



Ra-nnovate' your Application Lifecycle Management

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Client Technical Professional – ASEAN

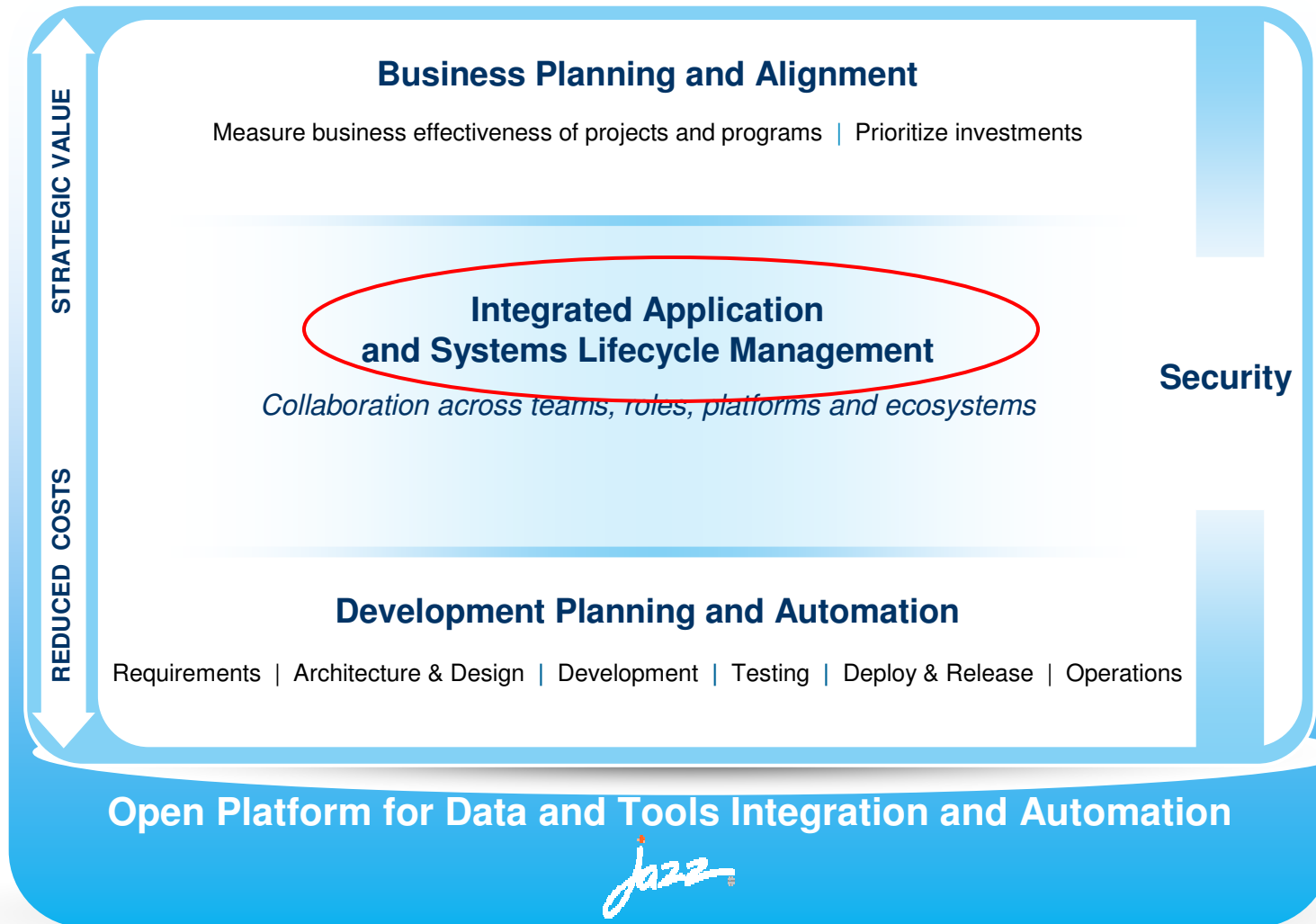
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Our Capabilities to Help You Achieve Breakthrough Benefits




Our Capabilities to Help You Achieve Breakthrough Benefits



Agenda

- 
- 1 Current market situation
 - 2 IBM Rational Collaboration Lifecycle Management
 - 3 Delivering the 5 ALM imperatives
 - 4 Proven results

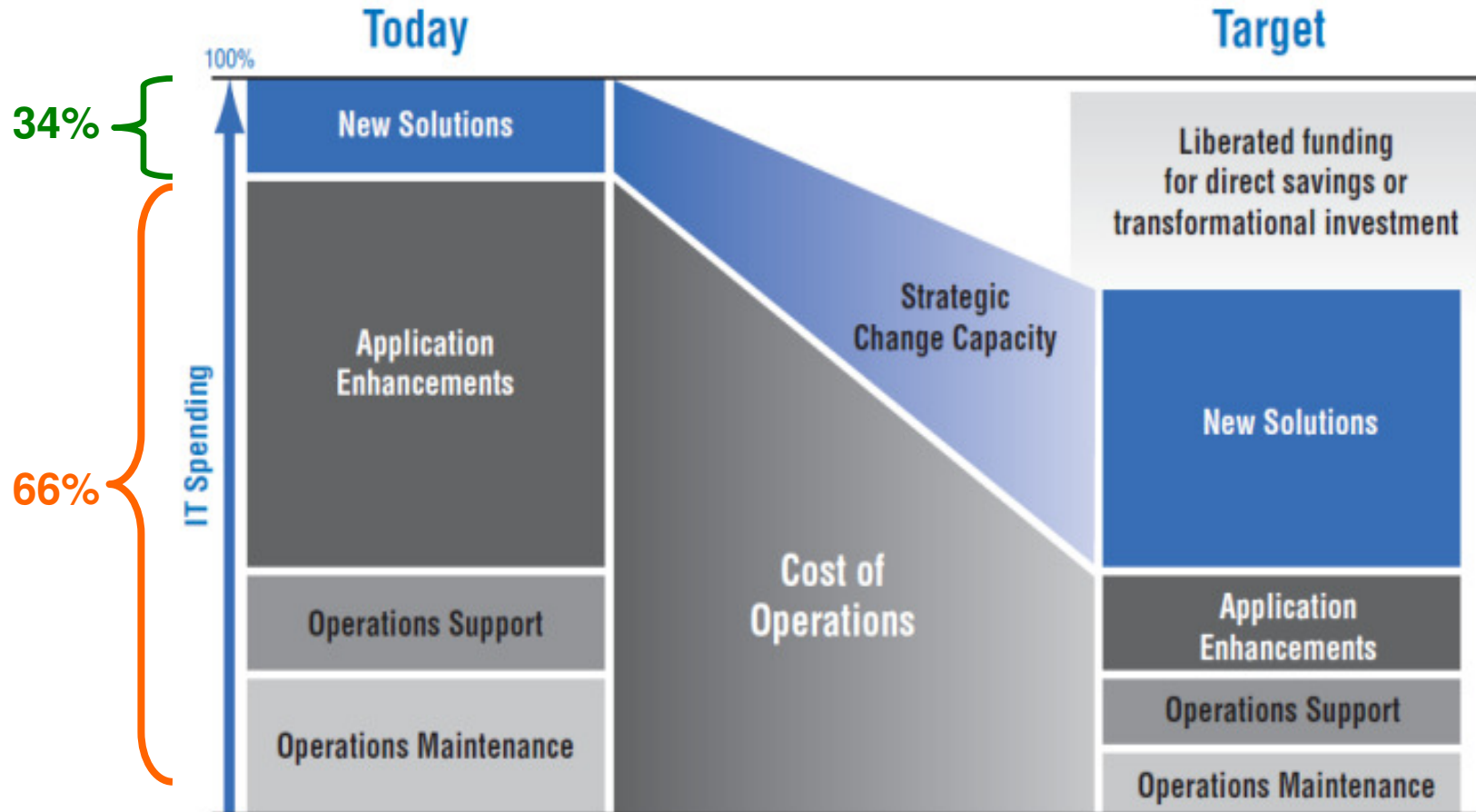
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Software drives today's innovation for a smarter planet
Transforming the way we live, work, and play

