

Software drives today's innovation for a smarter planet

Transforming the way we live, work, and play



What is required to monitor and improve your software delivery capability?



Some reporting terminology

- **Reporting** is a general term that has several related aspects
- **Development Intelligence** refers to the application of Business Intelligence techniques to development data
 - ▶ Report authoring tools are used to define the output presentation
 - ▶ The result often contains charts, graphs, tables, cross-tabs, gauges, dashboards, etc.
 - ▶ e.g. **Rational Insight** supports development intelligence
- **Document Generation** refers to the automatic creation of documents from development data based on templates
 - ▶ The documents are often deliverables, e.g. a Requirements Specification
 - ▶ The output is normally Word or PDF
 - ▶ e.g. **Rational Publishing Engine** supports document generation



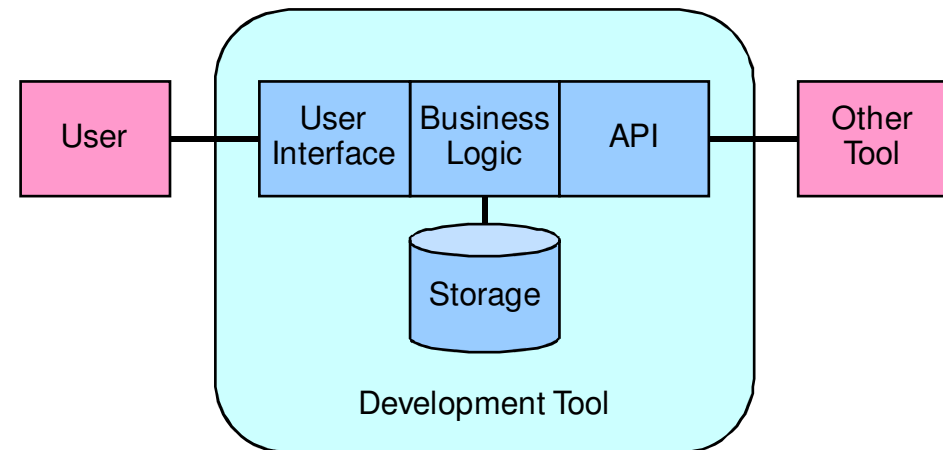
Why reporting is challenging

- Organizational process/unity
 - ▶ Different departments, different processes
 - ▶ Roll-up of data doesn't compare well
 - ▶ Lack of visibility into organization metrics
- Various disparate data sources
- Individual product reporting
 - ▶ Lack of functionality/customization
- Training & Resources
 - ▶ \$\$\$



