



2 August 2011 Centara Grand at Central World, Bangkok

# Ra-nnovate' your Application Lifecycle Management

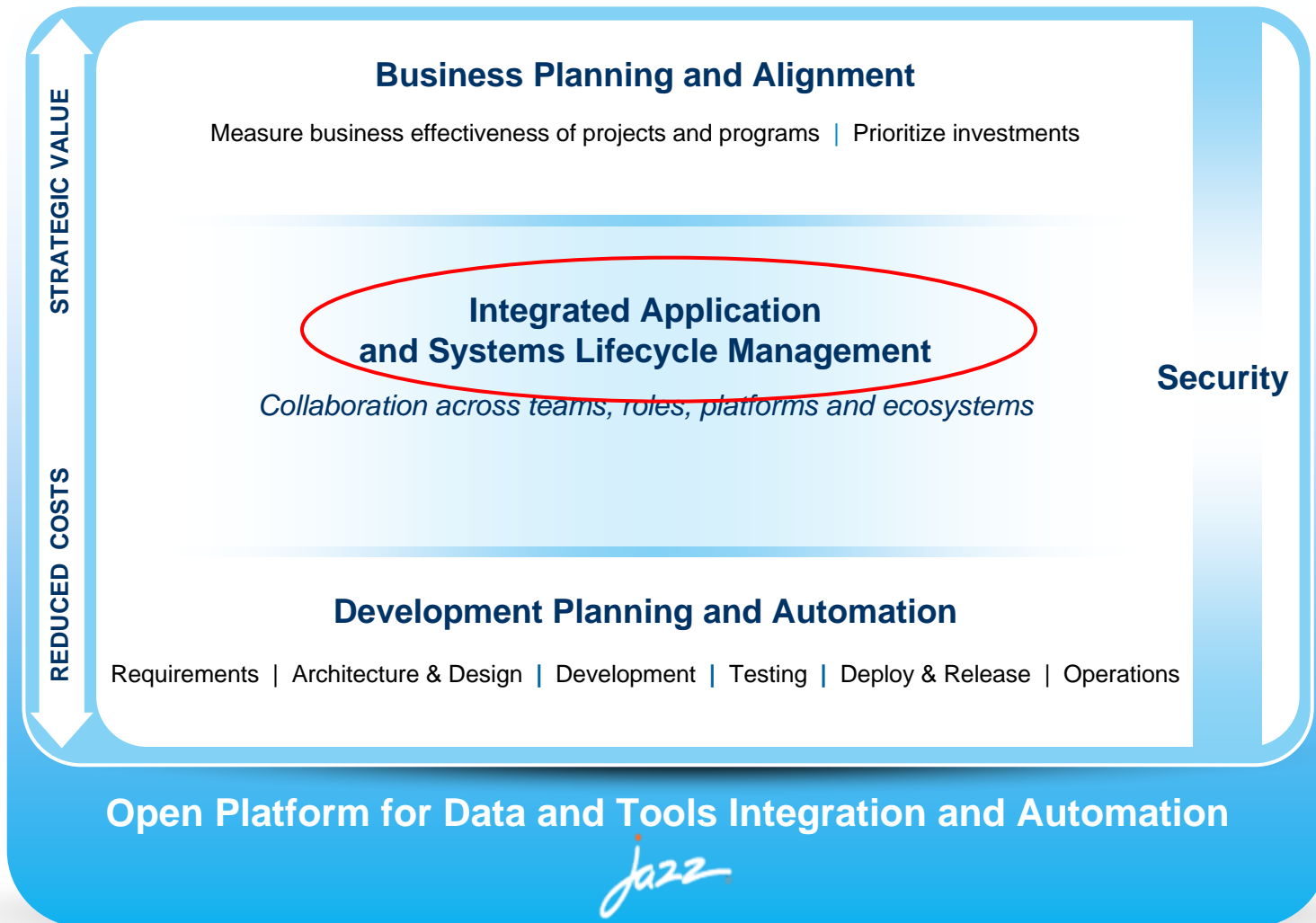
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# Our Capabilities to Help You Achieve Breakthrough Benefits



# Agenda

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

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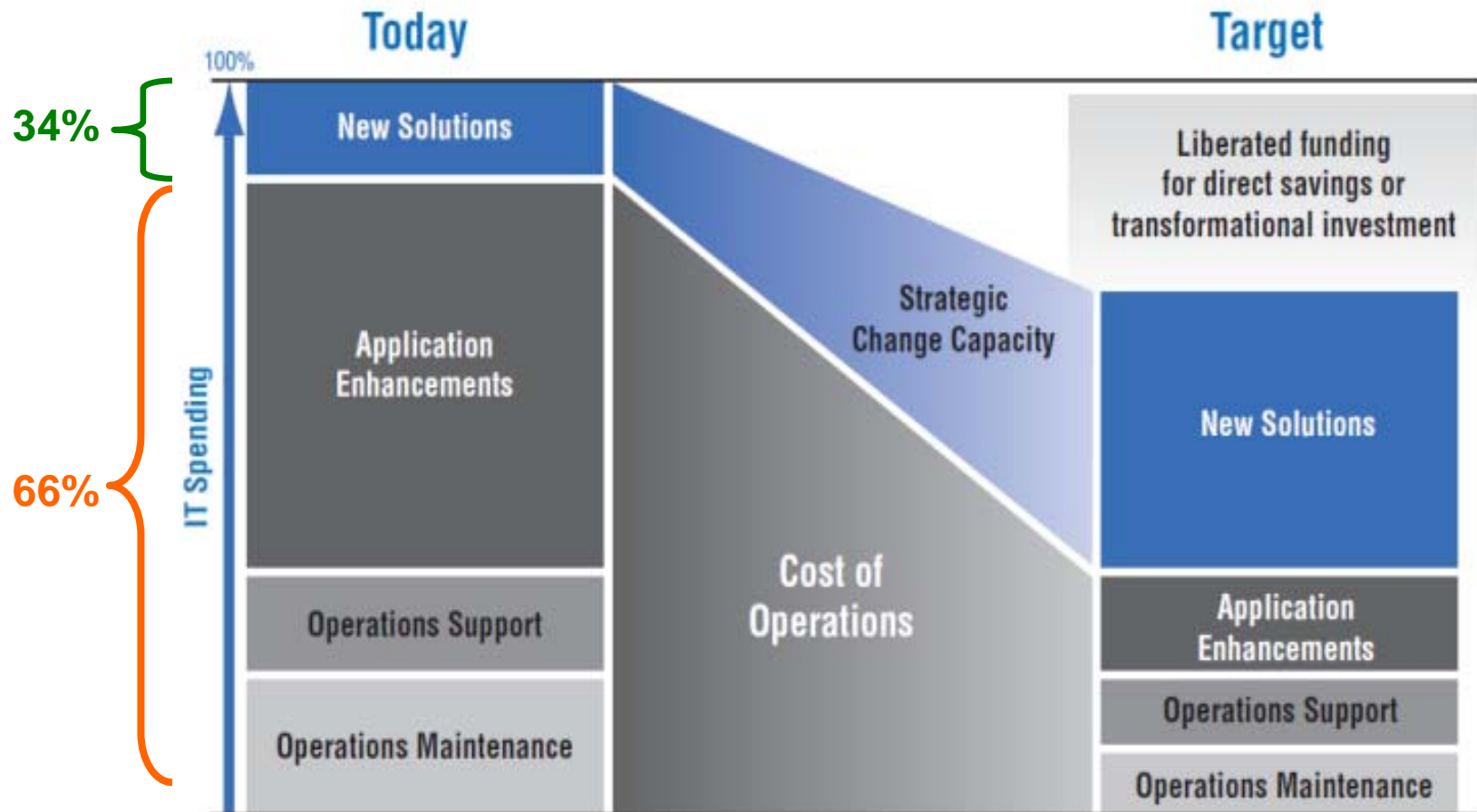
# Software drives today's innovation for a smarter planet