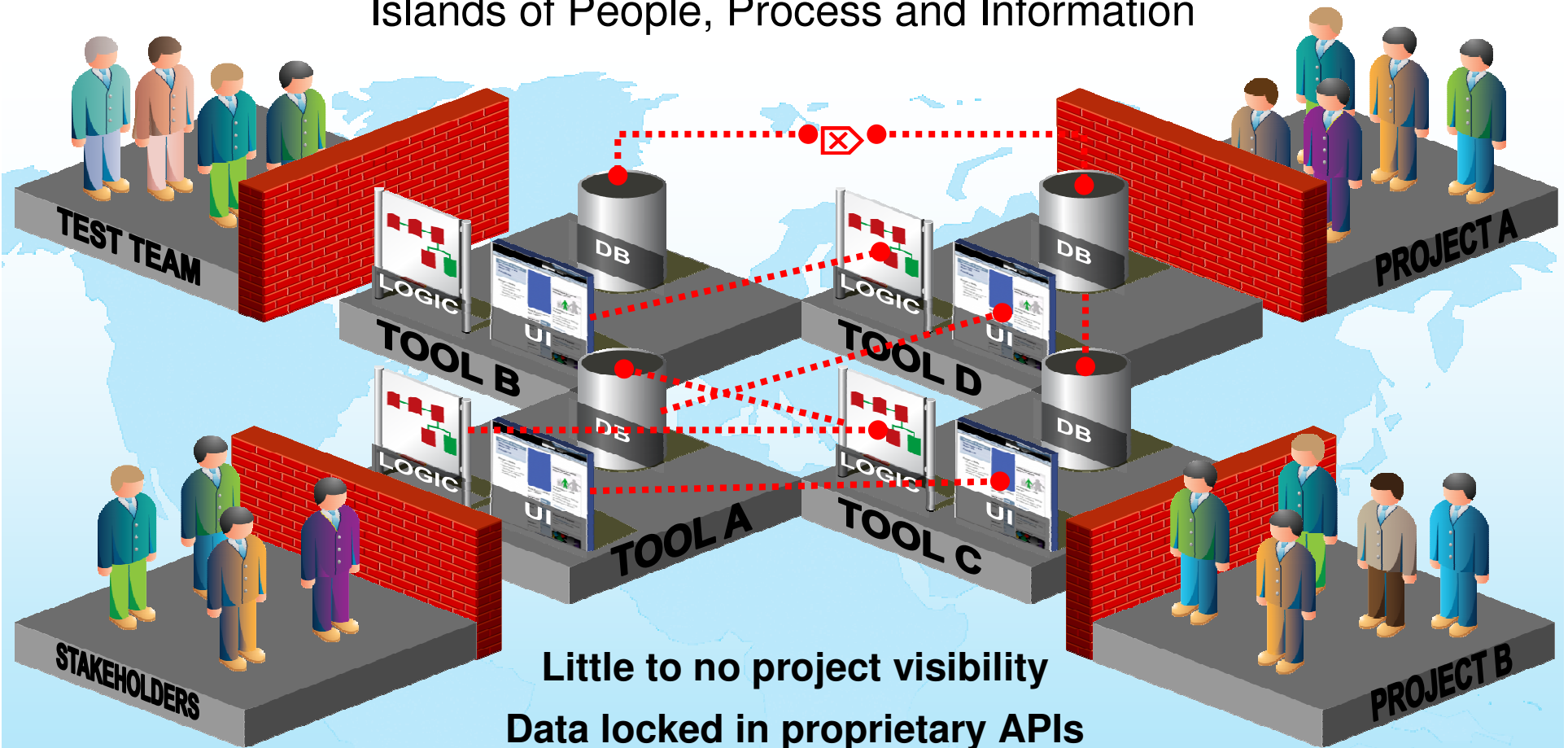


Business and IT Agility: Balancing Resources to Support Business Innovation
Balance IT investments to focus on new solutions.



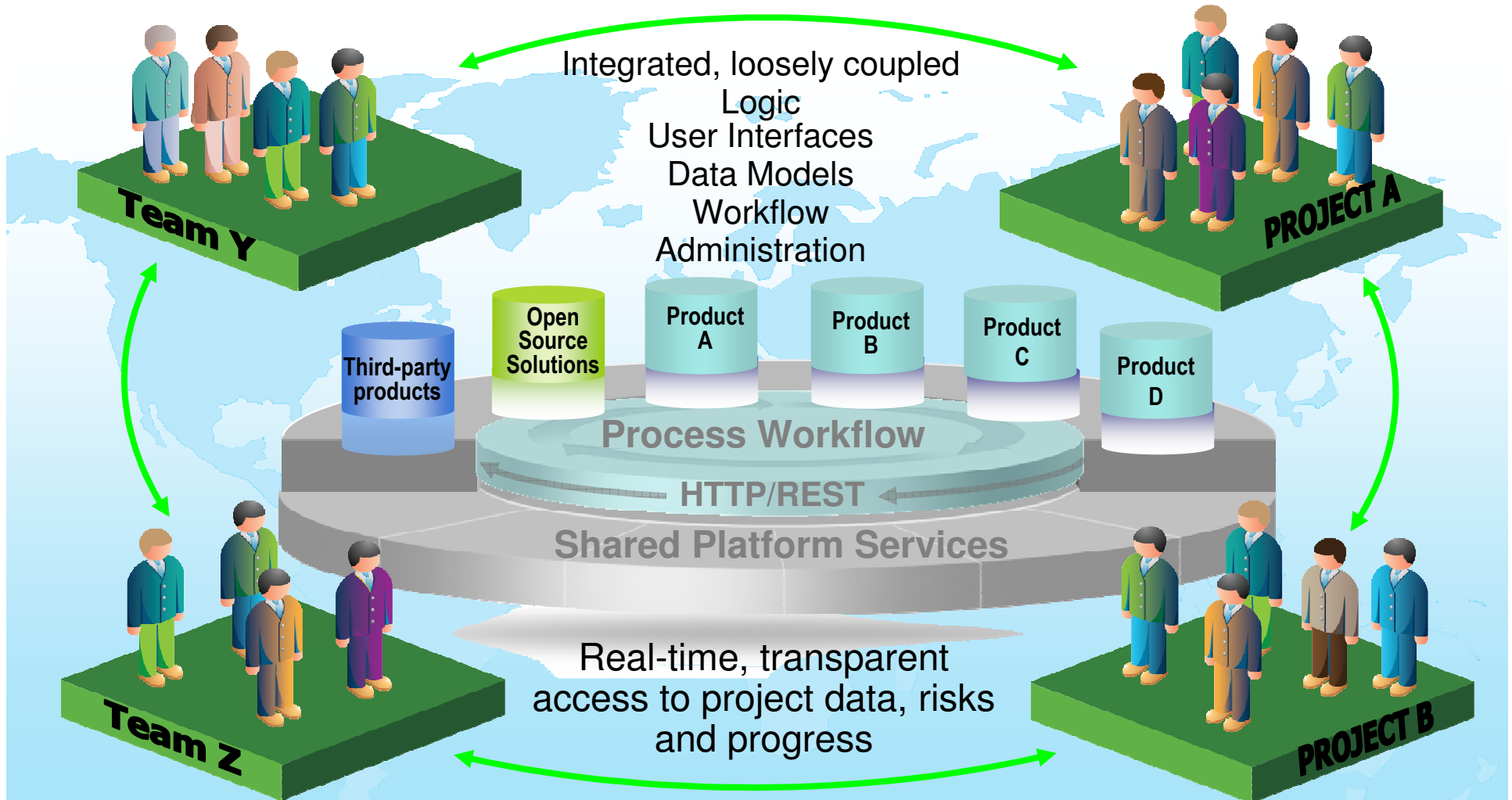
- Forrester estimates that ongoing operations and maintenance consume **66%** of IT budgets
- While new projects and software initiatives represent only **34%**

Traditional software delivery environments limit productive collaboration: Islands of People, Process and Information

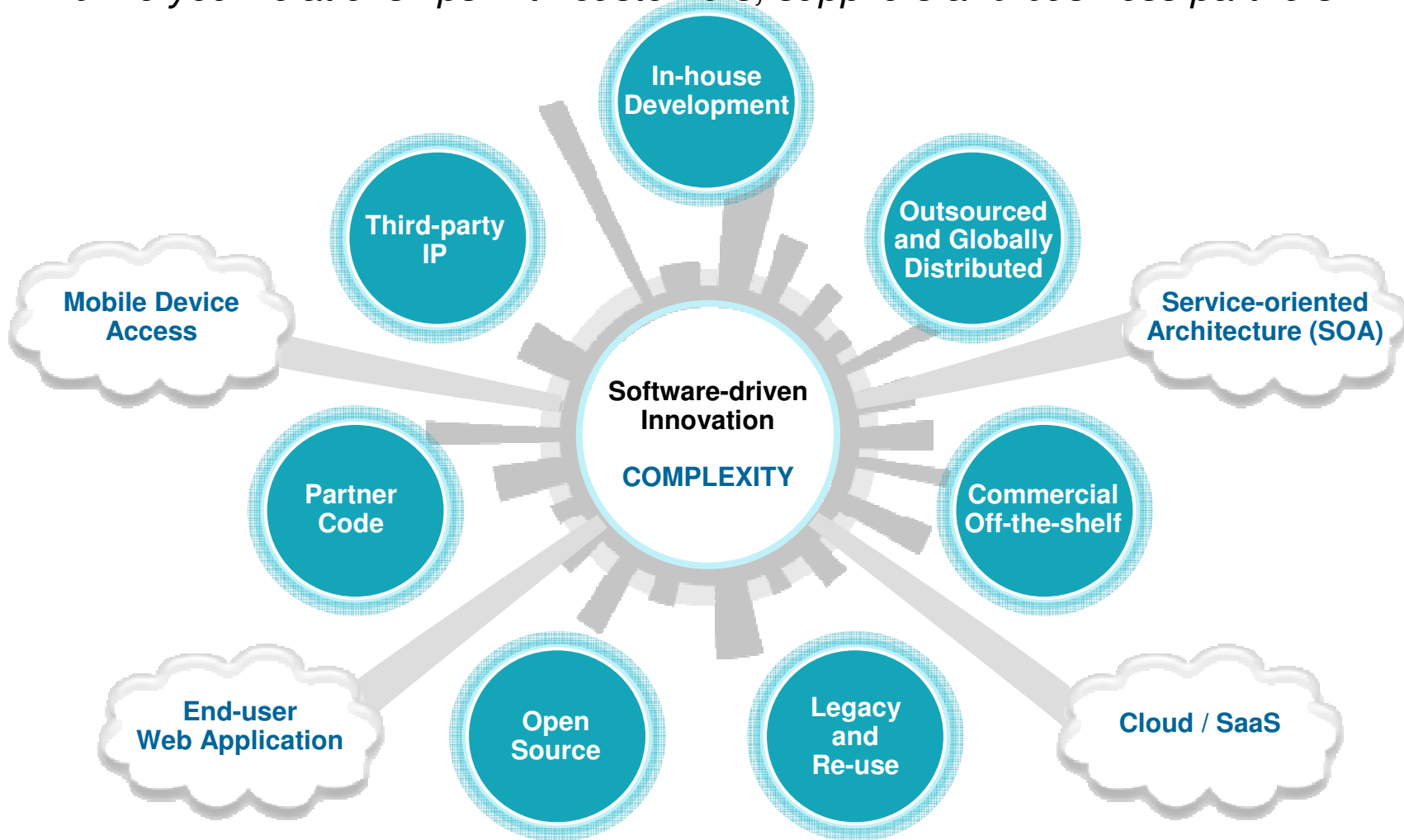


- Little to no project visibility**
- Data locked in proprietary APIs**
- Poor process and workflow integration**
- High maintenance and administration costs**
- Persistent functional, geographic and organizational silos**