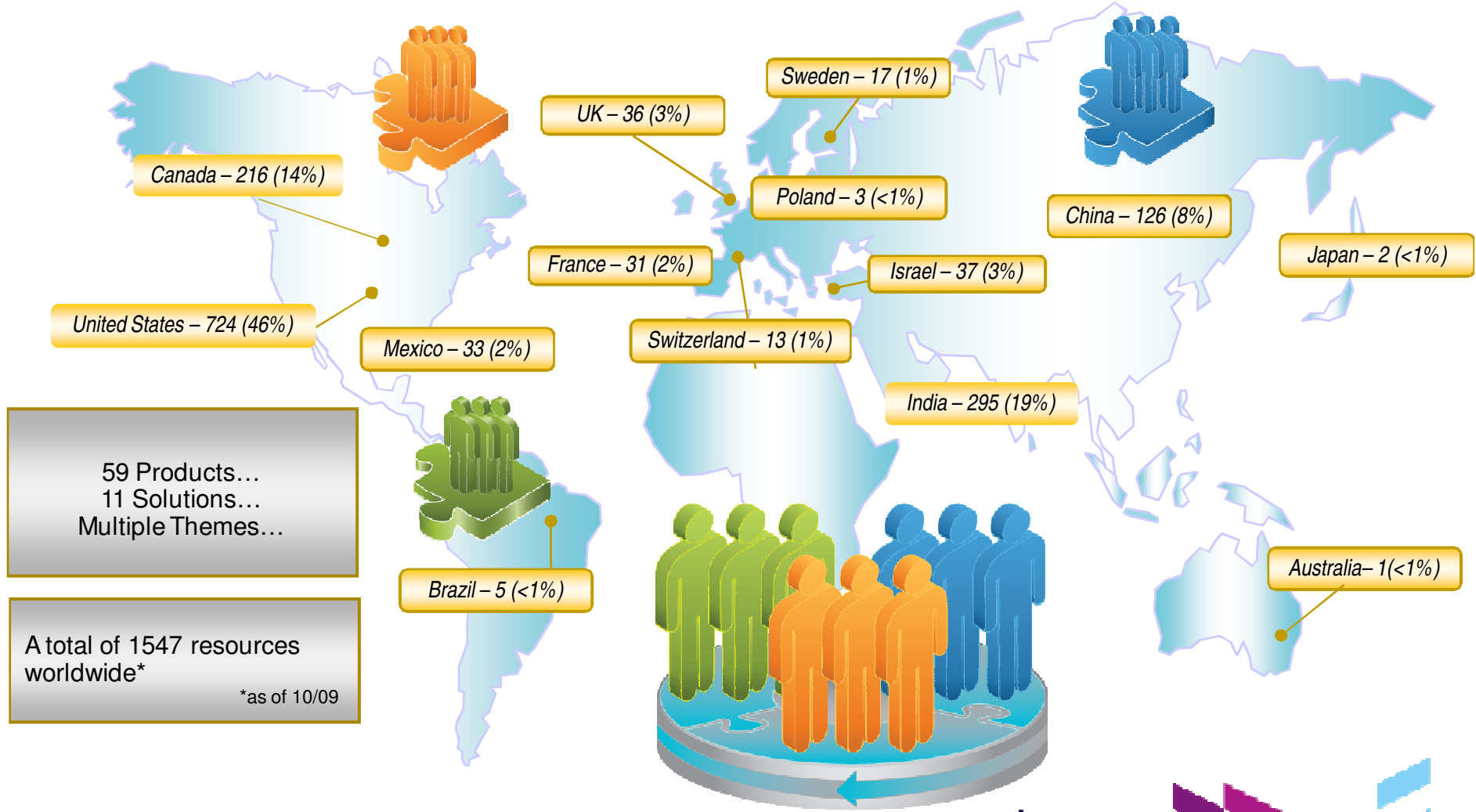
Why reporting is challenging – cont'd

- Most development tools have the architecture of a transaction processing application
- The tool “hugs” its data by guarding it with a highly controlled API to preserve data integrity and hide implementation details
 - ▶ API is normally proprietary
 - ▶ Implementation may change from release to release
- The physical design of storage is optimized for fast updates and simple queries required by the user interface
 - ▶ There is minimal indexing since that slows updates
 - ▶ Complex queries often run very slowly
- Most data resides in disparate silos...
 - ▶ Cross-product queries are not natively supported