*Transforming the way we live, work, and play*



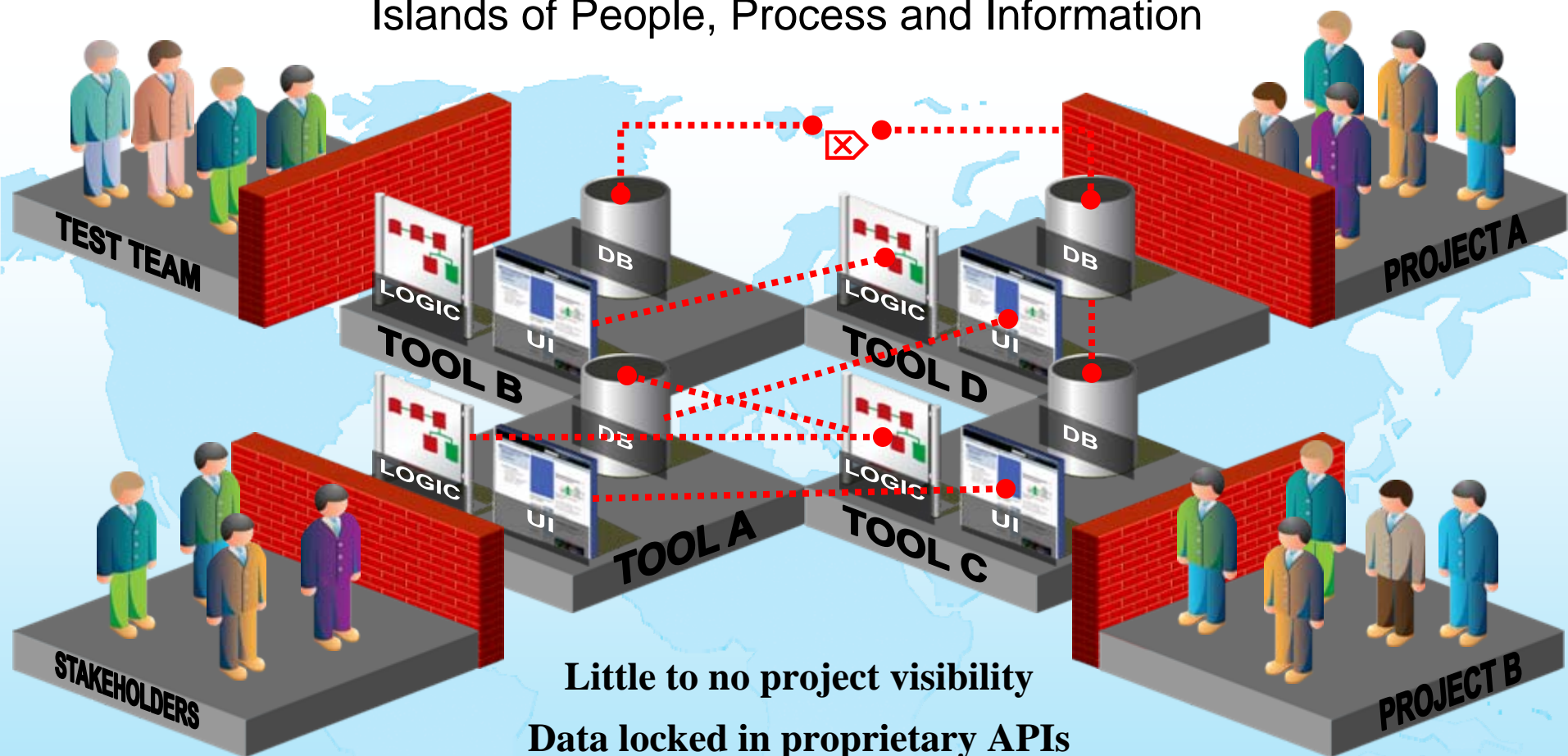
## Business and IT Agility: Balancing Resources to Support Business Innovation