Rational Collaborative Lifecycle Management Solution - A platform for software integration and collaboration



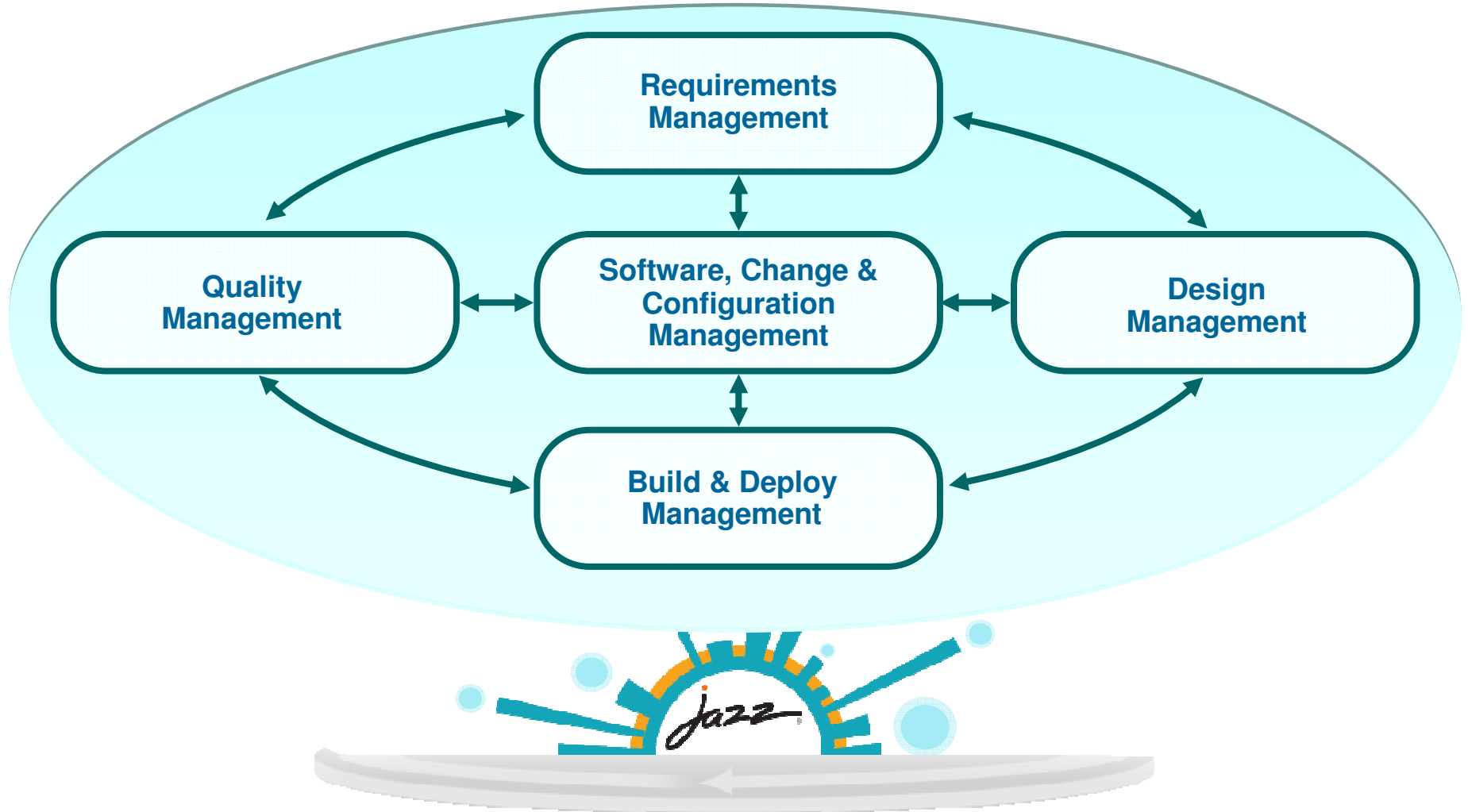
The defining challenge: Managing “systems of systems”
From back-end software to customer facing portals, systems of systems drive your relationships with customers, suppliers and business partners




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Rational Application Lifecycle Management (ALM) *Modular, open and extensible*



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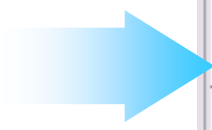
Criteria for effective lifecycle management: ALM imperatives

1. Real-time planning
2. Lifecycle traceability
3. In-Context collaboration
4. Development intelligence
5. Continuous process improvement



