

IBM

**Moderator: Angelique Matheny
September 25, 2008
12:00 pm CT**

Operator: Good afternoon. My name is (Christy) and I will be your conference operator today.

At this time, I would like to welcome everyone to the conference call. All lines have been placed on mute to prevent any background noise. After the speakers' remarks, there will be a question and answer session. If you would like to ask a question during this time, simply press star then the number 1 on your telephone keypad. If you would like to withdraw your question, press the pound key.

Thank you.

Ms. Matheny, you may begin your conference.

Angelique Matheny: Thanks (Christy). Hello, everyone, and welcome to this Rational Talk-to-You teleconference, ClearQuest as the hub for process efficiency, consistency, quality, and insight. I'm Angelique Matheny with IBM Rational. I'll be your host for today's call.

I just want to make some quick introductions. First I want to welcome Paul Boustany. Paul is a change and release management marketing engineer with IBM Rational Software and he has eight years experience with configuration management and ten years experience in the software development industry.

Joining Paul today is Marty Levesque. Marty is a change and release - also a change and release management product manager with IBM Rational Software with many years of experience in change and configuration and in the software development industry.

Marty's current role as product manager is specific to the future strategies of the change and release management portfolio of products.

In today's teleconference, Paul and Marty will discuss how IBM Rational ClearQuest as the focal point to manage all type of change, including defects, enhancements, requirements, and more across all projects, ensuring consistency in disparate processes and providing a holistic view of the entire delivery lifecycle.

With robust metrics and reporting, customizable forms and workflows and complete compliance management, this tool provides a comprehensive solution to help product - project managers and development teams stay productive and on-task while delivering projects on time.

Now you won't find any slides for this teleconference. These calls are really for you. We'll open up the lines and you'll get a chance to ask your questions and the opportunity to discuss what's on your mind. So don't be shy. We want this to be interactive and this is your chance to get your questions answered directly from the experts.

As the operator mentioned, you should press star-1 when we open up for Q&A and your line will be opened.

Also if you would like to submit questions to our panelists after this teleconference, please just email us at askusnow@us.ibm.com. That's A-S-K-U-S-N-O-W@us.ibm.com. Just put the title of this teleconference in the subject line.

Well, I think you've heard about enough of me, so let's get started. Paul, I'll turn it over to you.

Paul Boustany: Thank you, Angelique. And hello and good morning, good afternoon to everyone on the call today. This is Paul Boustany. And as Angelique mentioned, we're here today to talk about IBM Rational ClearQuest.

And we do want to make this as interactive as possible, so we will as Marty and I are talking, we will frequently turn the call over to you guys to give you a chance to ask any questions that you may have or just comment on what we're talking about. And, of course, if something comes up after the call, you'll - you're more than welcome to send us an email and we'll do our best to get an answer back to you.

So at the top of the call here, I just wanted to start off with a bit of a discussion, kind of an announcement actually regarding Rational ClearQuest and our support for Application Lifecycle Management.

So those of you on the call are probably familiar with the trend in the industry today or trends in the industry today and the embracing of ALM for your - for a holistic approach to development - to the development lifecycle, all of the

activities, from requirements and modeling and development, building and testing and so forth, and pulling these all together in a unified sense.

Those of you that haven't been to the Rational ClearQuest site recently may not've seen, but we've been doing our best to get this information out that we are - in our upcoming release of ClearQuest, which is the ClearQuest 7.1 version, we're going to be introducing a new package to the product that gives you an out-of-the-box ALM schema.

And the kind of cool thing that we're doing with this particular schema is that we're also making it available to people today to customers that are on the 7.0.1 version.

So this is probably the first time that I've heard about us doing this with a particular feature that's coming out in an upcoming release. So this a pretty cool thing that we're doing and giving you the opportunity to kind of take a look at a feature that's coming down the road. So that's actually out there today. It's on developerWorks.

The great thing about the ALM schema is that it's really useful to pretty much all of our existing ClearQuest customers and those customers that are going to be upgrading to 7.1 or are making a decision to start using ClearQuest, because it gives you a really what - you know, a scalable model for application lifecycle management that works really well for teams of any size practically, for really small teams all the way up to more enterprise-class teams as well.

And for our customers that are using ClearQuest today, you get - and you may be using Unified Change Management. This schema will allow you to use both UCM as well as (multi site), but it's not required.

So it is - it has a lot of use to our existing customers, but it also is a valuable thing for people that may be considering ClearQuest and coming to the call today to learn a little bit more about that.

The other major theme that we're seeing here with the ALM schema is that it's helping to reduce your cost of ownership and really improve time to get a return on investment.

We're taking away this kind of one-size-does-not-fit-all approach to records and complex state transitions and giving a really simple out-of-the-box way to approach managing change through all of these various cycles, you know, like we were talking about with requirements and so on and so forth.

So trying to put the power into the hands of the project managers and the team leads to configure their projects without negatively impacting the schema, you know, those of you that know ClearQuest well know that ClearQuest has always had these types of capabilities and has always had, you know, the - one of the major strengths is the flexibility of schema development and the amount of customization that you can do.

But with this ALM schema, we're taking out a bit of that, the need for that. It's still obviously in the product. But if you choose to use the ALM schema, you know, we're taking a little bit of that administrative overhead out of there and supporting your team with this kind of approach to getting started.