*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**

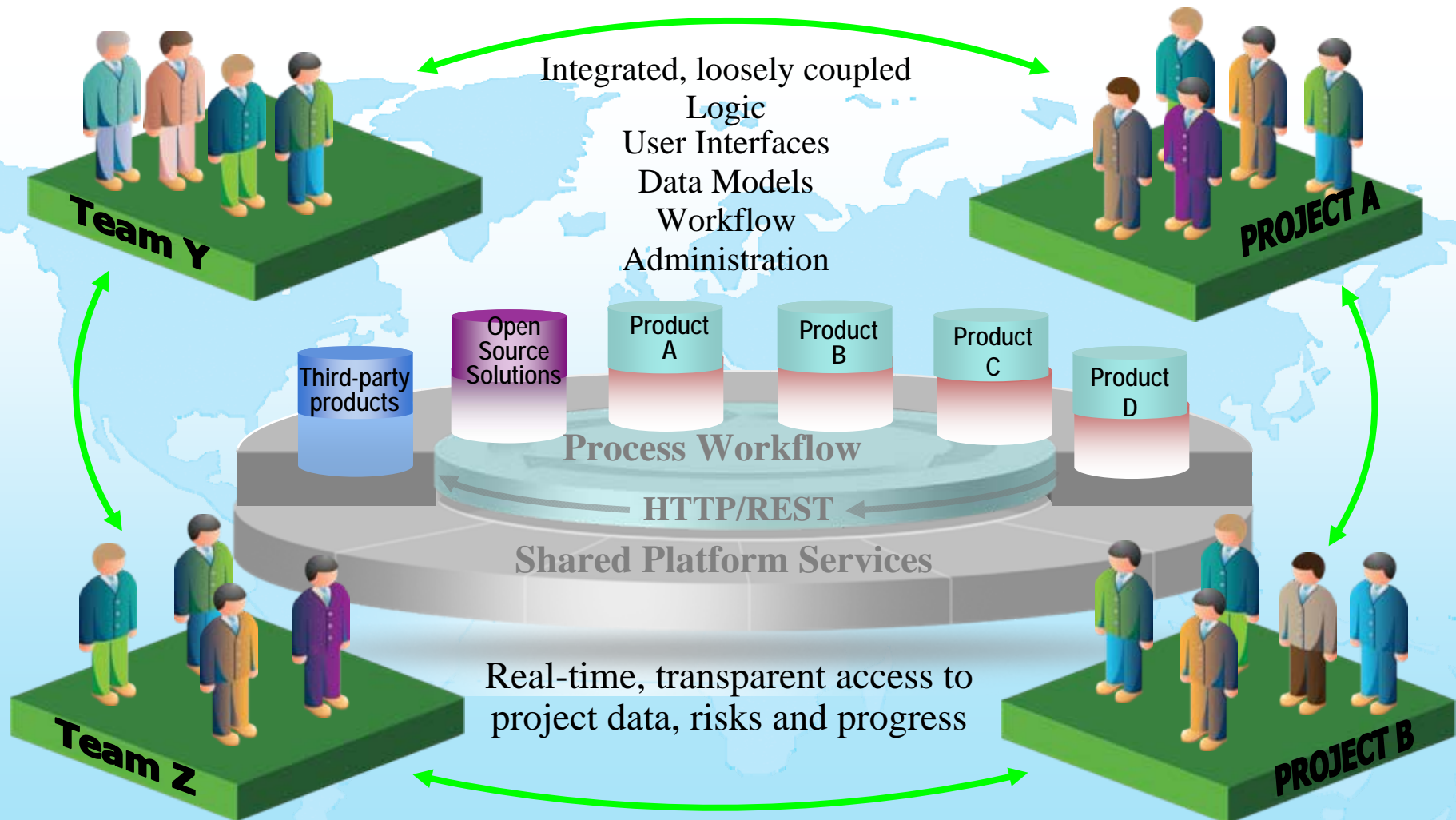
**Poor process and workflow integration**

**High maintenance and administration costs**

**Persistent functional, geographic and organizational silos**

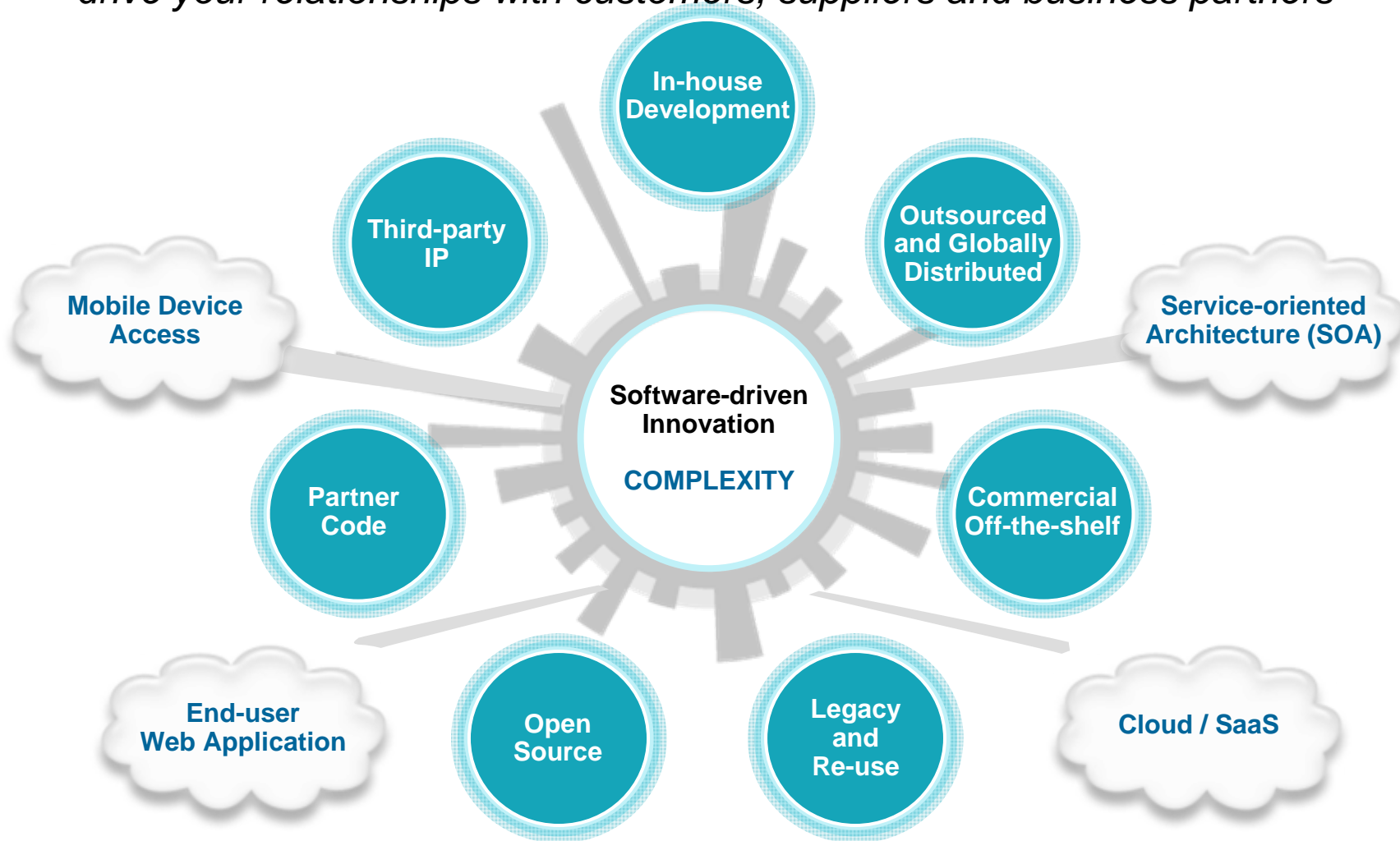


# Rational Collaborative Lifecycle Management Solution - A platform for software integration and collaboration





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*



# Agenda



1

Current market situation

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IBM Rational Collaboration Lifecycle Management