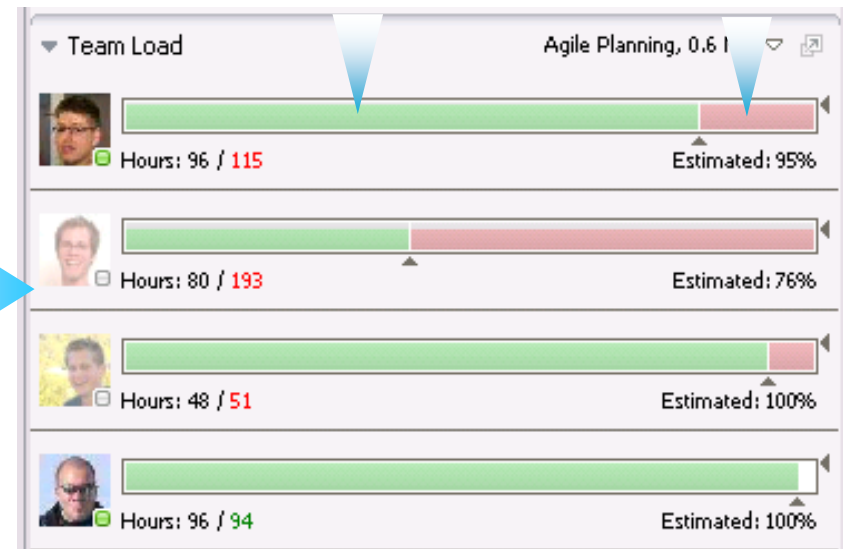
Imperative 1: Real-time planning

ID	Created Date	Task Type	Assigned To	Title	Changed Date	Days Since Last Update
75	05/20/2009 9:34 AM	Build failure - search failed	Jim Boyke	Build failure - search failed	5/20/2009 9:34 AM	1
76	05/20/2009 9:34 AM	Build failure - Agents never started	Jim Boyke	Build failure - Agents never started	5/20/2009 9:34 AM	1
287	5/14/2009 9:31 AM	Build failure - ADXML comments to all public methods in our API	Jim Larkin	Build failure - ADXML comments to all public methods in our API	5/15/2009 9:28 AM	1
189	4/24/2009 9:27 AM	Build failure - worked at Joseph	Sam Chenais	Build failure - worked at Joseph	5/13/2009 9:31 AM	8
182	5/14/2009 9:31 AM	Build failure - get fails repeatedly	Stephane Saad	Build failure - get fails repeatedly	5/15/2009 9:31 AM	8
181	5/14/2009 9:31 AM	Build failure - build break on C#	Stephane Saad	Build failure - build break on C#	5/15/2009 9:31 AM	8
180	5/14/2009 9:31 AM	Build failure - notification for build agent build show partially succeeded icon	Jim Boyke	Build failure - notification for build agent build show partially succeeded icon	5/15/2009 9:31 AM	8
179	5/14/2009 9:31 AM	Build failure - Show "The build failed" build and fail build on the build	Jim Boyke	Build failure - Show "The build failed" build and fail build on the build	5/15/2009 9:31 AM	8
178	5/14/2009 9:31 AM	Build failure - TestAgentCheckMethod failed to get the response on build agent	Jim Boyke	Build failure - TestAgentCheckMethod failed to get the response on build agent	5/15/2009 9:31 AM	8
402	5/14/2009 9:31 AM	Build failure - Delays in Teams build time out when the proxy is large	Jim Boyke	Build failure - Delays in Teams build time out when the proxy is large	5/15/2009 9:31 AM	8
401	5/14/2009 9:31 AM	Build failure - build contains a path with error fails but no build log output, and the	Jim Boyke	Build failure - build contains a path with error fails but no build log output, and the	5/15/2009 9:31 AM	8
400	5/14/2009 9:31 AM	Build failure - AddBuildMethod threw an error message with @-signature	Jim Boyke	Build failure - AddBuildMethod threw an error message with @-signature	5/15/2009 9:31 AM	8
399	5/14/2009 9:31 AM	Build failure - build did not get started by an email error "no icon" outside the	Jim Boyke	Build failure - build did not get started by an email error "no icon" outside the	5/15/2009 9:31 AM	8
398	5/14/2009 9:31 AM	Build failure - BuildAgent & Controller status shown incorrectly in Teams forums	Jim Boyke	Build failure - BuildAgent & Controller status shown incorrectly in Teams forums	5/15/2009 9:31 AM	8
413	5/14/2009 9:31 AM	Build failure - Build Define view - Name of build status icon appears as "lyrics.html"	Jim Boyke	Build failure - Build Define view - Name of build status icon appears as "lyrics.html"	5/15/2009 9:31 AM	1
391	5/14/2009 9:31 AM	Error build building the user steps, notification functionality	Sam Chenais	Error build building the user steps, notification functionality	5/15/2009 9:31 AM	8
393	5/14/2009 9:31 AM	Error build building the menu, delivery	Sam Chenais	Error build building the menu, delivery	5/15/2009 9:31 AM	8
394	5/14/2009 9:31 AM	Error build building the menu, selection system	Sam Chenais	Error build building the menu, selection system	5/15/2009 9:31 AM	8
397	5/14/2009 9:31 AM	Error build building the order with error	Sam Chenais	Error build building the order with error	5/15/2009 9:31 AM	8
77	4/20/2009 9:31 AM	Missing frames in error	Sam Chenais	Missing frames in error	5/14/2009 9:31 AM	17
81	4/20/2009 9:31 AM	Check after all build between items	Jim Boyke	Check after all build between items	5/14/2009 9:31 AM	17
86	4/20/2009 9:31 AM	Availability icon fails after saving	Sam Chenais	Availability icon fails after saving	5/14/2009 9:31 AM	17
87	4/20/2009 9:31 AM	Choosing columns dialog is very confusing	Sam Chenais	Choosing columns dialog is very confusing	5/14/2009 9:31 AM	17
289	4/20/2009 9:31 AM	Error build building the map view	Stephane Saad	Error build building the map view	5/15/2009 9:31 AM	17
288	4/20/2009 9:31 AM	Build failure - Tests that use buildResourceAll on CopyDirectoryActivity are failing	Jim Larkin	Build failure - Tests that use buildResourceAll on CopyDirectoryActivity are failing	5/15/2009 9:31 AM	8
287	4/20/2009 9:31 AM	Setting on item IDL doesn't work	Stephane Saad	Setting on item IDL doesn't work	5/15/2009 9:31 AM	1
286	4/20/2009 9:31 AM	Choosing columns dialog is very confusing	Sam Chenais	Choosing columns dialog is very confusing	5/15/2009 9:31 AM	1
285	4/20/2009 9:31 AM	Build failure - Error spaced build fails when build works in trapped while a build is	Jim Boyke	Build failure - Error spaced build fails when build works in trapped while a build is	5/15/2009 9:31 AM	1
284	4/20/2009 9:31 AM	Build failure - source code failure in suite vs	Stephane Saad	Build failure - source code failure in suite vs	5/15/2009 9:31 AM	1
283	4/20/2009 9:31 AM	Build failure - Remove the relative property from the Get task	Jim Boyke	Build failure - Remove the relative property from the Get task	5/15/2009 9:31 AM	1



Tasks Complete

Tasks Planned



Don't

Have plans that live outside of ALM environment where requirements, development and test plans are disconnected and managed separately, or not at all.

Rely on manual, error-prone updates.

Have plans that are separate from team activities and assignments.



Do

Plan across the entire team, not silos, by linking and populating development and test plans from requirements.

Practice continuous planning using lifecycle queries and project dashboards to respond to changing events.

Use plans that are fully integrated with execution where updating time spent directly from the work item makes easy to keep accurate plans.

One plan - Multiple views facilitate detailed analysis

1 BRM Sprint 2 (1.0) Plan

26 items: 23 open, 3 closed | Ends in: 3 days

Plan Details

Planned Items | Links | Snapshots | Dashboard | Notes

View As: Roadmap (3 items filtered)

Actions	Summary	Effective Estimate	Owned By
	Frequency of dividend transfer	--	Unassig
	Requests sent in form of email	--	Unassig
	Organization must identify how much money is desired	--	Marco
	Implement - Organization must identify how much money	1.5 days	Marco
	Organizations may apply with an initial request	--	Marco
	an initial requ	4 hours	Marco
	Organization	1 day	Deb
	funds are	--	Marco

2 BRM Sprint 2 (1.0) Plan

30 items: 25 open, 5 closed | Ends in: 6 days

Plan Details

Planned Items | Links | Snapshots | Dashboard | Notes

View As: Taskboard

Story	Open	In Pro
Donor Dividend Allocation Criteria	Implement - Donor Dividend Allocation Criteria	
Frequency of dividend transfer		Implement - Frequency of dividend transfer

3 BRM Sprint 2 (1.0) Plan

30 items: 25 open, 5 closed | Ends in: 0 days

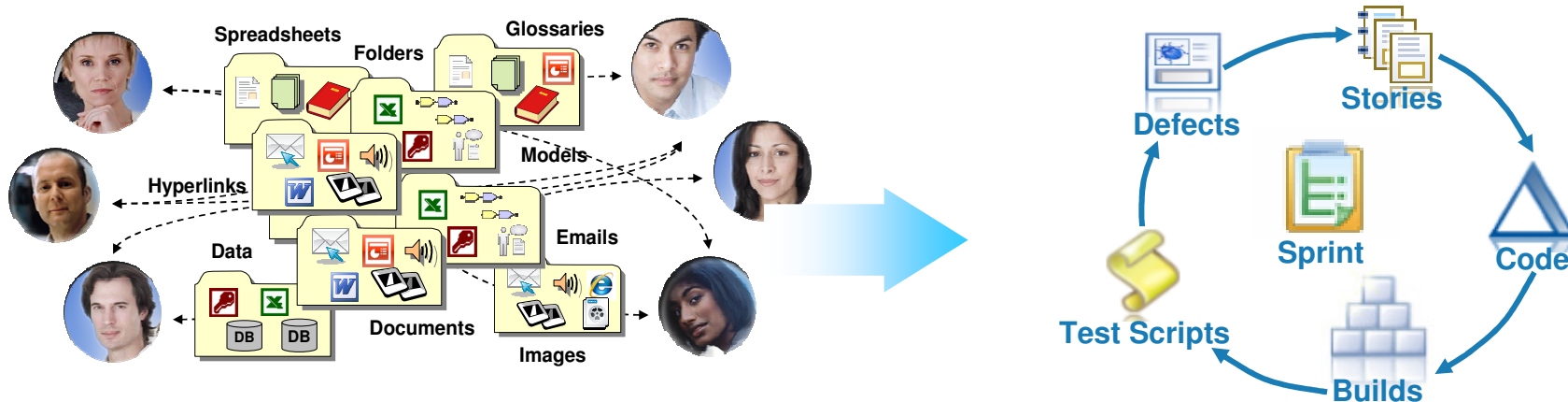
Plan Details

Planned Items | Links | Snapshots | Dashboard | Notes

View As: Planned time

Bob	Closed Items: 0 Open Items: 1	Load: 0/3 +8 h
CD	Closed Items: 0 Open Items: 1	Load: 0/2 +8 h
Deb	Closed Items: 3 Open Items: 5	Load: 168/3 -160 h
Marco	Closed Items: 2 Open Items: 14	Load: 92/8 -84 h
Ianuj	Closed Items: 0 Open Items: 0	Load: 0/3 +8 h

Imperative 2: Lifecycle traceability



✗ Don't

Create silos of information with disconnected and incompatible tooling and terminology

Email copies of deliverables to remote team members and break linkages

Integrate by replicating data

+ Do

Link deliverables and connect the dots so every deliverable has the proper upstream and downstream relationship

Share links to deliverables with related deliverables context including reviews and comments from other team members

Link critical project deliverable so that the entire team have access to the latest version of the truth

108: Donor Dividend Allocation Criteria

Work Item

- Quality Dashboard
- Execution Result

Defects

Summary

- Overview
- Weight Distribution
- Test Environment
- Defects
- Notes
- Categories
- Execution Variables
- Previous Results
- Result Details

Details

- Type:
- Filed As
- Severity
- Found In
- Project
- Team A
- Creation
- Createc
- Tags:

Describe

Test Plan

* 15 : Donor dividend allocation conforms to stated criteria_Firefox_DB2_WAS_Windows