So along those lines, these fundamental - this approach to getting started, it provides you with kind of a secure project context for your projects, as well as role-based action.

So all of this is included with the schema, gives you those same work-tracing capabilities that you're probably familiar with that are part of the strength of ClearCase, but really simplifies that tracing of all of this work from the beginning of the process through requirements definitions, all the way through to development and testing and eventually deploying.

So, you know, what we're doing is taking these features that are already in ClearQuest, making them a lot easier to use through the scheme, including things like support for regulatory compliance initiatives.

Again, that's something that ClearQuest has always had and has always been a strong point of the product. And now we're providing it in this very simple-to-use way.

So this is something that's out there today. And like I said, I wanted to take a few minutes to talk about its availability and just make people aware that, you know, we don't - you don't have to wait for the 7.1 release.

If you're currently on ClearQuest 7.0.1, which is essentially the latest patch version of the product, you can go to developerWorks today and go to the ClearQuest product page and you'll see a link there to download this ALM schema.

And there's also actually a sample database that's provided to give you a bit of a demonstration, give you an idea of how powerful this new schema is and what you might be able to use it for.

So with that announcement, I will give the first opportunity to ask any questions that you have, so if the Operator could open the lines for questions, we can go on.

Operator: At this time, I would like to remind everyone, in order to ask a question, press star the number 1 on your telephone keypad.

We'll pause for just a moment to compile the Q&A roster.

Paul Boustany: And while people are filing their questions in, you know, if you have more questions about just ALM in general or what the benefit is, we'll probably be talking a little bit more about that as well.

But I - like I said, I just wanted to start the call off with the announcement to let everybody know that it's out there. We've been trying to promote it. But it's very cool thing.

And like I said, I think this is the first time that we've made something available that's a part of our upcoming release, that we've made it available before the actual launch.

Marty Levesque: And the - Paul, this is Marty. Just to chime in while that Q&A queue is building, Paul touched on one important item and it was one of the key requirements when we were putting together this ALM schema, which was how can we get our customers, both new and existing, up to speed quicker.

For those of you who have spent any time with building and designing and configuring the schemas, it can be a labor-intensive activity. And part of this schema was to take an approach of an 80/20 rule.

Let's give our customers 80% of what we believe we need to give them in - within the sphere of ALM and then the 20% could be those small, little tweaks that our customers might want to add or remove and that kind of thing.

And that was one of the key drivers behind it was to give value out of the box to customers to get you guys up to speed quicker and so that you could gain the value of ClearQuest sooner rather than later.

Paul Boustany: Exactly.

It's - you know, these things were - the majority of them, anyway, were things that were already within ClearQuest. And if you - and you could certainly use the flexibility of the schema development tools that are included to create very similar process mechanisms.

But, you know, this is allowing you to implement these proven best practices essentially right, you know, right out of the box so that it's helpful to reduce the total cost of ownership, gets you up and running quicker, like Marty was saying. So definitely is an important thing and we're really excited to be able to provide it early in advance of the 7.1 launch.

Marty Levesque: Yep. And that's actually a key point, Paul. It - this was not - we built this ALM schema with the ClearQuest 7.0.1 designer. This is not new packages or new tools that came from outside-in. We built this from inside-out.

And so you're getting effectively what - the effort that you would normally go through to build this, Rational took this on and tried to provide, again, as Paul mentioned, a lower cost of ownership to you so that you can gain that return on investment sooner.

Operator: Your first question comes from the line of Constance.

Man: Hey, go ahead.

Hello, are you there?

Man: Star-1, remember.

Operator: Constance, your line is opened.

Constance Jolly: Okay.

I wanted to know the ramifications of going from ClearQuest 6.0 to 7.0. That's what we're in the process of doing. You know, what - changing the schema, is that a pretty seamless or what do we need to consider?

Marty Levesque: That's a very broad question. Let me try to answer this in - at - the best I can with the information that I have based on your environment, which is very little.

Is it seamless? Well, it most certainly can be. But that all depends on how customized your ClearQuest environment is, how widespread your environment is, how distributed your environment is, and what your IT policies are with respect to uptime and all that kind of stuff.

You know, it runs the gamut. There are certainly customers of ours that've gone from 6.0 to 7.0 and had a very positive experience. Obviously with any size of customer base and user base that we have ClearQuest, we certainly have customers that've had some more challenges.

But, of course, that's where I would say the combination of services and customer support will make whatever migration or upgrade you have far more

successful. But you will - and I would suggest to you that you do a lot of up-front planning before any kind of pushbutton action occurs.

But it's very...

Paul Boustany: (Unintelligible).

Marty Levesque: ...oh, go ahead, Paul.

Paul Boustany: Yeah, that was going to be my first suggestion is that these, you know, when you're talking about these things on paper, we have certainly had a lot of customers do the upgrade from 6.0 to 7.0.

And, you know, if I were to delve into the Support Knowledge Base, I'm sure that we could find a lot of issues because that's, you know, the ones that we hear about.

But that doesn't mean that a lot of folks haven't gone through a relative pain-free upgrade. And I think that those customers that do have the most success with these types of migrations are the ones that do that type of planning that Marty was talking about.

And to get started, you know, you really want to plan out your migration. And depending on the size of the environment and the amount of load that, you know, the amount of developers and projects that you have running and so forth doing these types of things and a test environment is always advisable.

And being sure, too, that when you do finally get to the migration time that you kind of have a strategy in place for not stopping the development, but ensuring that the transition itself is smooth.