3

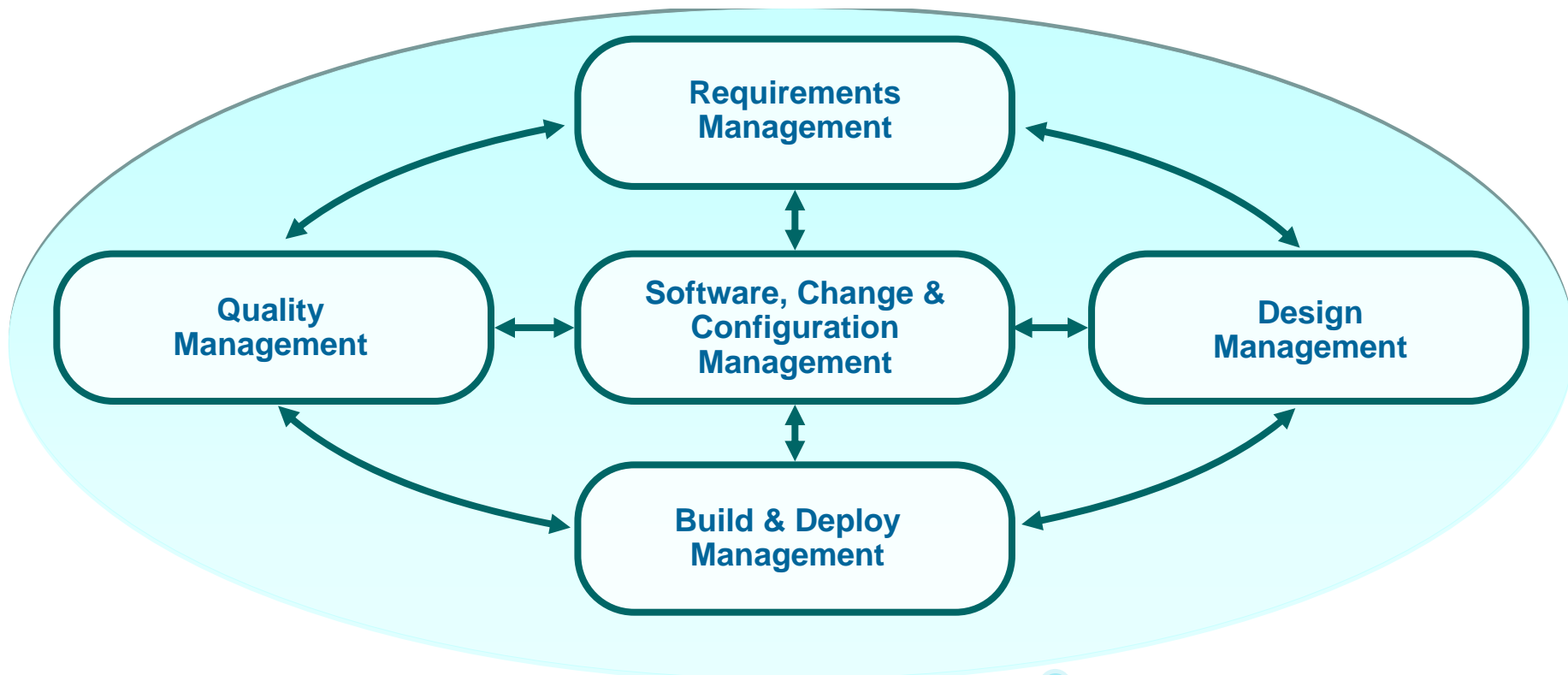
Delivering the 5 ALM imperatives

4

Proven results

# Rational Application Lifecycle Management (ALM)

*Modular, open and extensible*



# Agenda



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Current market situation

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IBM Rational Collaboration Lifecycle Management

3

Delivering the 5 ALM imperatives

4

Proven results

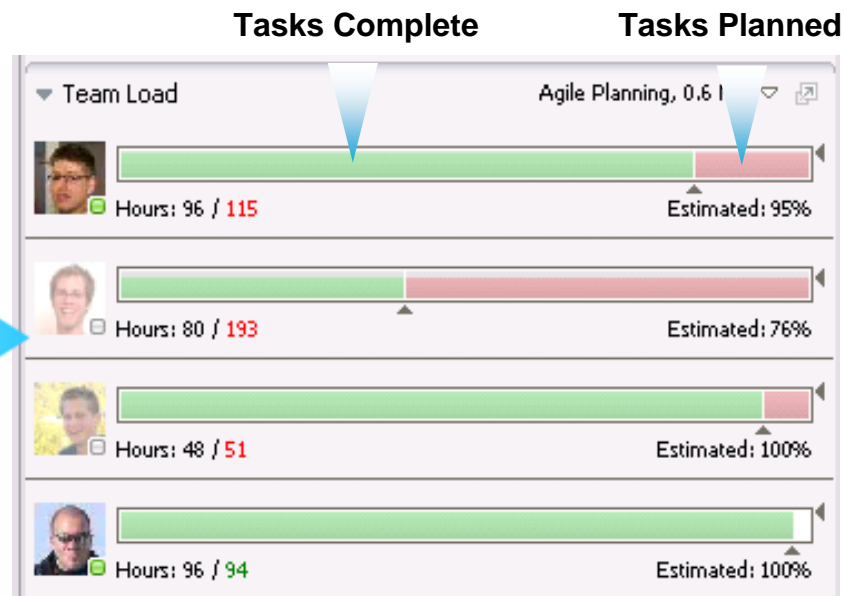
## Criteria for effective lifecycle management: ALM imperatives