Result Overview | History

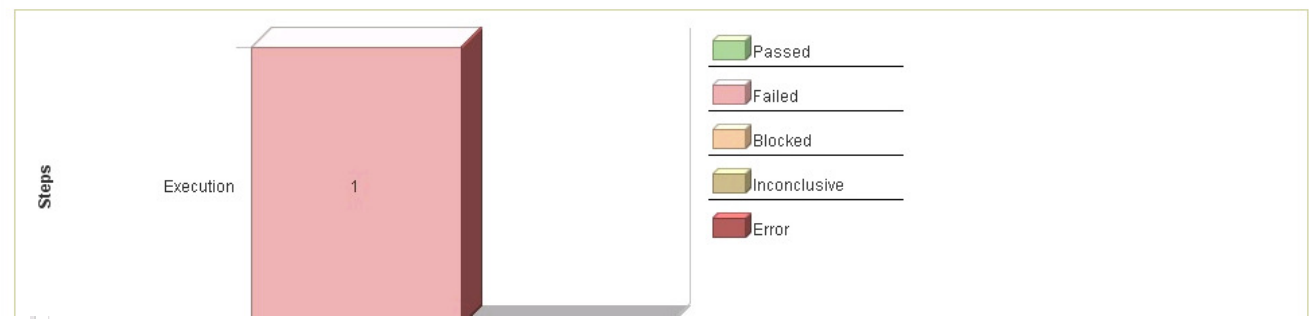
Action: Select Action State: Draft

ID: 15
Actual Result: Failed
Host Name: Local Computer
Owner: Martin

Test Plan: 1: JKE Banking Sprint 1
Test Milestone: Execution
Test Case: 16: Donor dividend allocation conforms to stated criteria
Test Script: JKE Banking Login
Test Data: Unassigned
Build: Unassigned
Weight: 100

Start Time: May 11, 2011 4:53:31 PM
End Time: May 11, 2011 4:54:46 PM
Total Run Time: 1 min 16 sec

Result Details



Related Defects

Related Sites

- IBM Rational
- IBM Rational Qua

an

Save

on

1:411

331

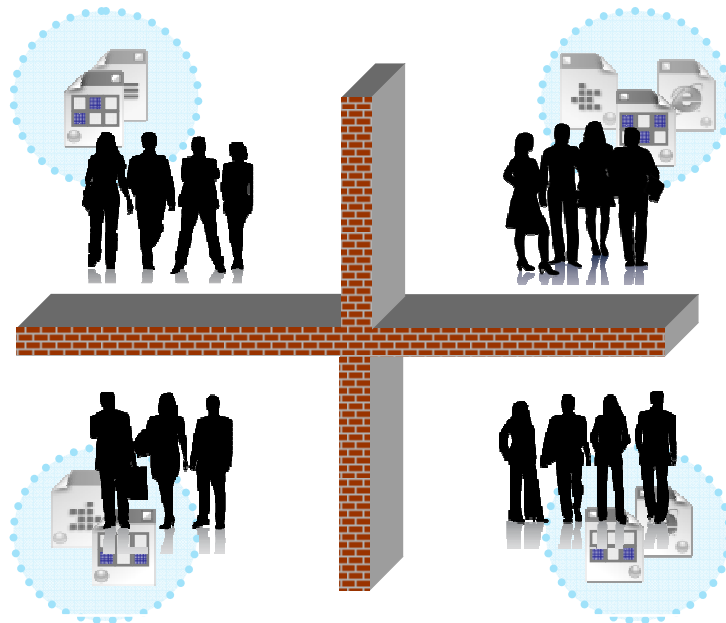
(1): 1

1):

Case (1):

Add Comment

Imperative 3: In-Context collaboration

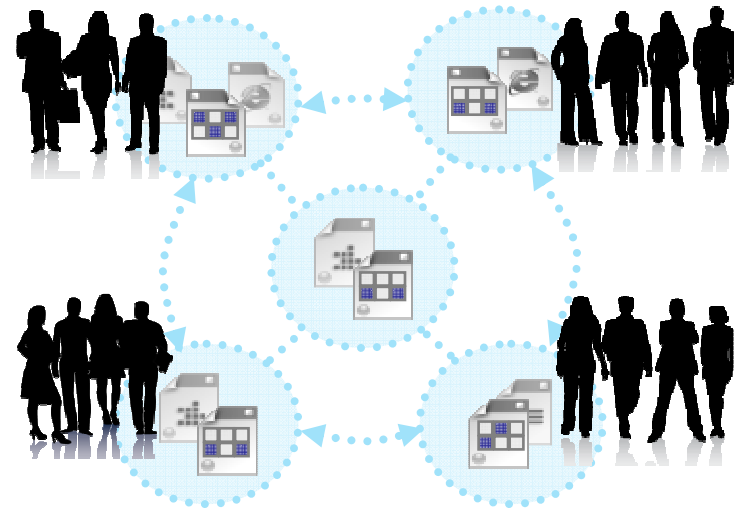


✗ Don't

Create an environment of silo'd teams and disconnected data

Manually collect status reports or wait for status meetings to take action

Rely on email discussions.



✚ Do





Unified teams share linked data providing visibility into each others work.

Collaboration is also about knowing what is going on without having to ask. Dashboards and traceability views provide real-time status of the team's progress.

All discussions in work items integrated on the plan. Use lifecycle queries to answer more meaningful questions such as "Which requirements are affected by defects?"

In-context Collaboration always shows the latest

Comments (4)

-  Bob to Deb, Marco 5 minutes ago (2 replies)
Percentage format - numer of decimal places
 How many decimal places should we support for percent...
 Example: none - 16%, 1 decimal place 16.5%
-  Marco to Bob, Deb 5 minutes ago
RE: Percentage format - numer of decimal places #1]
 I checked the DB table. We did not take into account decimals for this percentage. If we are going to support decimals I need to know ASAP.
-  Deb to Bob, Marco Now
RE: Percentage format - numer of decimal places #2]
 Bob, is no decimal support acceptable to the business?
-  Tanuj to Bob 1 minute ago
What is the minimum percentage?

Threaded discussions on requirements

View All Artifacts ? Highlight recently commented

Page size: 20 No grouping

ID	Name	Artifact Type	Last Modified By	Last Modified Date
44	Accounts Overview	Part	JTSAdmin	Mar 26, 2011 5:43:06 PM
50	Transaction History	Part	JTSAdmin	Mar 26, 2011 5:43:10 PM
53	Accounts Overview (Home Page)	Sketch	JTSAdmin	Mar 26, 2011 5:43:11 PM
55	Dividend Contribution - screen flow	Screen Flow	JTSAdmin	Mar 26, 2011 5:43:11 PM
60	Account Details	Part	JTSAdmin	Mar 26, 2011 5:43:13 PM
67	Dividend Contribution	Storyboard	JTSAdmin	Mar 26, 2011 5:43:15 PM
75	Donor must be registered user to access account details	Business Rule	JTSAdmin	Mar 26, 2011 5:43:19 PM
79	Donors will receive confirmation and receipt	Feature	JTSAdmin	Mar 26, 2011 5:43:21 PM
89	Dividend contribution - confirmation	Sketch	JTSAdmin	Mar 26, 2011 5:43:23 PM

Recent Threaded discussions highlighted on requirements

Work Items Tag Cloud Problems

Found 9 work items - Stories (current sprint)

Id	Status	P	Story Points	Summary	Owned By
55	New		13 pts	Frequency of dividend transfer	Deb
59	Implemented		8 pts	Requests sent in form of email	Marco
60	New		3 pts	Organization must identify how much money is desired	Marco
62	New		1 pt	Organizations may apply with an initial request	Marco
64	In Progress		2 pts	Customers can Nominate an Organization	Deb
66	New		1 pt	Organization must provide justification for why funds are needed	Marco
69	New		2 pts	Organizations can Apply	Marco
70	In Progress		5 pts	Donor Dividend Allocation Criteria	Deb
71	New		1 pt	JKE Charity Coordinator will respond to request in the website trigger...	Marco

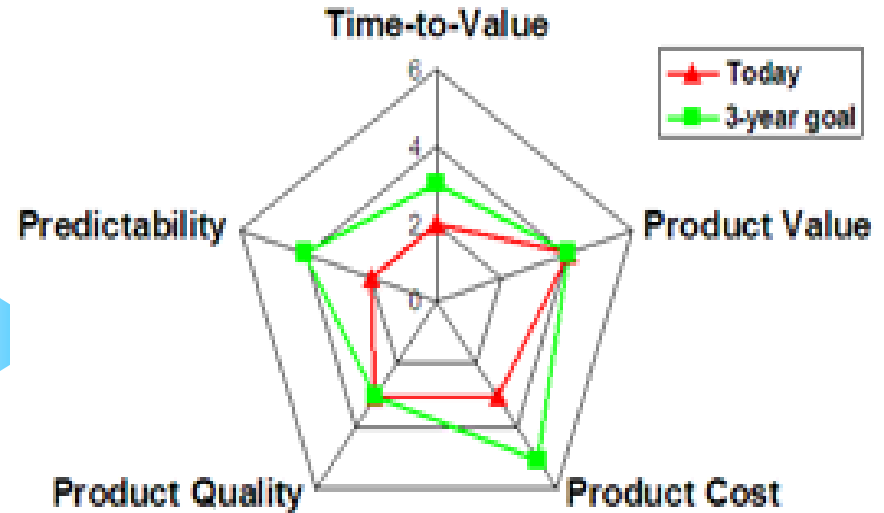
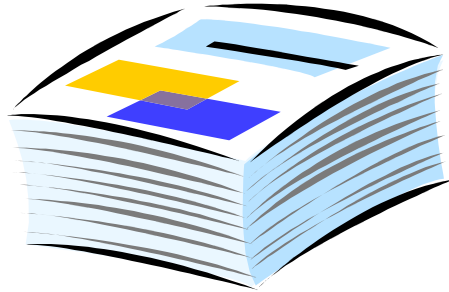
Unread work Items bolded for developers

Extending the environment to leverage on social network/community

The screenshot displays the IBM Change and Configuration Management (CCM) interface, titled "Call Center". The interface is divided into several sections:

- Overview:** Shows project dashboards, work items, plans, source control, builds, and reports.
- Call Center Profile:** A detailed view of Bernie Coyne, including his name, user ID (bcoyne), email (coyneb@us.ibm.com), job title (Market Mgr), and office number (781-323-5187). It also lists various links like Profile, Blogs, Bookmarks, Communities, Activities, Wikis, and Files.
- Profiles:** A section for network status updates, showing recent activity from Christopher Scott Lamb and Bernie Coyne.
- Task 233:** A task titled "Add new Android support" with a summary field. It includes tabs for Overview, Links, Approvals, and History.
- Attachments:** A section for adding files, currently empty.
- Links:** A section for adding related links, currently empty.
- Related Artifacts:** A section for related artifacts, showing "Lotus Connections activity - adding new Android app".
- Post To Social Network:** A modal dialog box for posting the task to a social network. It includes a "Post to Blog" dropdown menu, a "Change" button, and a text area containing the task summary: "Add new Android support Starting Android project - need help".