And, you know, like Marty was saying, through a combination of our services or just even technical support, which if you're a customer, you've already got, we're a few years out of the 7.0 launch now, so this is - so you're definitely going over ground that a lot of customers have treaded before you, you know, which is a good position to be in, quite honestly, for people that are making this move.

Marty Levesque: So if I may, actually, I'd like to ask a question back to Constance and then open the line for her. It was Constance I believe.

So if you're 6.0 now moving towards 7.0 and 7.0 has been out for over a year now because we announced if I remember well, and Paul, you can correct me...

Paul Boustany: Mm-hm.

Marty Levesque: ...at RSDC '07, was it not?

Paul Boustany: Sounds right.

Marty Levesque: Yeah. Yeah, roughly that time frame, sort of mid 2007 and obviously it's been out for a while.

So if that's the case, what has been preventing you from adopting 7.0 sort of earlier if you will?

So, Operator, if you could open the line for whoever asked the question, that would be great.

Operator: Constance, your line is opened.

Constance Jolly: Well, it's not my decision to upgrade the product and...

Marty Levesque: Yep, understand.

Constance Jolly: ...I work for Lockheed Martin.

Marty Levesque: Okay.

Constance Jolly: And with respect to that, we have to go through all of the security issues and all that. And our IT people typically check all of the ramifications out and approve it. And we now have some - a server that has 7.0 on it. However, the one that I'm using does not. And we're wanting to go to that version.

Marty Levesque: Gotcha.

Constance Jolly: So...

Marty Levesque: So it's mainly a question of IT governance or IT policy...

Constance Jolly: (Right).

Marty Levesque: ...that you have to make sure that you've crossed all your Ts and dotted your Is before you pull the trigger.

Constance Jolly: (Correct).

Marty Levesque: Right, right.

Constance Jolly: Yeah, we can't just change it because we want a new version. It has to be approved and all that sort of thing and...

Marty Levesque: Yeah, no, absolutely. I totally, totally understand that. We have certainly quite a number of customers who have the same requirements if you will. But, you know, I know that Lockheed Martin is a very good customer of Rational's and has been for many, many, many years. I in some ways have - I worked personally with the Lockheed Martin folks and I'm sure Paul has at some point in his career...

Paul Boustany: (Unintelligible).

Marty Levesque: ...as well.

Paul Boustany: Definitely.

Marty Levesque: Oftentimes we find that customers are made aware of these versions that are coming out earlier, in which case you would get beta versions or earlier releases and start that planning process.

It sounds like Lockheed waited until the announcement was made and potentially other budgets and other things got in the way and you are where you are today.

Is that sort of where things fell with Lockheed? Was it just that you needed to wait until the product was out for a while?

Constance Jolly: Oh, I think that's probably the way they looked at it. And we don't...

Marty Levesque: Right.

Constance Jolly: ...don't (unintelligible) beta versions.

Marty Levesque: Okay.

Paul Boustany: Mm-hm.

Constance Jolly: We're using this for testing and what not for the product that we deliver to customers.

Marty Levesque: Right.

Constance Jolly: And we can't have things in a beta mode and not - maybe have issues with that. So...

Marty Levesque: Right.

Constance Jolly: ...we need to tried-and-true stuff. And right now...

Marty Levesque: Okay.

Constance Jolly: ...our issue is the LDAP scenario where you have simple and anonymous spines I guess on the version 6.0, but you have it scripted on 7.0. And that's one of our big reasons for wanting to go to 7.0.

Marty Levesque: Okay.

Constance Jolly: So...

Paul Boustany: You know, another thing that I was just reminded of by doing a quick search, there's - well, we have something now, it's called the Software Information Centers through tech support. They make these pages on our web.

And essentially what it is is a collection of relevant documents and information for things like you're talking about, planning, installing, and migrating, as well as using the version of the product.

So Rational ClearQuest 7.0, as well as 7.0.1, has a Software Information Center site up on the web. And, you know, after the introduction, the first topic is the planning, installing, and migrating. And, you know, this is just kind of a great collection of resources to give you that kind of one-stop shop for things you might need to consider.

So I'd check that out. It's available right off of the tech support pages, or even just a quick search of ClearQuest and 7.0 upgrade will probably get you there as well.

Great. Did we - were there any other questions that came through?

Operator: At this time, there are no further questions.

Paul Boustany: Okay.

Marty, I'm going to turn it over to you to either talk more about ALM or switch gears a little bit.

Marty Levesque: Okay, well, let's switch gears considering the queue for ALM was a little thin.

But not to say that it's not an important piece. I think as Paul alluded to, it's - for us in terms of a release, being able to support this in your current release and have this sort of forward compatible with the versions of ClearQuest that we have coming down the line is a phenomenal offering for customers and allows you and enables you to ensure that when you are working with your schemas that you have a solid upgrade path and something that you can count on because it was primarily developed under the Rational (guys), went through quite a rigorous amount of testing and validation, with customers as well.

So it's a great offering. And as Paul mentioned, I would highly encourage everyone to go to the devWorks - or, sorry, that's a - we call it devWorks internally -- developerWorks, Rational, the ClearQuest site, it's very clearly indicated where you can download it and try it. And I would give it - definitely give it a whirl.

Now as we mentioned in the earlier part of the - or the meeting and during the introduction, my role now is predominately around ClearCase futures and strategy.