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	Done	Assignee	Title	Changed Date	Done/Not Done
75	01/20/2009 9:34 AM		22 Jason Borch	Build failure - search failed	01/20/2009 9:34 AM	1
76	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Jspouts never started	01/20/2009 9:34 AM	1
78	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - AEMX comments to all public methods in our API	01/20/2009 9:34 AM	1
79	01/20/2009 9:34 AM		24 Ron Chenail	Build failure - worked at Jspouts	01/20/2009 9:34 AM	0
80	01/20/2009 9:34 AM		21 Stephanie Kahl	Build failure - get fails repeatedly	01/20/2009 9:34 AM	0
81	01/20/2009 9:34 AM		21 Stephanie Kahl	Build failure - build breaks on CUI	01/20/2009 9:34 AM	0
82	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Notification for failed build shows partially succeeded icon	01/20/2009 9:34 AM	0
83	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Show 'On Disk' checkbox for build and build build failure	01/20/2009 9:34 AM	0
84	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - 'Test Passed' checkbox failed to get the message on build success	01/20/2009 9:34 AM	0
85	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Deploy in Team Build does not show the progress bar	01/20/2009 9:34 AM	0
86	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - build contains a target with errors fully but no build log output, and the	01/20/2009 9:34 AM	0
87	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Add build method shows a build error message with duplicate	01/20/2009 9:34 AM	0
88	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - build did not build failed by an initial error 'index was outside the	01/20/2009 9:34 AM	1
89	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Build Agent & Controller status shown incorrectly in Team Foundation	01/20/2009 9:34 AM	1
90	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Build Details view - Name of build status not appears as 'System Admin'	01/20/2009 9:34 AM	1
91	01/20/2009 9:34 AM		24 Jason Borch	Error found building the user steps, notification Functioning	01/20/2009 9:34 AM	1
92	01/20/2009 9:34 AM		24 Jason Borch	Error found building the menu items view	01/20/2009 9:34 AM	1
93	01/20/2009 9:34 AM		24 Jason Borch	Error found building the menu selection screen	01/20/2009 9:34 AM	1
94	01/20/2009 9:34 AM		24 Jason Borch	Error found building the order with screen	01/20/2009 9:34 AM	1
95	01/20/2009 9:34 AM		22 Jason Borch	Missing frames in error	01/20/2009 9:34 AM	1
96	01/20/2009 9:34 AM		22 Jim Boyle	Check the all settings between items	01/20/2009 9:34 AM	1
97	01/20/2009 9:34 AM		21	Availability in error fields after saving	01/20/2009 9:34 AM	1
98	01/20/2009 9:34 AM		24 Ron Chenail	Choosing options leading to very confusing	01/20/2009 9:34 AM	1
99	01/20/2009 9:34 AM		21 Stephanie Kahl	Error found building the map view	01/20/2009 9:34 AM	1
100	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Tests that we've added passed on CopyDirectory activity are failing	01/20/2009 9:34 AM	0
101	01/20/2009 9:34 AM		24 Stephanie Kahl	Setting on items 'ID', doesn't work	01/20/2009 9:34 AM	1
102	01/20/2009 9:34 AM		24 Ron Chenail	Choosing options leading to very confusing	01/20/2009 9:34 AM	1
103	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Sync spaced build fails when build occurs in stopped while a build is	01/20/2009 9:34 AM	1
104	01/20/2009 9:34 AM		21 Stephanie Kahl	Build failure - source code failure in suite etc	01/20/2009 9:34 AM	1
105	01/20/2009 9:34 AM		22 Jim Boyle	Build failure - Remove the relative property from the default	01/20/2009 9:34 AM	1



## ✗ 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 Edit

Planned Items Links Snapshots Dashboard Notes

View As: Roadmap (3 items filtered) Add Work Item

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
	if 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: 6 days

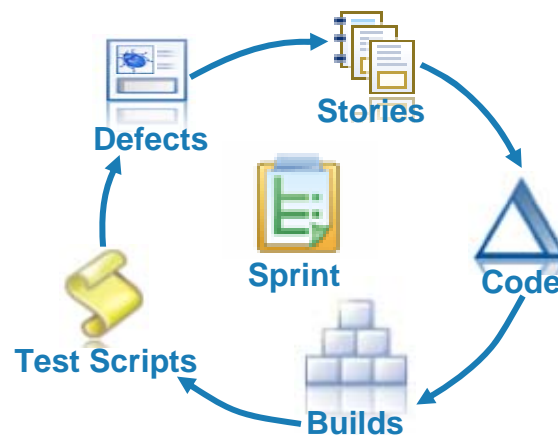
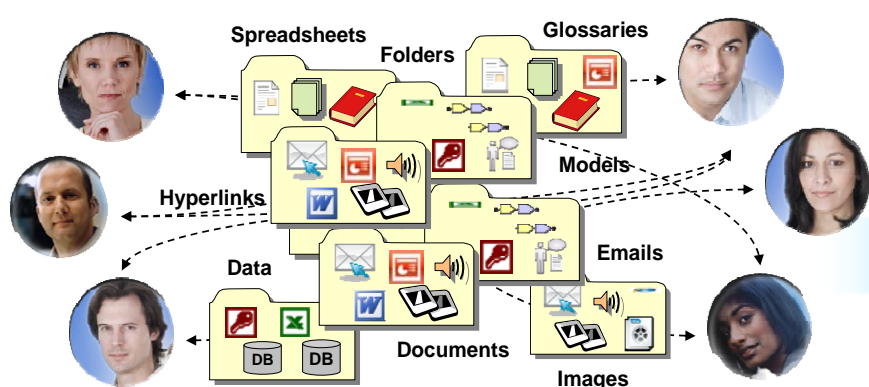
Plan Details

Planned Items Links Snapshots Dashboard Notes

View As: Planned Time

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

Work Item

Quality Dashboard | Execution Result

### 15: Donor dividend allocation conforms to stated criteria\_Firefox\_DB2\_WAS\_Windows

Result Overview | History

Action:  → State: Draft

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

Test Plan: 1: JKE Banking Sprint 1  
Test Milestone: Execution  
Start Time: May 11, 2011 4:53:31 PM

Test Case: 16: Donor dividend allocation conforms to stated criteria  
End Time: May 11, 2011 4:54:46 PM

Test Script: JKE Banking Login  
Total Run Time: 1 min 16 sec

Test Data: Unassigned  
Build: Unassigned  
Weight: 100

#### Result Details

Steps	Execution
	1

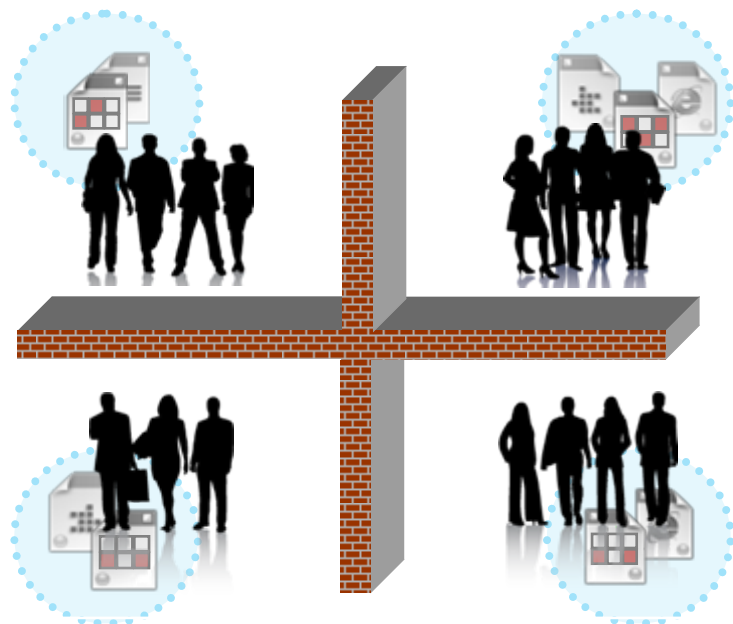
- Passed
- Failed
- Blocked
- Inconclusive
- Error

