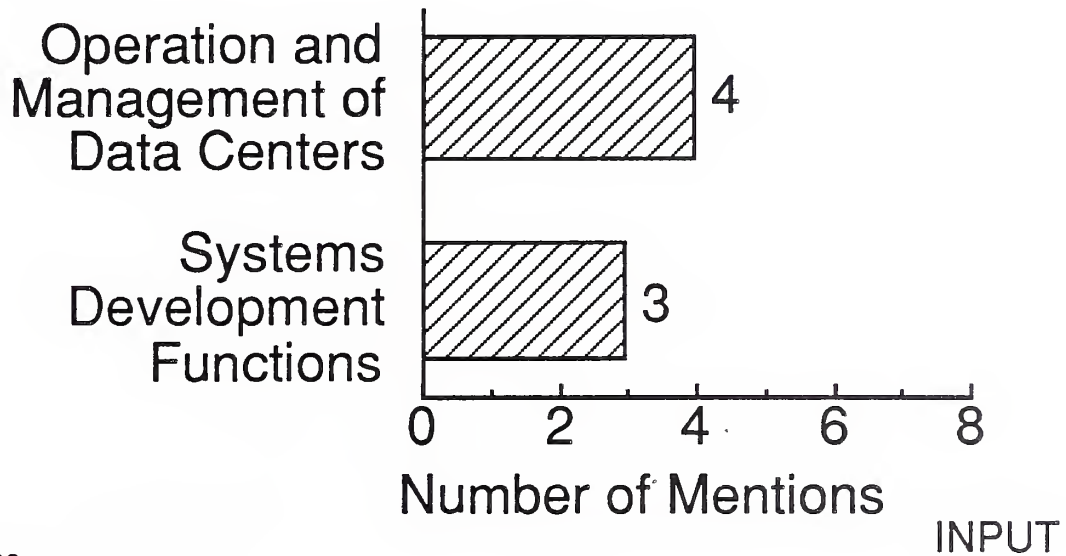
E-OU-81

## Notes

Sample of 14 users



# Future Outsourcing Intentions



E-OU-82

## Notes

Sample of 14 users







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