Imperative 4: Development Intelligence



✗ Don't

Manually collect data by hounding the team for status reports.

Take a 'big bang' approach to instituting measures

Don't expect to get it right the first time.

✚ Do

Use live dashboards that provide transparency of information and dashboard reports based on data coming from the team's activity.

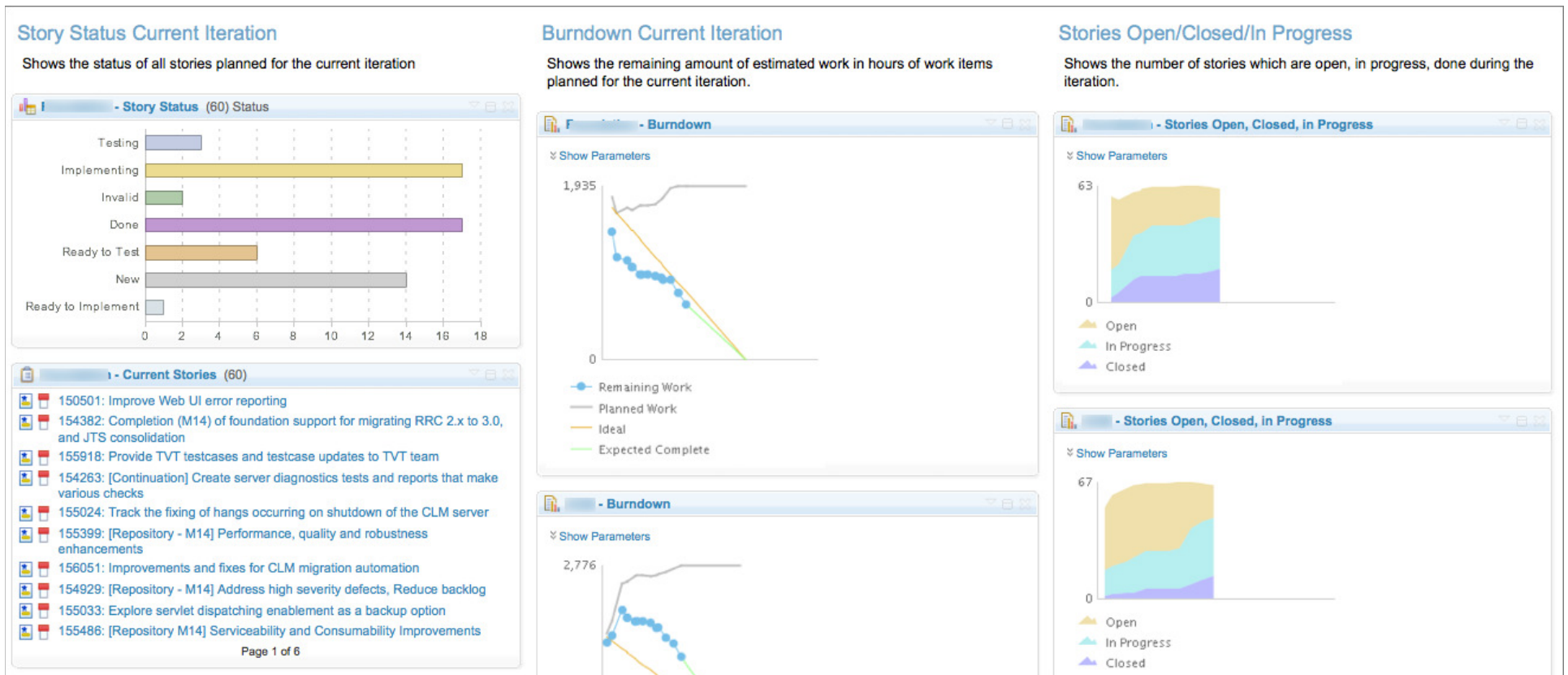
Identify a weak spot or a current pain point or bottleneck.

Conduct retrospectives to discover what worked, what didn't work, and how you can improve.

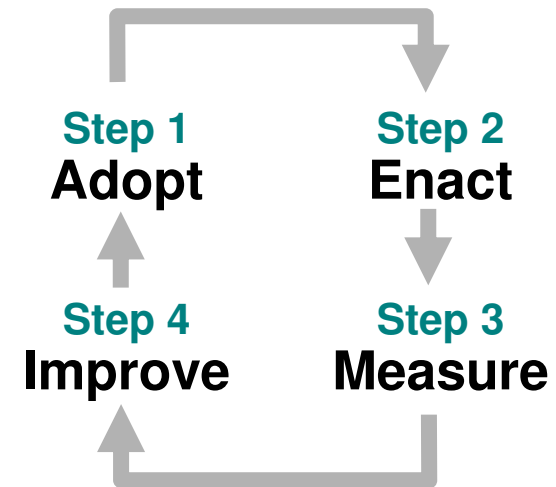
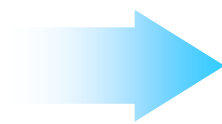
From In Process (Team) To Executive Value *Appropriate Metrics for Each Management level*

Dimensions	Team (In Process)	Middle Management (Development Mgmt.)	Development Executive (VP Development)
Time-to-Value (Schedule)	User Story Points / Use Case Points		
	Iteration Burndown, Blocking Work Item		
		Release Burndown	
Product Value	Iteration Velocity		
	Stakeholder Feedback, # of Enhancement Request, Age of Enhancement Request		
		Tested and Delivered Requirements, Business Value Velocity, Customer Satisfaction	
Product Cost	Effort (Man-hours)		
		Cost / Unit of work	
		Development / Maintenance Costs	
Product Quality	Technical Debt (Defect trend, defect density)		
	Test Status, Test Coverage of Requirement, Test Execution Status		
		Quality at Ship	
Predictability	User Story Points / Use Case Points		
		Planned/Actual Cost and Velocity	
		Trend Variance. Likelihood of on-time delivery	

Use dashboards to provide that 1 view of project health



Imperative 5: Continuous process improvement



Don't

Define a process and place it on a shelf

Ignore process altogether or treat it like an unnecessary burden.