Related Defects

Related Sites

- IBM Rational
- IBM Rational Qua

## Imperative 3: In-Context collaboration

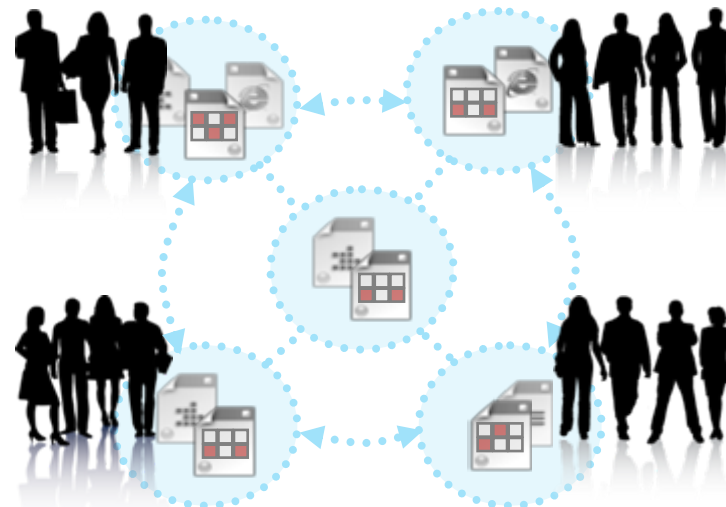


**✗ Don't**

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 place #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

Page size: 20

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

Found 9 work items - Stories (current sprint)

Id	Status	P	Story Points	Summary	Owned By
55	New	13 pts	13 pts	Frequency of dividend transfer	Deb
59	Implemented	8 pts	8 pts	Requests sent in form of email	Marco
60	New	3 pts	3 pts	<b>Organization must identify how much money is desired</b>	Marco
62	New	1 pt	1 pt	Organizations may apply with an initial request	Marco
64	In Progress	2 pts	2 pts	Customers can Nominate an Organization	Deb
66	New	1 pt	1 pt	Organization must provide justification for why funds are needed	Marco
69	New	2 pts	2 pts	Organizations can Apply	Marco
70	In Progress	5 pts	5 pts	<b>Donor Dividend Allocation Criteria</b>	Deb
71	New	1 pt	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 Lotus Connections user interface, illustrating how a professional environment can be extended with social networking features.

**Top Panel: Call Center Overview**

- Navigation: Project Dashboards - Work Items - Plans - Source Control - Builds - Reports
- Current View: Overview | 1.0 Planning | 1.0 Development | 1.0 Testing
- Section: Call Center

**User Profile: Bernie Coyne**

- Name: Bernie Coyne
- User ID: bcoyne
- Email: coyneb@us.ibm.com
- Job Title: Market Mgr
- Office Number: 781-323-5187
- Profile Links: Profile, Blogs, Bookmarks, Communities, Activities, Wikis, Files

**Right Panel: Profiles & Network Status Updates**

- Search by Keyword
- View: Network Status Updates
- Update 1: Christopher Scott Lamb Today 10:21 AM: Come to Lotusphere 2011 to hear about Connecting Developers and Community with Rational Jazz and Lot... more
- Update 2: Coyne Sunday 8:53 PM: Started this cool android app project
- Update 3: Coyne Sunday 8:24 PM: Working on great new project check it out here: <https://bcoyne.ibm.com:9443/ccm/web/projects>

**Bottom Panel: Task 233**

- Summary: Add new Android support
- Buttons: Overview | Links | Approvals | History
- Attachments: Add File: [Browse...]
- Links: Add: Related
- Related Artifacts: Lotus Connections activity - adding new Android app

**Post To Social Network Dialog**

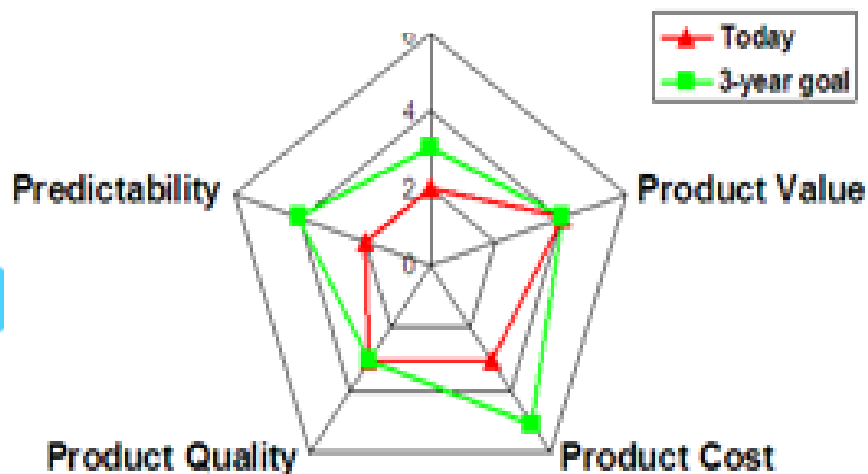
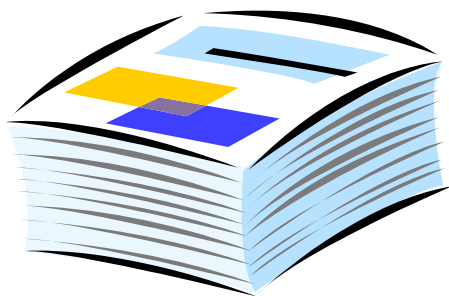
- Post to: Blog - Call Center (Change)
- Summary: Add new Android support
- Text: Starting Android project - need help
- Buttons: Insert link | Insert summary | Cancel | Post