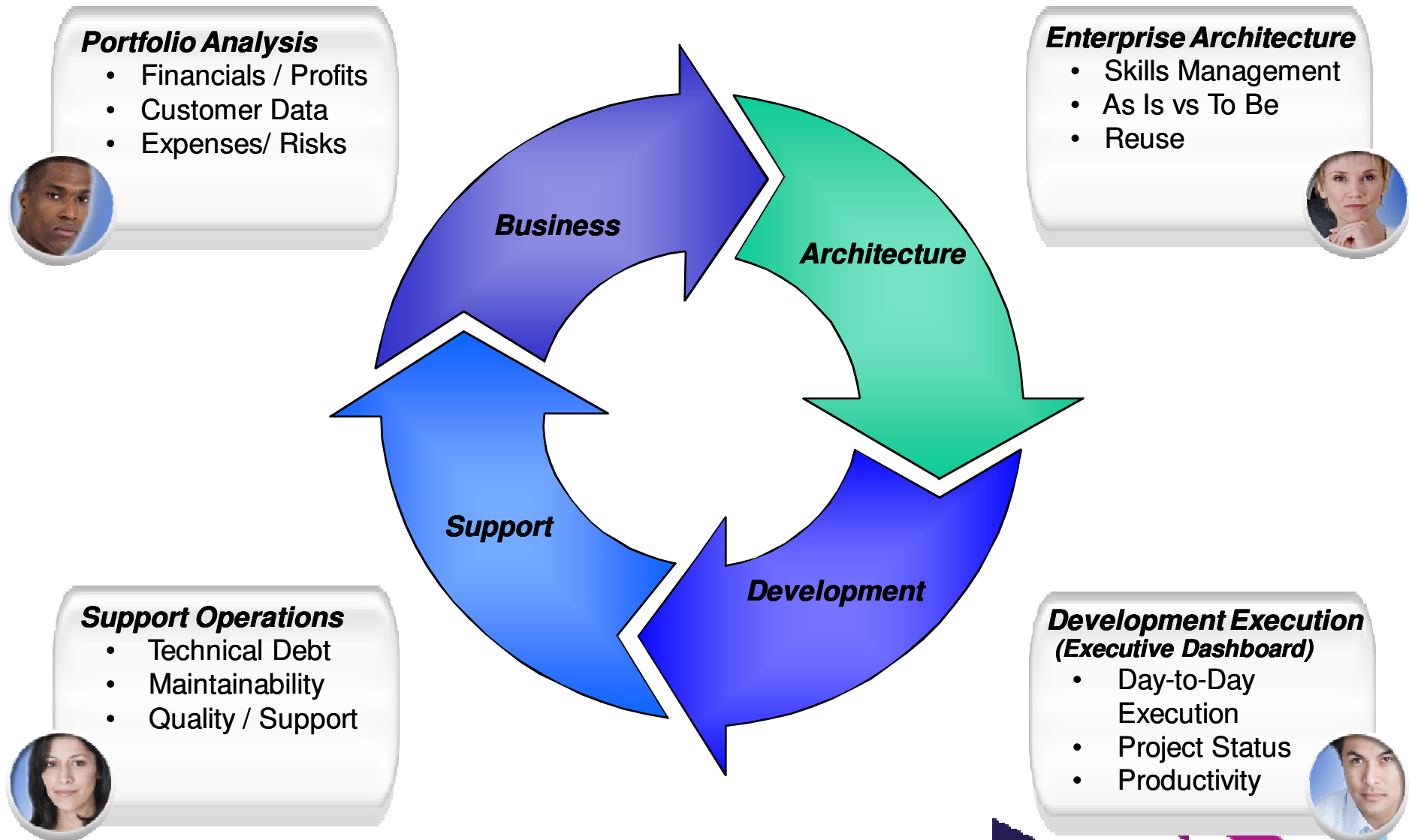


The global IBM Rational core development team

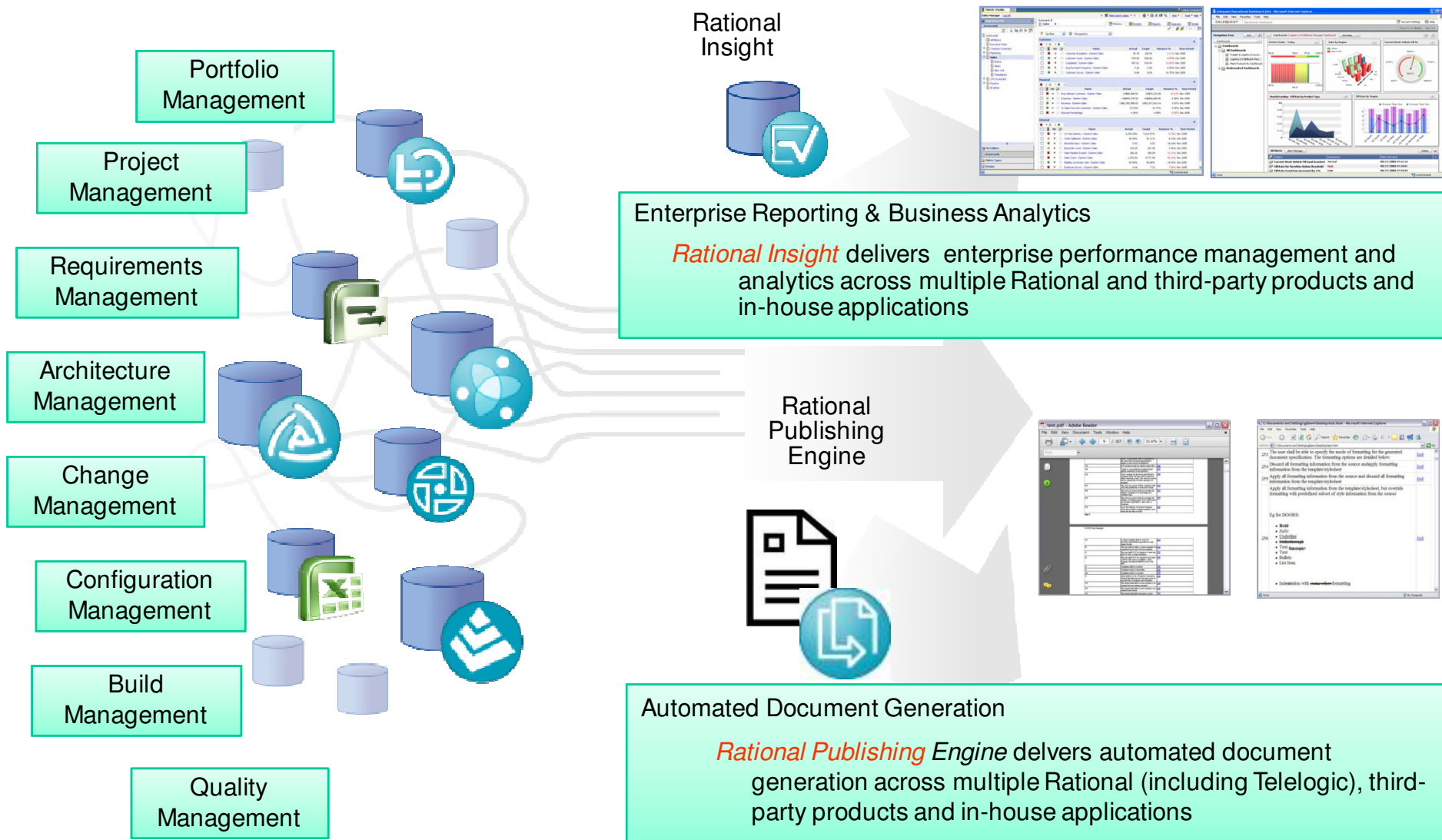
Our challenges are the same as our customer's challenges...