Institute process police

Do

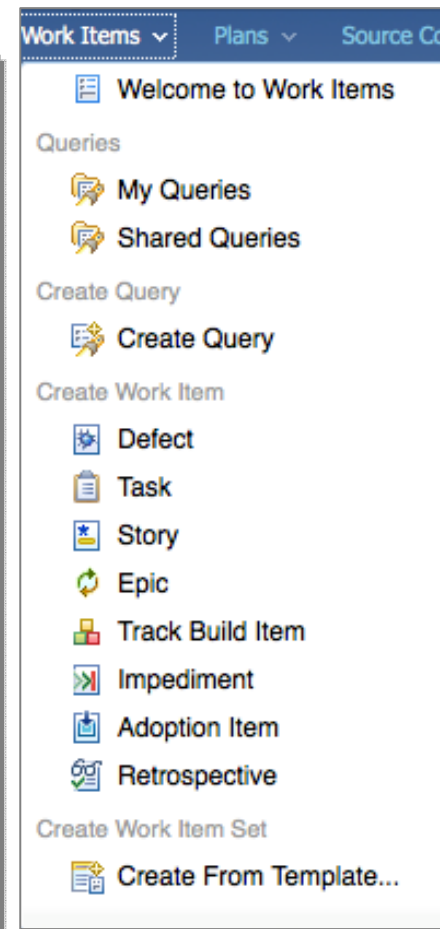
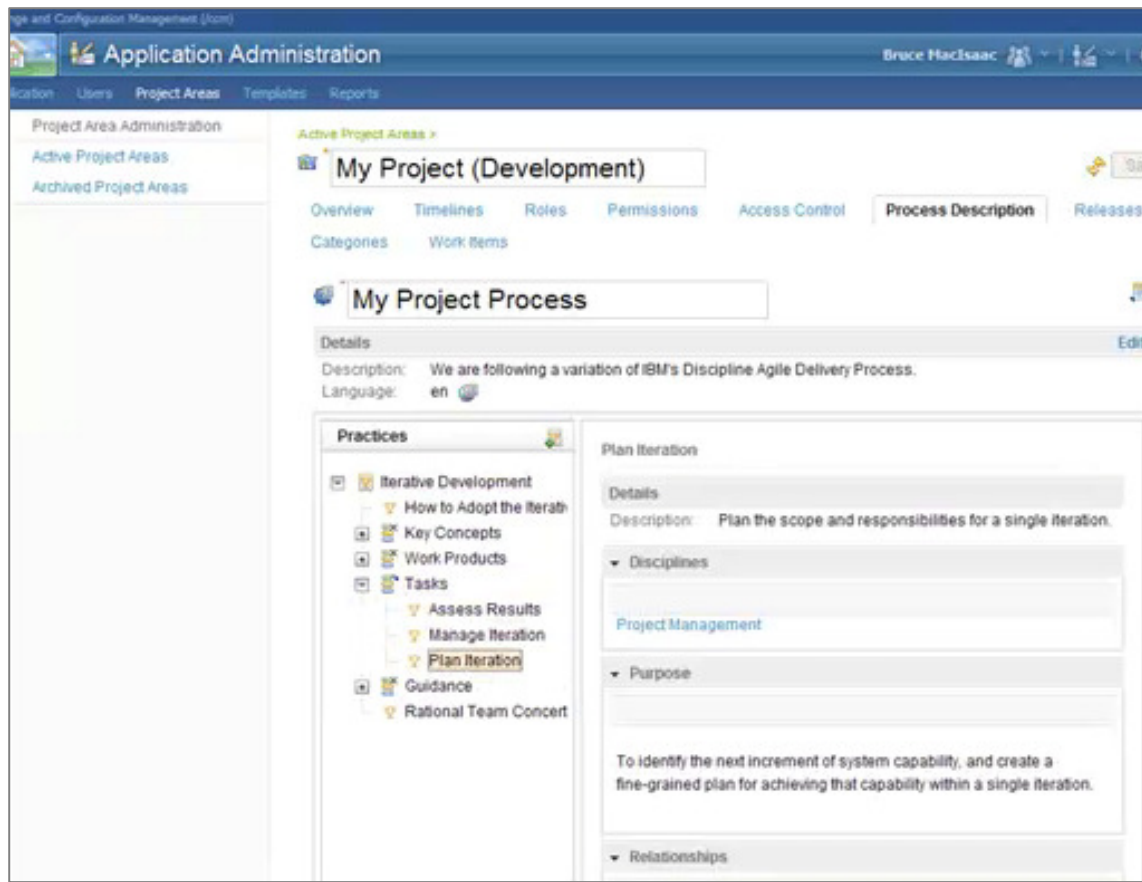
Use a tool that can 'enact' your process definition and guide the team toward the desired result.

Learn from what other teams have done and leverage their results across other teams when appropriate. Ignore process altogether or treat it like an unnecessary burden.

Let the tool govern behavior and refine it over time. Add peer reviews to encourage knowledge sharing and collaboration.

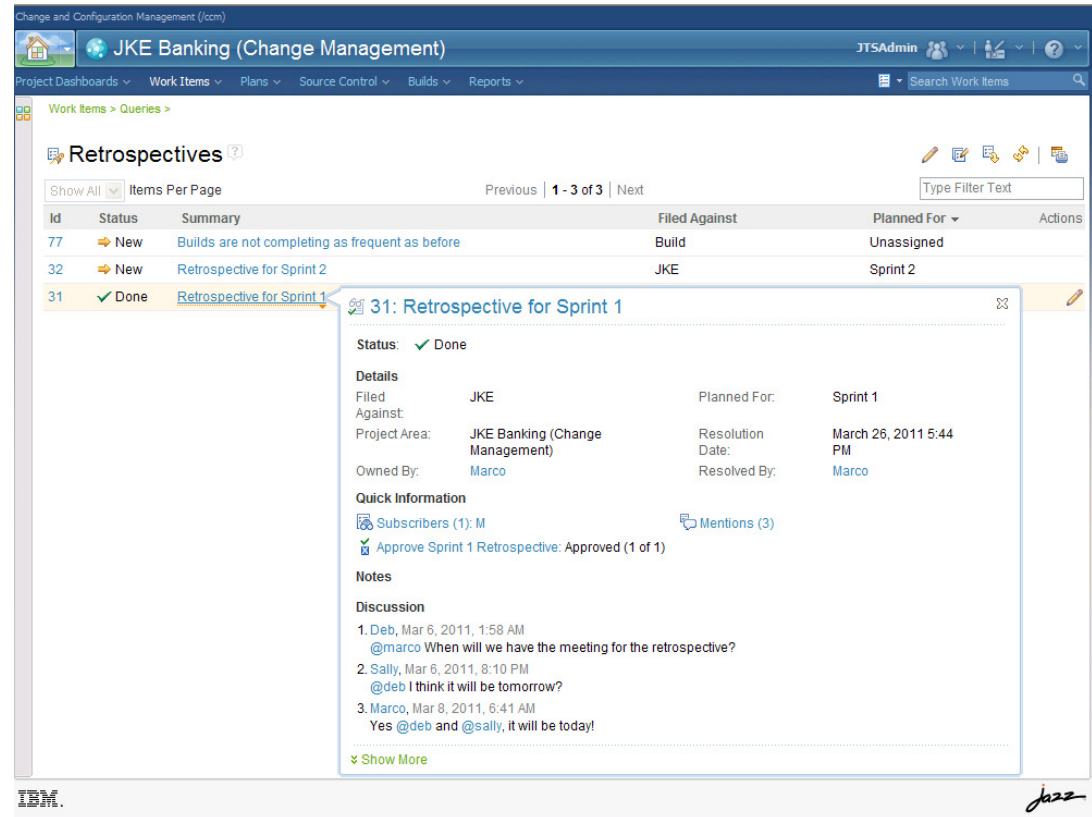
Process specifications and work-item templates speed team adoption

- Modify processes using a rich set of practice content
- Teams use work item types defined by your process



Team Retrospectives help identify areas of improvement

- Tracking Retrospectives help team members to collaborate on improvements.
 - Ranking of process improvements help to focus on where the team feels the biggest pain.
 - Metrics where available help support process improvements and show results.




The screenshot shows the IBM Jazz CCM interface for 'JKE Banking (Change Management)'. The main view is 'Retrospectives', displaying a table of items:

Id	Status	Summary	Filed Against	Planned For	Actions
77	New	Builds are not completing as frequent as before	Build	Unassigned	
32	New	Retrospective for Sprint 2	JKE	Sprint 2	
31	Done	Retrospective for Sprint 1			

The detailed view for item 31, 'Retrospective for Sprint 1', shows the following information:

- Status:** Done
- Details:**
 - Filed Against: JKE
 - Planned For: Sprint 1
 - Project Area: JKE Banking (Change Management)
 - Resolution Date: March 26, 2011 5:44 PM
 - Owned By: Marco
 - Resolved By: Marco
- Quick Information:**
 - Subscribers (1): M
 - Mentions (3)
 - Approve Sprint 1 Retrospective: Approved (1 of 1)
- Notes:**
 - Discussion:**
 - Deb, Mar 6, 2011, 1:58 AM: @marco When will we have the meeting for the retrospective?
 - Sally, Mar 6, 2011, 8:10 PM: @deb I think it will be tomorrow?
 - Marco, Mar 8, 2011, 6:41 AM: Yes @deb and @sally, it will be today!

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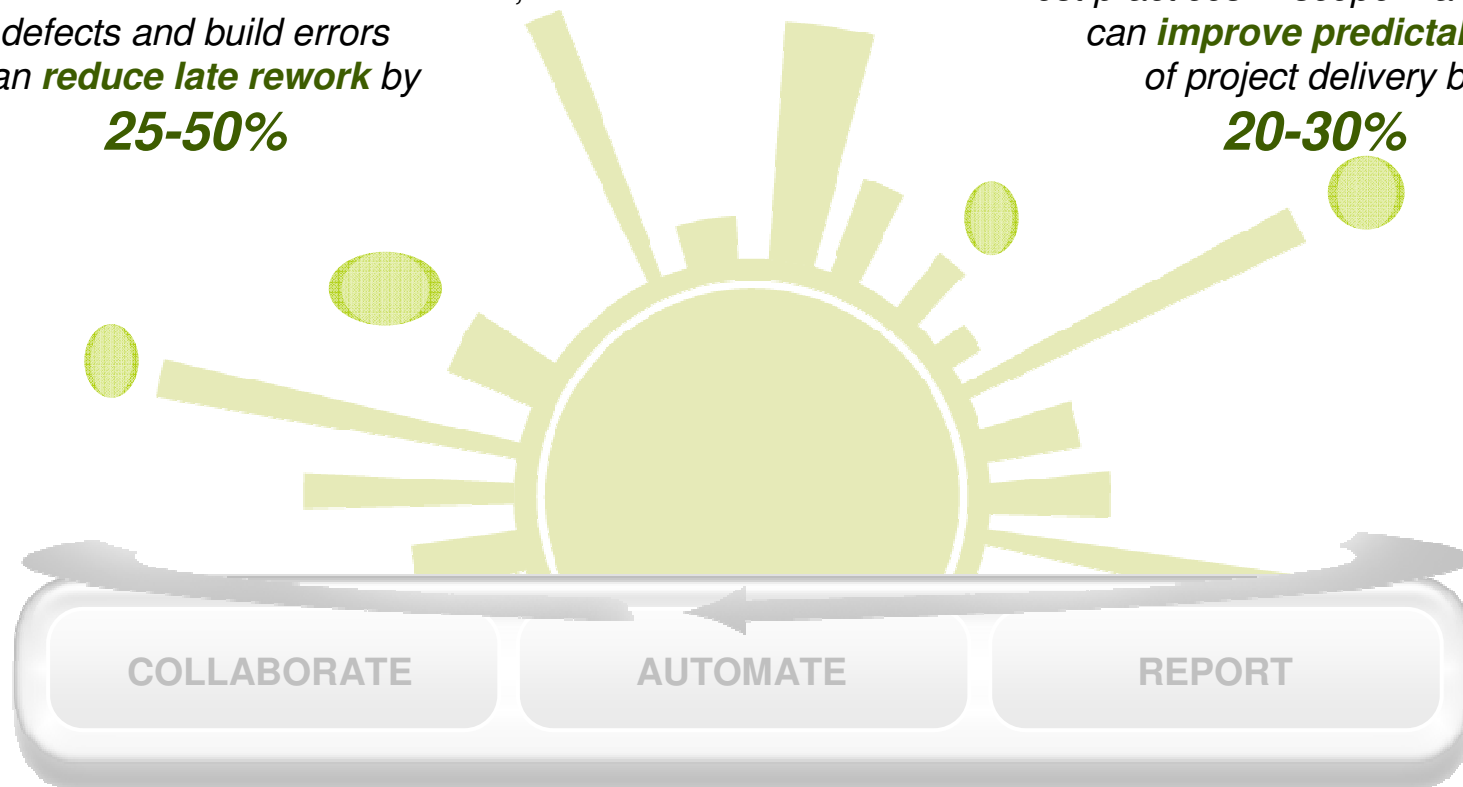
Business results