And it also includes ClearCase as well and some of the newer Telelogic brands that are coming in. So there's quite a few things I can't talk about because I'm not really legally allowed to divulge what's in the future yet because it hasn't been announced, but I'd like to do is go through a series of open-ended questions and try to get some feedback from you folks.

Again, my role as a product manager is to try to get as much of this stuff from customers as possible. So I'm going to use this an opportunity to try to get some of this.

And we've actually discussed some of these during the conversation that Paul and I had, as well as with Constance from Lockheed.

So one question I had, and this ties into the main goal of this teleconference, was ClearQuest is the hub, right? It's that central piece that to some degree acts as the core that binds all of these different parts together.

Yes, ClearCase, our configuration management tool, does a great job of spreading through the organization, specifically around the development organization, and has had tremendous success on that front.

But ClearQuest is one of the few tools that can really touch almost every single department at some level in an organization. And, for example, internally at Rational, we use it to track IT tickets.

So internally if we have issues with ClearQuest itself, if we have machine problems, we use ClearQuest to log the ticket and then it goes through the whole lifecycle. And then effectively we have resolution.

So my question is for everyone on this call -- and I'd really like to get some feedback from you -- what other parts of your organization use ClearQuest other than development?

Does your IT organization use it? Do you know of sales, for instance, using it for customer relationship management or, you know, where Paul evolved from, support. Does your technical support group use ClearQuest potentially and how do these all kind of come together?

So, again, Operator, I'd like to open the lines up for any questions that might come in.

Operator: Again, if you would like to ask a question, press star then the number 1 on your telephone keypad.

You have a follow-up question from the line of Constance.

Marty Levesque: Okay. Yes?

Constance Jolly: We use - have a lessons learned database. We have a (mate-to-mate) database for connections of hardware. We have a flag database for raising issues on test procedures and other type documents. We're talking about the hardware and the software worlds?

Marty Levesque: Okay, yep.

Constance Jolly: And we also have (PR)-type databases for tracking discrepancies for software and various other kinds of software. It works very well.

Marty Levesque: Oh, well, that's great.

Paul Boustany: Good feedback.

Marty Levesque: It is. That is. I might have to use you guys for a case study then.

Constance Jolly: Most of the stuff that we find is not really geared toward hardware, especially hardware.

Marty Levesque: Hm.

Constance Jolly: It's more finance, accounting. And, of course, you've got the software with (unintelligible) scenario.

Marty Levesque: Sure.

Constance Jolly: So...

Marty Levesque: So it...

Constance Jolly: ...(unintelligible) a new thing and we're using it a lot. And it's working great.

Marty Levesque: Yeah, well, that's fantastic. That's great to hear.

One I guess question I would have as a follow-up for you, then, you just mentioned doesn't work so well for hardware. In what way? What is it...

Constance Jolly: (Unintelligible)...

Marty Levesque: ...where is the gap?

Constance Jolly: ...it does work good for hardware.

Marty Levesque: Oh, it does work, okay.

Paul Boustany: You're saying that other tools you've seen don't help you for hardware, right? Is that (unintelligible)...

Constance Jolly: Well, whenever you're making a database, you can pretty much - it depends on how you're going to design and develop it, right?

Paul Boustany: Mm-hm.

Constance Jolly: So...

Paul Boustany: (Right).

Constance Jolly: ...I don't - you know, we have Oracle as the back end, which, you know, you want to do anything that allows attachments and other things to be added, you need to have Oracle and unlimited size for the most part.

Paul Boustany: Right.

Constance Jolly: So...

Marty Levesque: Okay, great.

Paul Boustany: So it sounds like, you know, just kind of the - you're finding that the flexibility of ClearQuest through kind of like form design and schema design is what's enabling you to use it in this method?

Cool, that's awesome. That's very good feedback to hear.

Marty Levesque: One...

Constance Jolly: (Unintelligible) problem I have is getting more information on using the API for creating hooks.

Paul Boustany: Okay.

Marty Levesque: Ah, okay.

Paul Boustany: Yeah.

For that, yeah, there - you know, I find that often those are - I mean, have you been looking out to the community a lot? Because I feel that oftentimes those types of things are best researched through what other people have done before and, you know, what the community is saying about it, though there is a, you know, an API and command reference guide. I'm not sure if it's - if it has all of the information you're looking for.

Marty Levesque: It's - so it's a great guide. I wouldn't use it for, you know, healthy bedtime reading. It's a pretty daunting reference. But Paul's right. I mean, there's obviously the reference guide, which does have some sample code and examples.

But I think Paul nailed it, right? This is - API and hook code kind of development is at least in my experience from what I've seen such a reinvention of the wheel by so many customers.

And we do have a community out on developerWorks and there is a forum. And I've, you know, monitored it a number of times of the years and, you know, I've seen questions reoccurring. And it's the same types of things that people are looking for.

So I would say Paul's dead on. I think if you go to that community and there's a - really a fairly good one on developerWorks where you could search the forum for certain things, then I would say use that as your first sort of checkbox for whether or not you need to reinvent the wheel yet again, because

we have so many customers doing really the same thing that it's a great resource for that.

And that's part of the idea with, you know, the forum and the community is let's grow this thing organically so that we're not always having to do it ourselves, right? There is a community out there that can help with that.