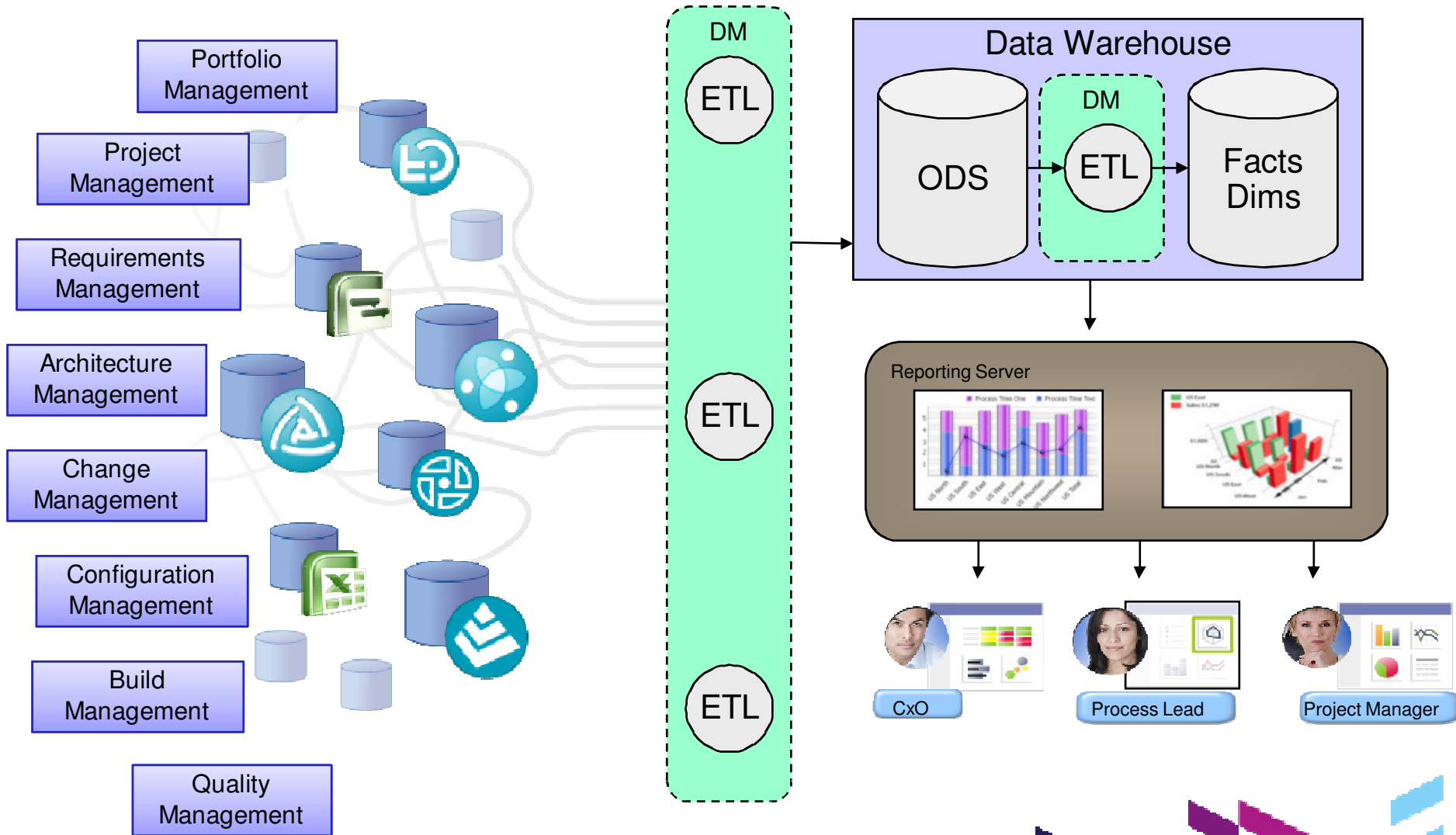
Gain Holistic View of Disparate Information – Rational Insight



