Beat the **IT backlog**
5 top tips to help reduce IT backlog and focus on delivering innovation

As the workload and complexity of corporate IT systems grows, IT leaders need to remove barriers and bottlenecks so they can deliver greater value, more quickly. According to a recent global survey, the amount of backlog facing corporate IT has risen 29% in 18 months.

**Tip 1. Choose your battles with better insight**

Smart technology from Micro Focus takes guesswork out of strategic IT planning by looking at all of the relevant metrics related to applications and the business they serve. This enables decision makers to assess the relevant facts before making choices.

Looking across the entire IT landscape, at the code, relationships, impacts of change, user input, defects, resourcing, and quality metrics, enables a holistic approach to building an IT strategy.

**Tip 2. Consider the business first – it might not need a fix at all**

Backlog activities often involve major code changes that require extensive analysis, development and testing work. Yet there are many cases where the real concern is not an application issue at all. Remember, many of these systems have evolved over time and provide fantastic business value already.

Often the issue is not with the application, but the effort involved in using the application, also known as the user experience. Today’s users expect simple point and click, mouse driven systems that are intuitive. These customers demand instant responses to their questions.

Micro Focus enables core systems to be transformed so that the operators can find their way around easier, access them from anywhere they like, including web or mobile, and improve the speed of processing their query.
Tip 3. Streamline mainframe development to speed up delivery

While some user interface changes may help in some areas, it is inevitable that some of the IT backlog will need major application rework.

Although the mainframe is the enterprise production server of choice, the mainframe tools for developing applications are not necessarily the very latest in productive technology. In fact, a busy mainframe might reduce the time available for developers.

Reducing backlog down means cutting better code faster, and this starts with using the right tool for the job. That tool is our Enterprise Developer technology.

Tip 4. Get connected: Streamline mainframe development even further

Some of the IT backlog might not be planned; it might just arrive with the clock ticking, and the business waiting. Things like compliance changes, or Mergers and Acquisition work, or critical bug fixes. These “fix this now” moments are a fact of life in many major IT shops.

Micro Focus can help you to connect straight in to the mainframe via Eclipse to really fast track time-critical changes. You can merge the productivity you get from a modern Integrated Development Environment (IDE), but without having to implement a new development process – just connect in to z/OS, make your changes, and go.

Tip 5. Run the tests that fail first. In fact, run all the tests now!

A managed backlog where better insights set the priority, users have a better experience, and applications are updated in a streamlined fashion is all well and good provided it can all be delivered with the right quality at the right time.

Yet the processes set up for testing mainframe application deliveries can be the single biggest bottlenecks in the life cycle. Mainframe resources are not always available for ad-hoc testing, and are limited in terms of capacity at any one time. So a new function or re-testing a previous fail can consume an unexpected delay, as there may be a long wait for the next available testing cycle.

Imagine no limits on testing, being able to run all of the tests whenever you need to. That’s the Micro Focus Enterprise Test Server technology. Considering testing can consume the best part of half the overall delivery cycles, that’s a lot of backlog improvement.

For further information and to download our white paper, visit microfocus.com/backlog