And there's quite a number of very savvy people that've, you know, implemented hooks and scripts in far more complex ways than we've ever imagined they would.

Constance Jolly: So the only real big issue with that -- and yes, I have used that -- is the majority of people out there seem to be using Visual Basic. We have (unintelligible).

Marty Levesque: Ah, yeah.

Constance Jolly: ...Oracle on UNIX. And we use Perl.

Marty Levesque: Yep.

Constance Jolly: And obviously Perl with objects, there is no real (book) for that if you're wanting to understand how to do that. So you can, you know, there's a lot of things you can do. And it's hard finding the Perl.

Marty Levesque: Yeah.

Constance Jolly: I mean, you can find Visual Basic all over the place.

Marty Levesque: Yeah.

Paul Boustany: Right. Huh.

Marty Levesque: Yeah, I totally agree.

Constance Jolly: (Unintelligible) on that and, I mean, you can do some - and we do some really inventive sort of things. But it's painstaking getting there sometimes.

Marty Levesque: Right.

And touching back on your question about upgrading from 6.0 to 7.0, that's the one area that you're going to want to spend a fair amount of time, which is hopefully you have documented as best you can all of these scripts and hooks that you've written so that you have some forewarning if there have been any that have been depreciated.

And I can tell you, I don't think there have been. But I will advise you that if you are using 6.0 and you use it - do you use it predominately in a UNIX world?

Constance Jolly: Yes.

Marty Levesque: Okay.

Do you use cqtool at all that you know of?

Constance Jolly: I'm not sure I have or not.

Marty Levesque: Okay.

Constance Jolly: (Unintelligible).

Marty Levesque: So that would be the one warning I would have for you. And if you are a UNIX shop and we had some customers that were using cqtool, which was predominately used in the UNIX world, that it was deprecated in 7.0.

Constance Jolly: Oh, so - okay, so it's not good (unintelligible).

Marty Levesque: Well, cqtool is a very sort of obscure tool. A lot of people actually did not use it. But we had some key customers that were using it. And so I'm just giving you fair warning that you're going to want to go through as part of any upgrade, right, as we discussed earlier, you'll want to...

Constance Jolly: Right.

Marty Levesque: ...you want to make sure you plan this thing out as detailed and as accurately as you can. And that's the one area that you're going to want to make sure that you check off is if I am using, you know, other types of APIs, where are they, what am I using them for?

Because we had a lot of customers using them to spun off builds and spun off records as a result of builds, which was very easy to write using this tool. So just one more thing on your checkbox you want to be wary of.

And that's about as much as I'm going to get into support today.

Paul Boustany: That's a great question, though. And...

Marty Levesque: It is.

Paul Boustany: ...thank you so much for bringing that forward to us.

Were there other questions on the line, or responses in - to Marty's first question.

Operator: At this time, there are no further questions.

Paul Boustany: Okay.

Marty Levesque: Okay.

So I'll move on to the next area that I wanted to talk about. And this is an area of focus that if anyone went to the user conference, or what IBM refers to as the Software Development Conference in 2007 and last one in 2008, you would've noticed that ClearQuest was spending a fair amount of time on sort of redefining the web client.

We found that a lot of customers were moving towards a web deployment for their change management activities, whether it was defect tracking, whether it was IT tickets and so on. Even internally at Rational, we use the web client fairly extensively.

And so we put a lot of emphasis on the web. And one area that - or one question that I would like to ask everyone on the call is how widespread is the use of the web client for you in your organization, if at all?

And, again, Operator, if you could please open the lines up.

Operator: Again, to ask a question, press star-1.

Paul Boustany: I will certainly be interested to hear the answer to this. I - because my impression has always been that it's a - been a very heavily used facet of ClearQuest just because it's so, you know, it takes away that - the need for installation and gives you the majority of the features of the tool right on the - in a browser.

Marty Levesque: Absolutely.

And you're right, Paul. I think the - again, if anyone went to the RSDCs, the user conferences, you would've seen that we poured a ton of effort into our new web client.

It's sort of using a web tool paradigm, much more thick-client-like friendly in many ways. So I - yeah, definitely very curious to see if anybody has one, seen it, and two, how widespread it is.

Operator: You have a follow-up question from the line of Constance.

Paul Boustany: Hey.

Marty Levesque: (Unintelligible) you're dominating the call today.

Go ahead, Constance.

Constance Jolly: Well, there, again, we're using version 6.0, so...

Marty Levesque: Okay.

Constance Jolly: ...I haven't seen version 7.0 and I'm looking forward to seeing that. We're not happy with it...

Marty Levesque: Okay.

Constance Jolly: ...because when you fix the database with all of these bells and whistles and everything and they work really great and then you go to the web...

Marty Levesque: Yep.

Constance Jolly: ...the hooks do not function. Some of them do, but most of them don't. And when you create a form in the client and then you go to the web client...

Marty Levesque: Yep.

Constance Jolly: ...it misaligns things, drives us nuts. And we abandoned that - on the databases that I do, we abandoned the...

Marty Levesque: Right.

Constance Jolly: ...web except for our customers who can - you can still get the data and everything. You just don't want to edit or create documents, you know, stuff like that through there.

So I'm hoping...

Marty Levesque: Yeah.

Constance Jolly: ...that version 7.0 is substantially better and I only have to develop in the client for it to also work exactly the same on the web...

Marty Levesque: Right.

Constance Jolly: ...client.