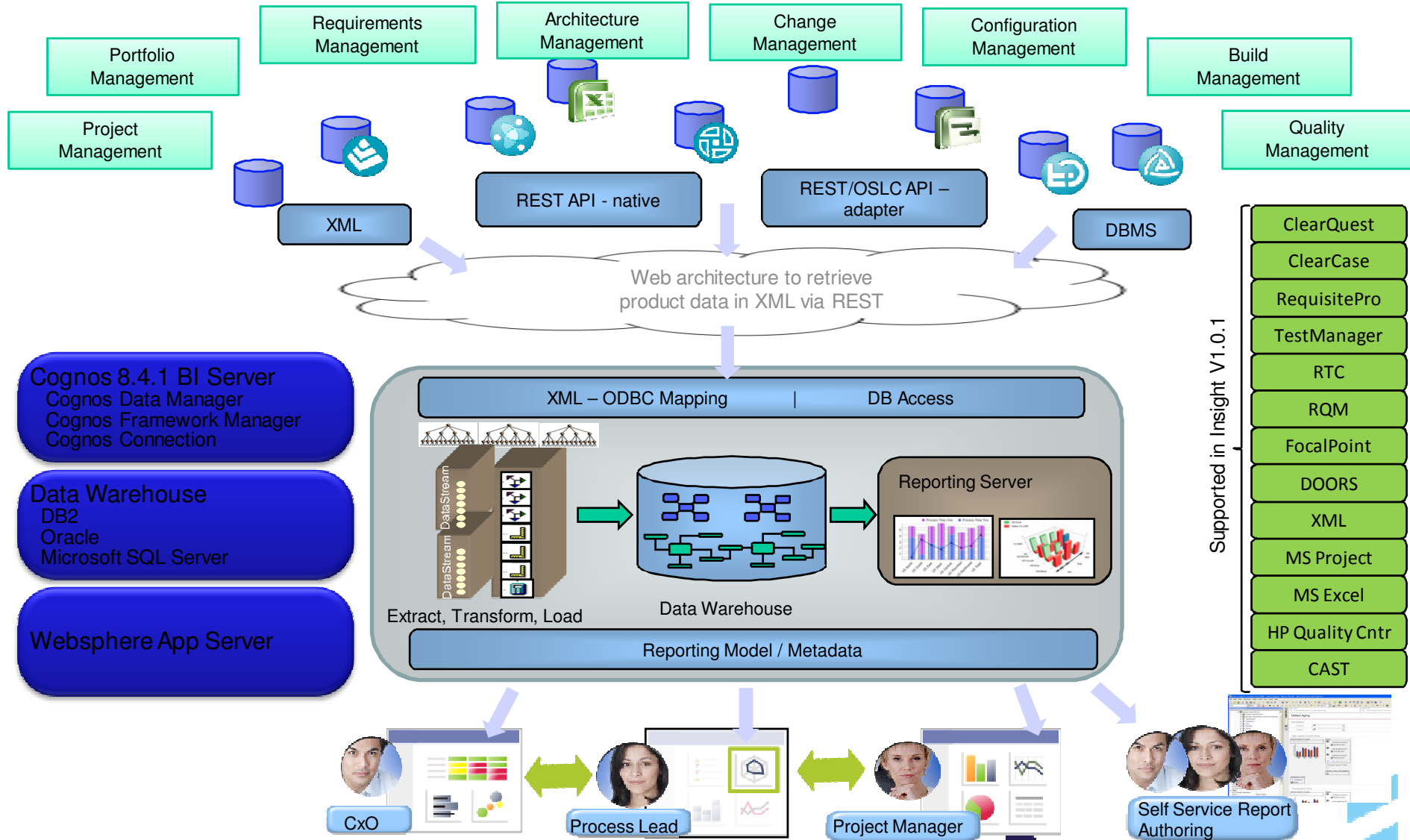
Providing the right information at the right time...