**Subscribers**

- Subscribers: Bernie Coyne



# 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.

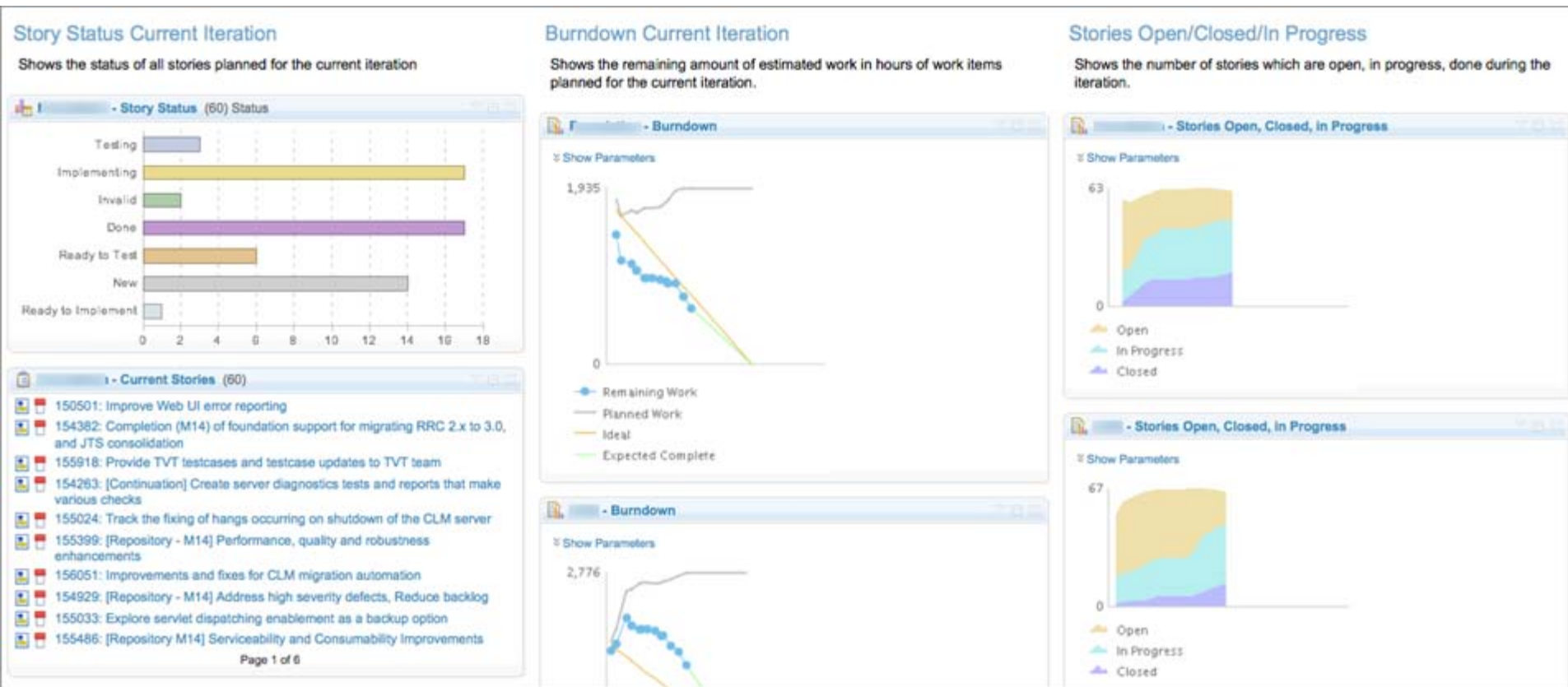
Conduct retrospectives to discover what worked, what didn't work, and how you can improve.

## From In Process (Team) To Executive Value

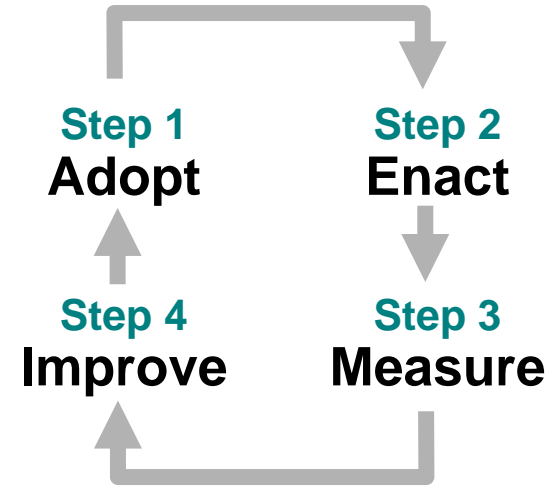
### *Appropriate Metrics for Each Management level*

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

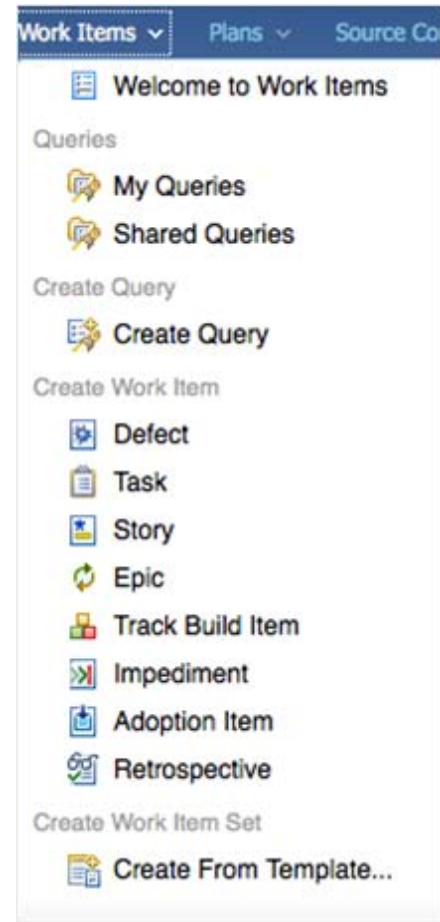
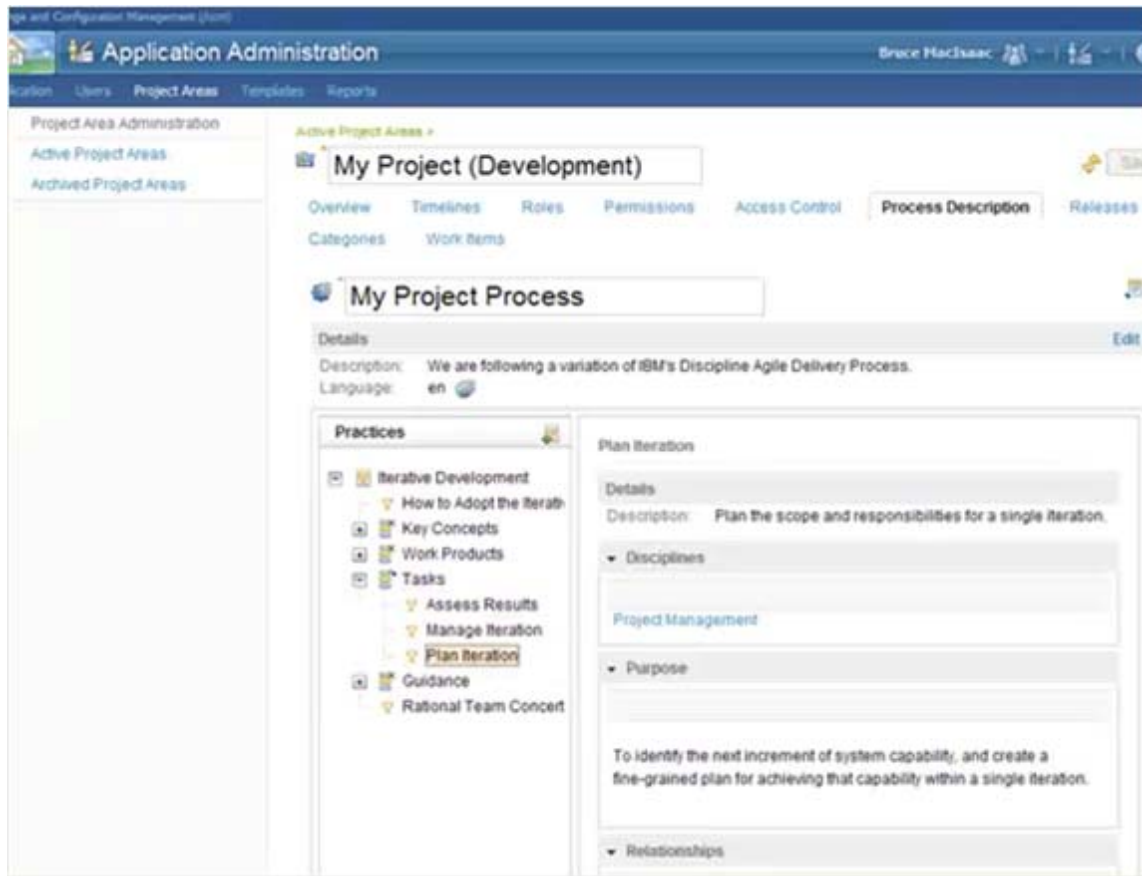
Use a tool that can 'enact' your process definition and guide the team toward the desired result.