Marty Levesque: So to answer that, substantially -- that's very subjective. You know, in my view, the client - so the clients themselves between 6.0 and 7.0 -- and I'm - I have to go back in memory here -- I don't believe in terms of look and feel really differed all that much.

I think there were - certainly we put a lot of work in fixing the things that we knew were either not working well or had some usability challenges. But in terms of the web client, we - we're pretty much -- I believe, and Paul, correct me if I'm wrong here, but I believe we're at par with the sort of general experience that you're going to have with it.

Paul Boustany: Yeah, so that was, you know, the 6.0 to 7.0 focus was definitely fixing defects and problems with it. But the difference between the 6.0 and 7.0 clients - web clients versus like the 7.0 and the 7.0.1, I think there's really no comparison there.

We did - we have always been of a mind of bringing, you know, feature parity to our web clients over time. And so we've had the focus and there were some nice usability improvements to the 7.0 client.

But what we're seeing without, you know, revealing too much I guess in the upcoming version is more of a dramatic shift in the way that it's being developed and implemented, while still, you know, keeping along the lines of wanting to bring feature parity and develop, you know, delivering a user experience that is on par with the traditional clients without the need for installing or configuring, you know, just giving you that browser support.

Marty Levesque: Right, yep.

Paul Boustany: But, you know, to - so I think that though you will, you know, it is - this is an extremely, you know, unique - or maybe not unique, but this is definitely very relevant to your situation because of maybe the way that you guys are doing database design it sounds like.

But I think that you'll find that each version of the web client has improved in its usability. And certainly behind the scene, you know, under the covers, we've been doing as many corrections as we can through defect fixes and performance tweaks and tuning to really give kind of the best possible experience through the browser that we can give.

Marty Levesque: Yep. Yeah, I totally agree.

And, you know, as Paul mentioned, you know, the emphasis in large part up until last RSDC in 2007 when I was the ClearQuest product manager, our focus was really around let's try to take this client of ours, which is gaining tremendous adoption now and being used more than thick clients are, let's take this thing and take it to the next generation and provide users and customers with an experience that they would get similar to if they were using a thick client, but better.

So there are things that you can do and we showed a preview of this at RSDC, both the last one and I did a brief sneak peak in 2007 of what we were working on.

And it's just a tremendous - it's just absolutely night-and-day different. The team has worked so hard. And they have got it right in so many ways. And beyond just the usability and the hooks and, you know, the actual firing off

and runtime of events that in - I don't know to what level or what degree or percentage-wise we've resolved that and how close we've brought it in terms of parity. I know it's - there's some drastic improvement.

But just in terms of the usability, there are things that you can do on the web that are not even possible in the thick client. So for us, the vision is, you know, if the majority of our clients are - or customers, rather, are starting to move towards this web client because, as Paul mentioned, there's this whole concept of trying to lower the total cost of ownership.

And upgrading, you know, 5000 desktops -- and we have some customers that have that number -- and provisioning that many people is kind of a nightmare. And, of course, the web client takes that away.

It takes a lot of that pain away because you - all you have to do is basically deal with your infrastructure. And if you upgrade your infrastructure, everyone else gains the benefits. And so that's the idea. That's the concept behind spending some time on this web client.

It's a shame that I haven't heard from others because I really would like to know how widespread this web client is and whether or not we're on the right track to spend a lot of effort on it, which I believe we are. It would just be nice to hear this from customers.

Paul Boustany: And, you know, it is - I think just anecdotally it's always something that when we get to engage with the customers at, you know, the developer conference, for example, there's usually always a lot of interest in the web client.

And I think that like Marty is saying, we want to be sure that we're hearing this right and that we're going in the right direction by giving a better

experience through the web client and a more feature-rich, you know, because, again, the idea would be to get it to be fully feature, you know, to have full feature parity essentially. And then who knows what the future would hold with the web client.

To the Operator, are there any other comments or questions on the line?

Operator: Your first question or comments from the line of Paul.

Paul Boustany: All right, Paul, go ahead.

Paul Kershey: Hi there. I work for National City. And we're heavy users of ClearQuest ReqPro and Test Manager.

You asked about the web. We do have some people using it for basic defect management. However, it was mentioned a few ago about the hooks working differently. We're a Perl shop. And some permission hooks I have written, especially trying to relate record to record, don't work in the web.

They - you know, they work fine for the, you know, the Windows client, but don't work at all for web. So I've actually had to remove features that we've developed, you know, as people use the web or just tell them that yeah, that feature's available, but only if you're in the Windows client.

Marty Levesque: Right.

Paul Kershey: So that's a huge negative.

Marty Levesque: Yep.

Paul Kershey: I'm - now I - you know, we were at conference this year and, you know, (unintelligible) talked to a lot of people about 7.0.1.

Marty Levesque: Mm-hm.

Paul Kershey: And we are planning to upgrade to that. A lot of the new features definitely are appealing.

Marty Levesque: Yep.

Paul Kershey: But, you know, we still have that one negative that limits because, you know, our schema is, you know, totally developed from scratch...

Marty Levesque: Oh, okay.

Paul Kershey: ...which is good and bad.

Marty Levesque: Yeah.

Paul Kershey: We're...

Marty Levesque: There's pros and cons to both.

Paul Kershey: Yeah, so, and, you know, and a lot of custom, you know, hook codes in there and everything. But, you know, it's tough for me to recommend to my customers internally to, you know, use the web version for a lot of stuff.