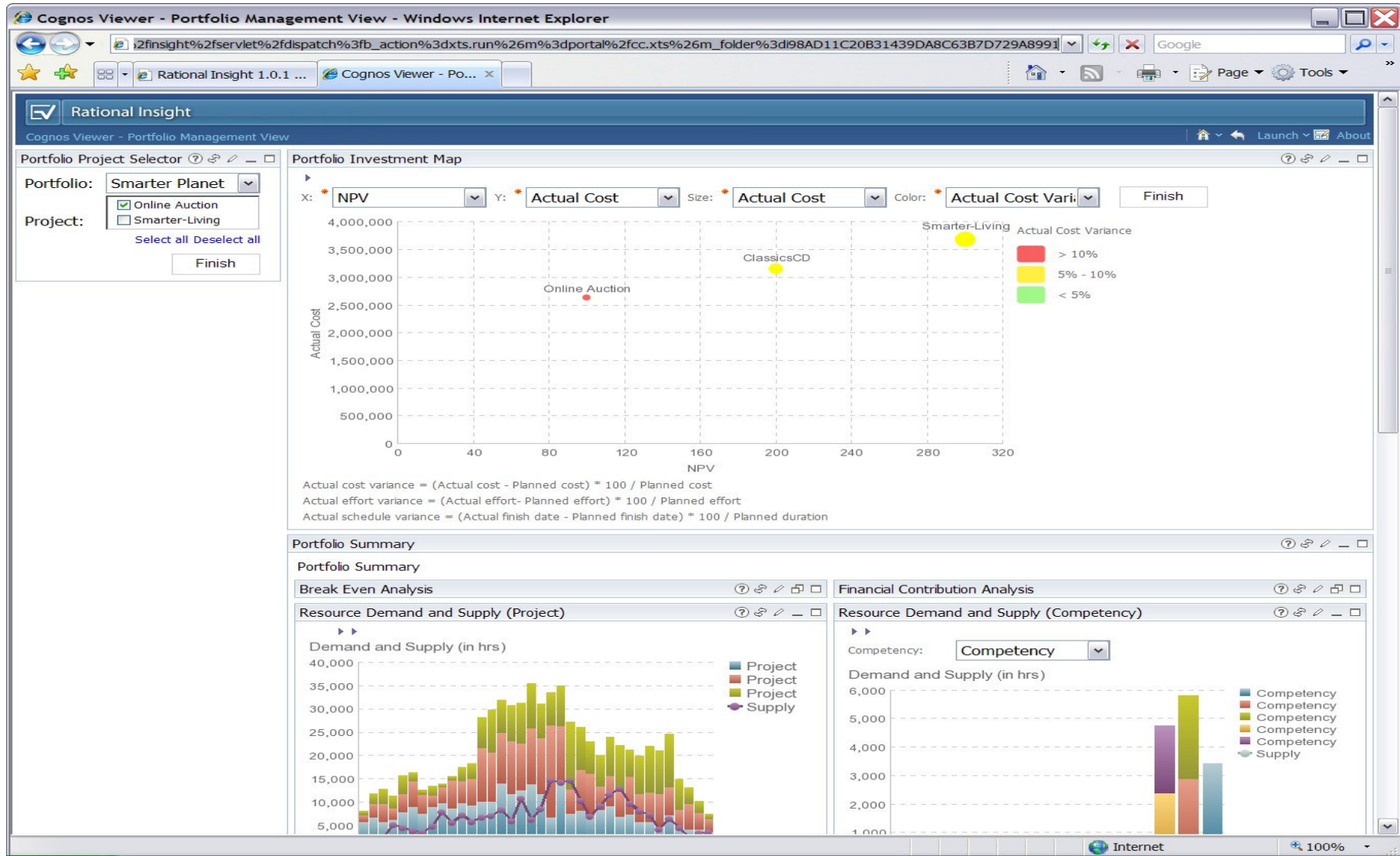
Rational Insight data warehouse reporting