*Automated status reporting
derived from evolving engineering artifacts
can **improve productivity** by*

5-10%

*Being able to collaborate on work items,
defects and build errors
can **reduce late rework** by*
25-50%

*Best practices in scope management
can **improve predictability**
of project delivery by*
20-30%



Greater productivity, global collaboration, and lifecycle visibility

MV

Results

MV was the first company in Brazil to become certified to use electronic health records, meeting the security standards issued by SBIS and CFM.

Business challenge:

MV is a leading provider of healthcare systems in Brazil with three software development centers that needed to improve their development processes to rapidly respond and take advantage of market opportunities and regulations in the changing healthcare industry.

Solution:

Collaborative Lifecycle Management solution and lifecycle offerings, with RUP methodology and agile practices. MV first adopted and updated their change and configuration management processes with **Rational Team Concert** and then added **Requirements Composer** for business process and rules modeling, requirements collaboration and elicitation, and **Quality Manager** for test planning, test creation, execution, and quality management.

Benefits:

MV accomplished the following:

- Greater integration of and **collaboration** among three development locations
- Improved developer and tester **productivity**
- **Decreased the learning** curve when employees switch from one location to another
- Gained greater **visibility** into requirements
- Achieved greater **reuse** of requirements.

Solution components:

Requirements Management
**Rational Requirements
Composer**

**Architecture &
Development**
Rational Software Architect
Rational Software Modeler
Rational Application
Developer for Websphere

**Software Change &
Configuration Management**
Rational Team Concert
Rational Method Composer

Build & Deploy Management
Rational Team Concert

Quality Management
Rational Quality Manager
Rational Functional Tester
Rational Performance Tester

Gartner MarketScope for Application Life Cycle Management *IBM Rational earns “Strong Positive” – the highest possible rating*

Gartner.

Efficient coordination and automation of the delivery process **requires new, collaborative approaches** to the planning, measurement, execution, control and reporting of activities.

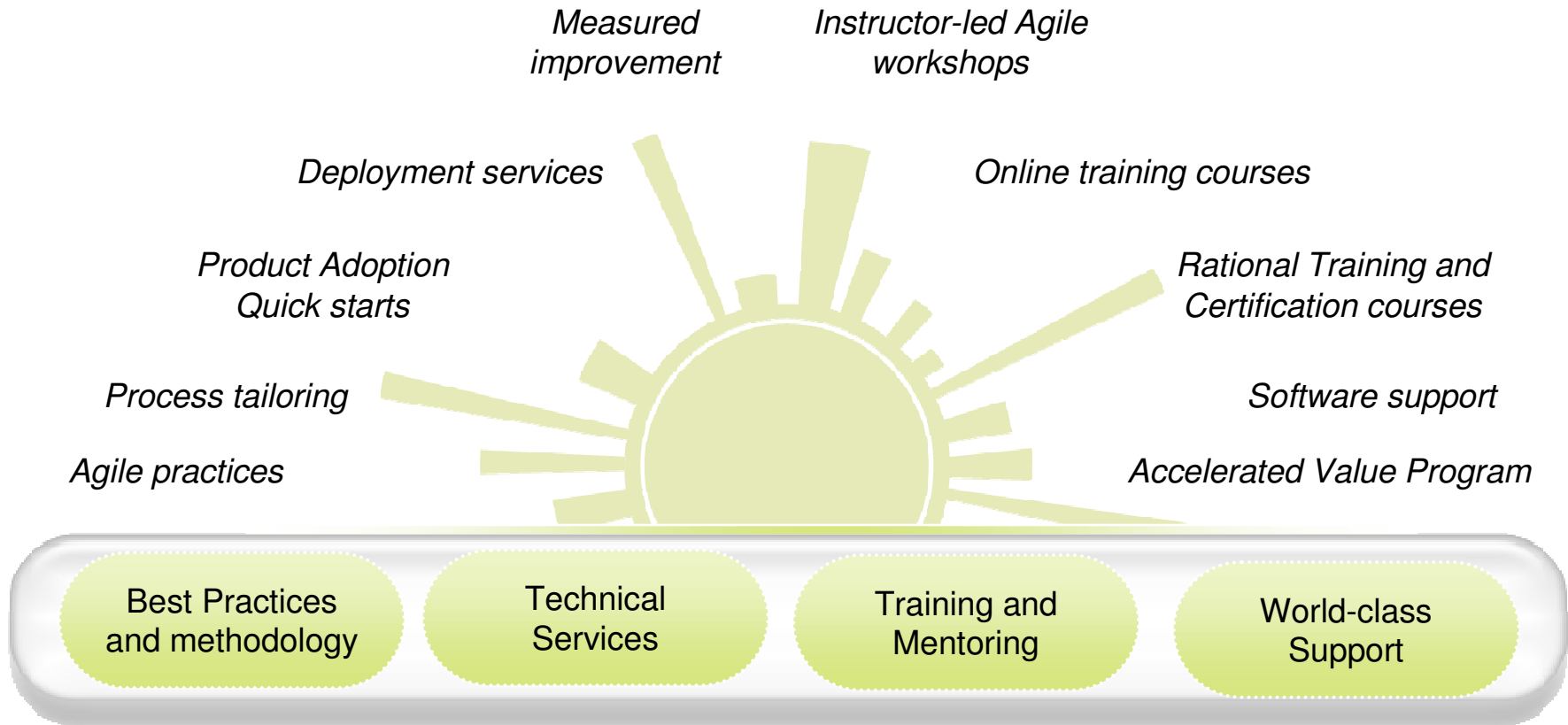
These **new approaches are what differentiate current application life cycle management (ALM) tools**, and what make ALM processes vital to leading-edge development activities.

ALM is what **enables sustainable agile practices**. ALM creates a management framework providing consistent, auditable records of the decisions and activities of agile teams.

**IBM earns
“Strong Positive” – the highest possible
rating**

	RATING				
	Strong Negative	Caution	Promising	Positive	Strong Positive
AccuRev			X		
Aldon			X		
Atlassian				X	
CollabNet				X	
Digite			X		
HP				X	
IBM					X
Kovair			X		
Micro Focus			X		
Microsoft				X	
MKS				X	
Parasoft			X		
Polarian Software			X		
Rally Software				X	
Seapine Software			X		
Serena Software				X	
SmartBear Software			X		
TechExcel			X		
ThoughtWorks			X		
VersionOne				X	

Ensure Success with Rational Collaborative Lifecycle Management



Summary: Rational Collaborative Lifecycle Management *Transforming software and systems delivery*

- **Collaborate**

Bridge the gap between technical and business communities through shared access to enterprise documents, workflows and collaboration solutions.

- **Automate**

Make it easy for individuals and teams to "do the right thing" and "do things right" by automating team process and workflow.

- **Report**

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By Daniel Moul Fri, 10 Dec 2010
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By Benjamin Pasero Fri, 03 Dec 2010
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By Rolf Nelson Tue, 23 Nov 2010
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Events

Webcast: CLM Powered by Jazz Series, Part 4: Requirements Management
18 Jan 2011 - Web

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Release your application with confidence with IBM Rational Deployment Planning and Automation Solution	7-Sep-11		1 TDR002-1
Emerging Trends & Countermeasures on Internet Security Test Drive	8-Sep-11		1 TDR003-1
Successful IT Delivery Strategies for Staying ahead of Competition Test Drive	9-Sep-11		1 TDR004-1
Achieve Predictability & Accuracy in Application Delivery Lifecycle Test Drive	15-Nov-11		1 TDR001-1
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Emerging Trends & Countermeasures on Internet Security Test Drive	17-Nov-11		1 TDR003-1
Successful IT Delivery Strategies for Staying ahead of Competition Test Drive	18-Nov-11		1 TDR004-1



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