Marty Levesque: Yeah, no...

Paul Kershey: (Unintelligible).

Marty Levesque: ...that's an excellent point, Paul.

Paul Kershey: Now the other thing is, you know, we went to ClearQuest Test Manager.

Marty Levesque: Okay.

Paul Kershey: And, you know, to some degree I like the old Test Manager and Manual Tester a little bit better.

Marty Levesque: Mm-hm.

Paul Kershey: The LDAP was a huge reason for us, was getting LDAP compliance.

Marty Levesque: Yep.

Paul Kershey: And so that was actually the main business factor driving that decision. But, you know, some of the performance around the Eclipse clients, the hardware required and the time, and then some of the stateless records (unintelligible) on like the attributes configuration, not to be by asset registry, so we're limited in some of the, you know, relationships, you know, when, you know, someone says hey, I want all these releases put out there...

Marty Levesque: Yeah.

Paul Kershey: ...and they show for all of the asset registries and not per asset registry, like they would've been in the old Test Manager days.

Marty Levesque: Now, Paul, if you don't mind me asking, are these ReqPro and Test Manager in ClearQuest, are they all traced and integrated and linked together? Do you use them all together?

Paul Kershey: Well, we used to.

Marty Levesque: Yeah.

Paul Kershey: We actually were the ones that opened up the (APAR) about the ReqPro to ClearQuest integrations maxing out in internal tables and locking up the ClearQuest database.

Marty Levesque: Okay.

Paul Kershey: And we have it turned off now. We're kind of in the same boat as your other customer on the line is getting upgrades in...

Marty Levesque: Mm-hm.

Paul Kershey: ...you know, we can't put them in as quick as you guys roll them out.

Marty Levesque: (Right).

Paul Kershey: (Unintelligible) all the security constraints testing and we're a small team to begin with. So we're actually looking to go 7.1 on it's (GA).

Marty Levesque: Yeah.

Paul Kershey: And so we can make that leap. I don't want to go 7.0.1 and then have 7.1 become (GA) a month later knowing how long it takes us to do upgrades.

Marty Levesque: Right. So...

Paul Kershey: So we're waiting for 7.1 and I know that (APAR) is addressed so we can go back and turn the links back on.

Marty Levesque: Right, okay.

So how often - you mentioned, you know, we - you can't adopt them as fast as we can spit them out, which is kind of...

Paul Kershey: We're lucky to do one a year.

Marty Levesque: One a year, okay. That's what I was going to ask you.

Paul Kershey: Yeah, we're - that's (unintelligible) now, you know, (unintelligible)...

Marty Levesque: Is that major upgrade?

Paul Kershey: What's that?

Marty Levesque: Is that -- I'm sorry to interrupt you. Is that one major upgrade? Like do you do a whole bunch of fixed packs kind of thing or...?

Paul Kershey: No, that's one - that would be whatever your (GA) version is at that time.

Marty Levesque: Oh, okay. Gotcha.

Paul Kershey: Because, you know, if we ever went totally web-enabled, that might (unintelligible). We don't use the Installation Manager.

Marty Levesque: Oh.

Paul Kershey: Everything is scripted to the (wise install tool).

Marty Levesque: Oh, okay.

Paul Kershey: You know, it's all controlled by a central group in corporate and then they - (wise) will through advertised programs paints it to your desktop.

Marty Levesque: Okay.

Paul Kershey: You know, but yeah, we don't allow any - you know, our users do not have local admin right on their machines.

Marty Levesque: Gotcha.

Paul Kershey: So...

Marty Levesque: Okay. So the web client's actually a fairly attractive thing for you in that case.

Paul Kershey: Yes.

And I've seen a lot about the new Jazz platform.

Marty Levesque: Yep.

Paul Kershey: You know, so, you know, we're very interested in like especially around Quality Manager and Composer, while (unintelligible)...

Marty Levesque: Sure.

Paul Kershey: ...very interested (unintelligible) how you guys are doing the lights and things for those.

Marty Levesque: Well, we're got to make money, Paul.

Paul Kershey: Yeah.

Well, you talk about the cost of ownership and, you know, as the code owner for Rational at the bank, you know...

Marty Levesque: Yeah.

Paul Kershey: ...my cost is about to go through the roof evidently.

Marty Levesque: Yeah, yeah, I have little control over that, Paul.

Paul Kershey: Yeah, so...

Marty Levesque: (Unintelligible) I'm sorry.

Paul Kershey: ...you know, I mean, there's some great features in there. And then, you know, I'm interested to see how especially Quality Manage, then the integration to ClearQuest and get that enabled.

So Quality Manager adds, you know, has a lot of, you know, appeal to us just because in all honestly, our, you know, our usage of Test Manager and Manual Tester with the Eclipse client...

Marty Levesque: Yep.

Paul Kershey: ...it has struggled. So going web-enabled Quality Manager and actually - and getting back to where the scripting tool was part of the test management tool...

Marty Levesque: Right.

Paul Kershey: ...like it was in Test Manager...

Marty Levesque: Yep.

Paul Kershey: ...I mean, you guys split it apart in this - in 7.0.

Marty Levesque: Mm-hm.

Paul Kershey: And now through Quality Manager, in essence, you're bringing it back together.

Marty Levesque: Are you working with anyone on getting access to or helping you potentially with either looking at Quality Manager or helping...