Rational Insight High-Level Architecture



Insight Portfolio Management Dashboard



Insight Project Management Dashboard

| Product Health for Defect | | | | | | | | | | | | | |
|---------------------------|------------------|-------------------------|---------|------|---------|-----|---------|-----|---------|----------------|--|--|--|
| Products: | Current Version: | DS1(Targets vs Actuals) | | DS2 | | DS3 | | DS4 | | Overall Status | | | |
| Rational Insight | * 1.0.1 | 100% | 100.00% | 100% | 97.71% | 70% | 84.79% | 70% | 67.50% | 88.42% | | | |
| Rational ClearQuest | * 7.1.1 | 100% | 91.67% | 100% | 71.66% | 70% | 70.90% | 70% | 80.70% | 64.61% | | | |
| Rational ClearCase | * 7.1.1 | 100% | 97.30% | 100% | 90.70% | 70% | 90.15% | 70% | 85.71% | 70.16% | | | |
| Rational BuildForge | * 7.1.1 | 100% | 100.00% | 100% | 100.00% | 70% | 100.00% | 70% | 100.00% | 86.83% | | | |

| Product Health for Enhancement | | | | | | | | | | | | | |
|--------------------------------|------------------|-------------------------|---------|------|--------|-----|--------|-----|---------|----------------|--|--|--|
| Products: | Current Version: | DS1(Targets vs Actuals) | | DS2 | | DS3 | | DS4 | | Overall Status | | | |
| Rational Insight | * 1.0.1 | 100% | 100.00% | 100% | 67.86% | 70% | 76.24% | 70% | 33.33% | 72.98% | | | |
| Rational ClearQuest | * 7.1.1 | 100% | 40.00% | 100% | 38.89% | 70% | 45.45% | 70% | 100.00% | 42.11% | | | |
| Rational ClearCase | * 7.1.1 | 100% | 0.00% | 100% | 0.00% | 70% | 33.33% | 70% | 100.00% | 16.67% | | | |
| Rational BuildForge | * 7.1.1 | 100% | 100.00% | 100% | 13.33% | 70% | 13.33% | 70% | 0.00% | 11.11% | | | |



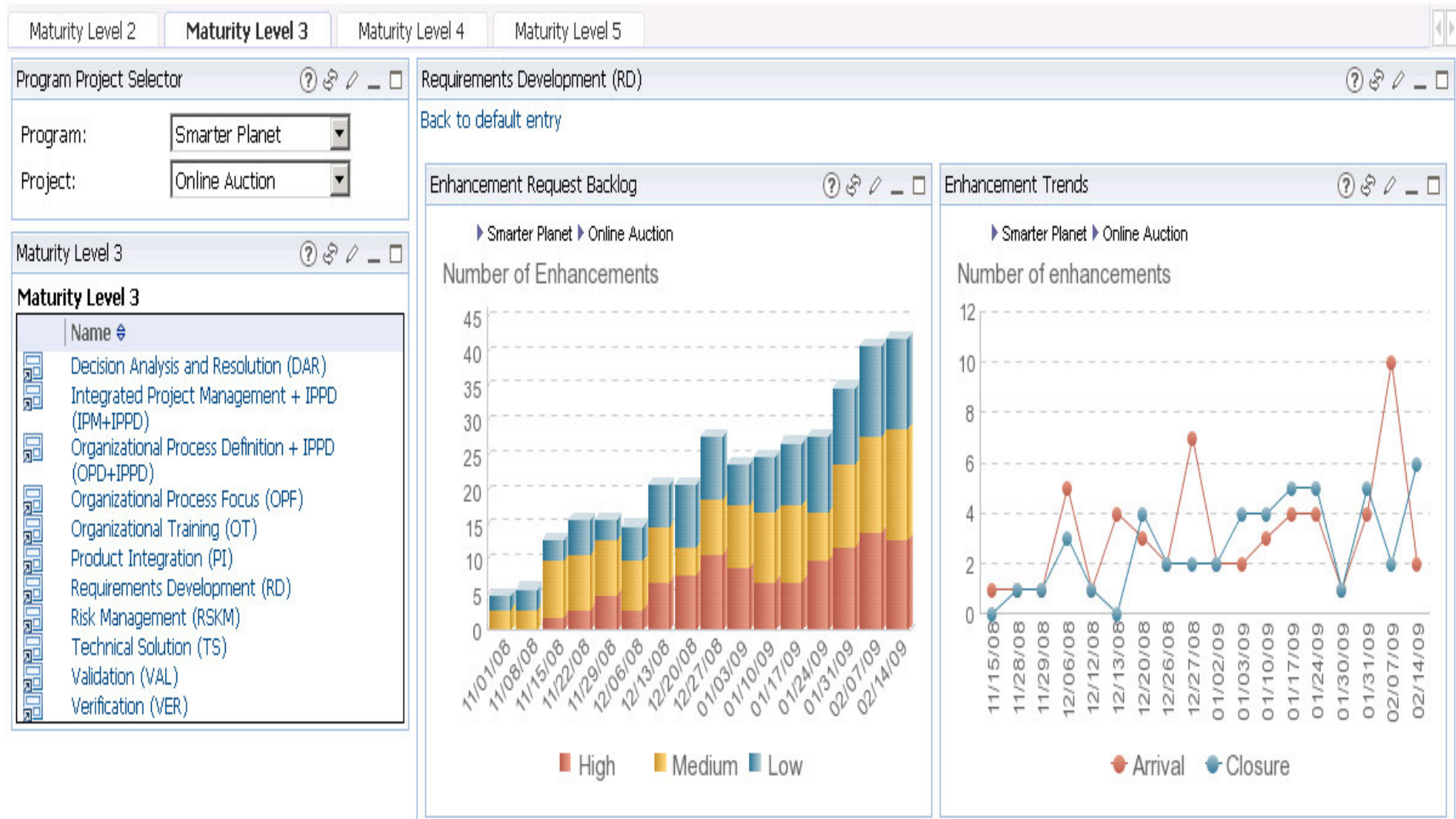
Over 90% planned tasks are completed, marked status as **GREEN**