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)'. It displays a list of retrospectives with columns for Id, Status, Summary, Filed Against, Planned For, and Actions. Item 31, 'Retrospective for Sprint 1', is highlighted as 'Done'.

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			

**31: Retrospective for Sprint 1**

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!

[Show More](#)



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# Business results

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

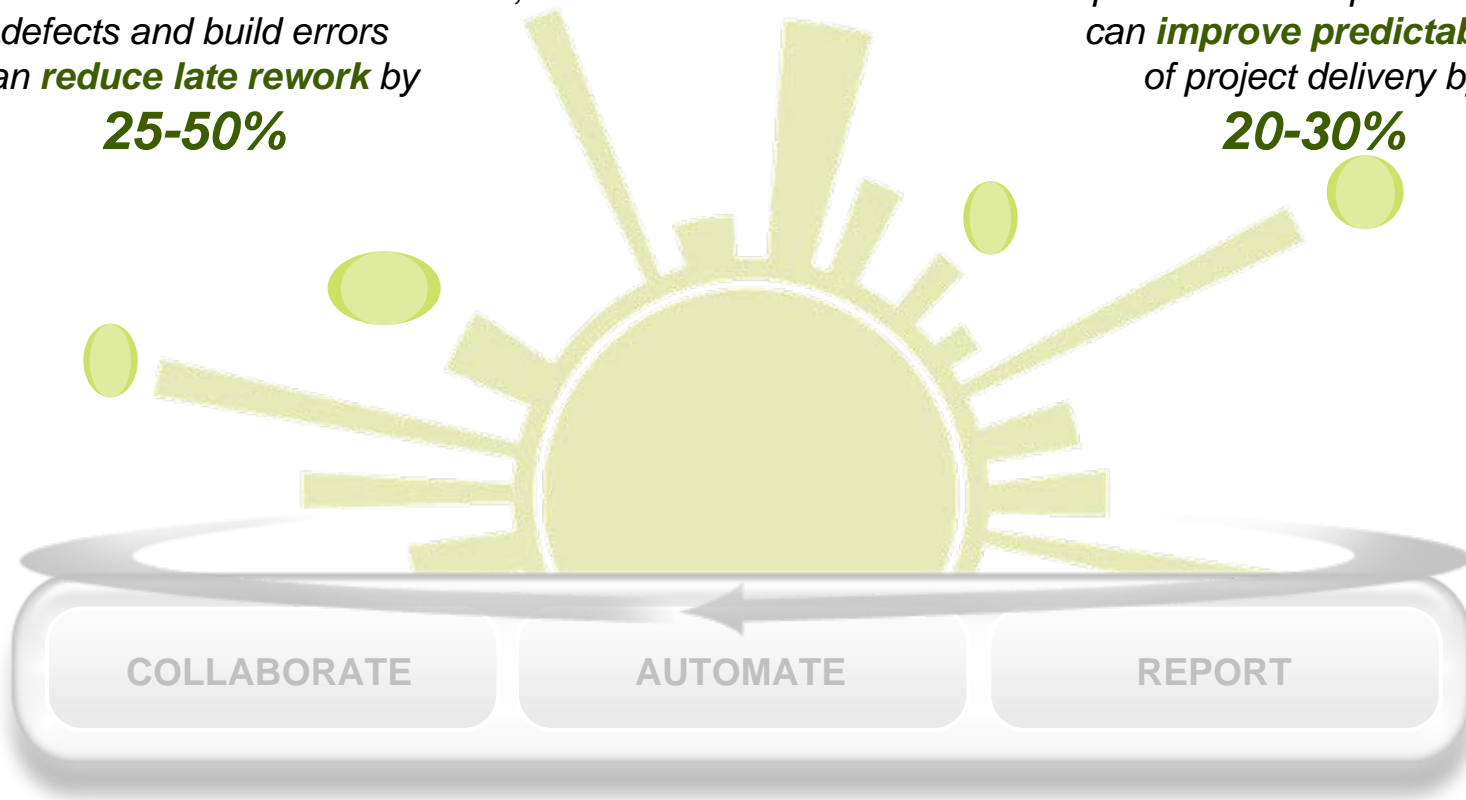
**5-10%**

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

*Measured improvement*

*Instructor-led Agile workshops*

*Deployment services*

*Online training courses*

*Product Adoption Quick starts*

*Rational Training and Certification courses*

*Process tailoring*

*Software support*

*Agile practices*

*Accelerated Value Program*

Best Practices and methodology

Technical Services

Training and Mentoring

World-class Support

## 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.

- **Optimize**

Track and measure progress across multiple teams, tools and geographies by leveraging the real-time instrumentation of the software lifecycle.



***Collaborate***

***Automate***

***Report***



*Helping customers improve the value and performance of their investments in software as strategic business assets*



<https://jazz.net>

*Creating a higher-fidelity connection to our customers*

**Suppose we did our development out on the Internet?**

Home About Jazz Roles Projects Downloads Forums Library Development Community

**jazz** COMMUNITY SITE

We're building a new generation of products to make software and systems development more collaborative, productive, and enjoyable

**Rational Team Concert 3.0 is here!**

Any plan, any server, any process! With a single release for all platforms, including z/OS and Power, new client-based pricing, and flexible server deployment options, you can easily mix and match licenses to suit your environment. Free for up to ten developers!

[What's new in 3.0? Read our blog >](#)  
[Learn about Rational Team Concert >](#)  
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# Mobile App Question

QN: In the Nov 2010 MarketScope report for Application Life Cycle Management, Gartner rated IBM as

- A. Promising
- B. Strong Positive
- C. Positive



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