Paul Kershey: Well, we've hit a lot of the webinars. Once I get 7.1 off my plate, I plan on building out environment to, you know, download a beta of it.

Marty Levesque: Okay.

Paul Kershey: We just - starting off October 1 with our new enterprise license agreement, we will be a new customer of the premium support...

Marty Levesque: Oh, good.

Paul Kershey: ...you know, to help, you know, drive out a lot of this.

Marty Levesque: Yep, absolutely.

Paul Kershey: But, of course, you know, once I had the sales - our sales rep give me the licensing, you know, that - that's going to be a challenge because it's licensed totally different...

Marty Levesque: Yeah.

Paul Kershey: ...than ClearQuest and ReqPro.

Marty Levesque: Yeah, yeah.

Paul Kershey: You know, we utilize concurrent, you know, we use the license manager for concurrent - the floating licenses.

Marty Levesque: Yeah.

Paul Kershey: And that's a - it's going to be a huge speed bump for me to bridge of having to go (no box) on everything.

Marty Levesque: Yeah, yep, I totally get that. The - actually, the licensing itself was a fairly hot debate internally on this whole offering.

Paul Boustany: Yeah.

Marty Levesque: Okay, well, and, Paul, I appreciate your feedback. That was great, very useful information. Thank you.

Paul Boustany: Yeah, definitely, that is - you know, we're lucky to have Marty on the line today to take this kind of feedback back to the (group) and that's very valuable information. So thanks, Paul.

We are about five minutes to the end of the call. So...

Marty Levesque: Okay.

Paul Boustany: ...do we have other questions on the line? Or was there - Marty, did you have any...

Marty Levesque: Well, we have one question that came in through email.

Paul Boustany: That's right. Yeah, maybe we should address that one, then.

Marty Levesque: Yep, why don't I quickly go through that. I don't know if (David Himmel) or Raymond is on the call, but let me go through the question that he had.

He's obviously a ClearQuest user. And he provided a quick scenario for us and wanted to know about whether or not we could help manage the outcome of this scenario that he described. And it's actually a fairly common scenario and something that I'm sure other folks on this call will probably understand as well.

So the problem starts with I have a problem detected in an application and, of course, ClearQuest can track that, some issue through its lifecycle. The developer's assigned work on the problem and does the work and fixes it.

The developer starts a task related to the defect, problem, or issue. And, of course, ClearQuest does support that. And then the developer would finish the task and the task is ready to be deployed, so there's some sort of package or deployment model that is about to happen.

And some deployment is planned. It's actually included in the task and potentially some other related tasks for other parts, other deployment managers potentially and other developers. Again, no problem there. We can certainly deal with that.

The application is then deployed. The task is then marked as completed. And then the problem is marked as fixed or resolved, right? Like so we've got what we typically call a happy day path, right? Everything has worked out well for us thus far.

But somehow a problem crept into the code. Who knows? Maybe the deployment, something happened. And the delivery or the deployment is deemed to be unsuccessful.

And so how does ClearQuest document this? And if the problem is not completely fixed, how do we reopen and go through that whole lifecycle change again?

So the short answer is we can absolutely do that from A to Z, right? That - we have what's called proof of technologies and proof of concepts. One is about showing you how we can do it with a safe environment or a - sort of a pre-built environment. And then we have a proof of concept where we can effectively have some services teams come in and prove to you with your data that we can do it.

So the short answer is, again, yes, we can do this. We do have combination or integrations that span ClearCase, ClearQuest, and Build Forge, one of our newer Rational members.

And we have deployment, again, cases where we can highlight and show you how we would do that. And, in fact, the ALM schema in large part did have some evolution from that original deployment work that we did a couple of years ago.

So that was one question that came in through email. And, again, if (David Himmel) is on the call or has follow-up questions, I believe the email was provided at the beginning and feel free to just ask it again or get more details.

And that was it.

Paul Boustany: That's a good way probably to wrap up our call. You know, as Marty just said, we will - the conversation doesn't have to end here. You can certainly email us questions and we will do our best to get back to you as quickly as we can.

But I'd like to thank everybody for joining us today and thank Marty for joining us on the call. I think that we had a good conversation. And to the customers that chimed in, we certainly appreciate that.

And as I said at the top of the call, you know, be sure to check out the new ALM package that's available on our developerWorks web site. And at least take a look through and see if maybe this is something you want to give a try and test out. It is available today to any ClearQuest customers that we have on the call.

And I will turn it back over to Angelique.

Angelique Matheny: Great. Thank you very much, Paul and Marty. I think this was a very valuable session as well.

Before closing, I'd like to mention some podcasts with other IBM technical experts, including Paul, you might find helpful at www.ibm.com/software/rational/podcasts. Check it out today.

And if you would like to listen to this conference again or share it with your colleagues, this will be made available for replay in MP3 format in about a week or so on the Rational Talks to You site, www.ibm.com/rational/talks. Our previous teleconferences are available there as well.

Again, I'd like to thank our guests, Paul Boustany and Marty Levesque, for being with us today to talk about ClearQuest as a hub for process efficiency, consistency, quality, and insight. We really appreciate you taking the time out of your day to be with us.

We would also like to thank you, our audience, for your interest in IBM. We hope to see you back for another one of our events in the near future.

Thank you very much. Talk to you soon.

Operator: This concludes today's conference call. You may now disconnect.

END