Completed tasks less than 70%, mark status as **RED**

Planned tasks completed rate is 70% to 90%, mark status as **YELLOW**

Work item Target vs Actual status shows project health

Insight CMMI Integration Dashboards and Reports



Project Health Scorecards

Project Health

| Project | Overall Health | <u>Reducing Time-to-Value</u> | <u>Improving Quality</u> | <u>Improving Customer Satisfaction</u> |
|----------------|----------------|-------------------------------|--------------------------|--|
| ClassicsCD | | | | |
| Online Auction | | | | |
| Smarter-Living | | | | |

About This Report

The Scorecard report monitors the overall health of your projects based on three objectives: reducing time-to-value, improving quality, and improving customer satisfaction. Reducing time-to-value measures how effective you are in reducing the time it takes from when a project begins development to when the project is considered valuable to the business. Improving quality measures your projects based on stability, functional completeness, and so on. Improving customer satisfaction tracks whether clients will be happy when using your product. One example is your responsiveness to client requests. In general, you want all performance indicators to be green and to have an upward trend. A red indicator means that a metric has exceeded the tolerance level, and certain aspects of your project are at risk. A downward trend indicates that a problem might be developing. It is advisable to investigate the potential issue now, rather than to wait for it to become a real problem. Click on any objective or performance indicator to drill through to another report that shows you the metrics that support the objectives.

Project Management - Details

Defects List for 1.0.0.2

| Total Requests | | Blocker | Critical | Major | Minor | Normal | Grand Total |
|----------------|---------|-----------|-----------|------------|-----------|------------|-------------|
| Closed | Invalid | 9 | 11 | 51 | 9 | 97 | 177 |
| | Valid | 16 | 28 | 139 | 17 | 325 | 525 |
| New | Valid | | | | | 1 | 1 |
| Reopened | Valid | | | 1 | | | 1 |
| Resolved | Valid | 1 | | 3 | 1 | 25 | 30 |
| | Invalid | | | 1 | 1 | 8 | 10 |
| Total | | 26 | 39 | 195 | 28 | 456 | 744 |

Defects List For 1.0.0.1

| Total Requests | | Critical | Major | Minor | Normal | Grand Total |
|----------------|---------|----------|----------|----------|-----------|-------------|
| Closed | Valid | 1 | 4 | 2 | 5 | 12 |
| | Invalid | | 1 | 1 | 4 | 6 |
| Resolved | Invalid | | 1 | | 2 | 3 |
| | Valid | | 1 | | 1 | 2 |
| Total | | 1 | 7 | 3 | 12 | 23 |

| Total Requests | | DS1 | DS2 | DS3 | DS4 | Total |
|----------------|----------|-----------|------------|------------|-----------|------------|
| New Created | Deferred | 0 | 2 | 1 | 0 | 3 |
| | Fixed | 43 | 134 | 316 | 15 | 508 |
| | Invalid | 19 | 47 | 89 | 8 | 163 |
| | | 62 | 183 | 406 | 23 | 674 |
| Backlog Items | Fixed | 1 | 7 | 21 | 2 | 31 |
| | Invalid | 0 | 3 | 12 | 2 | 17 |
| | | | 1 | 10 | 33 | 4 |

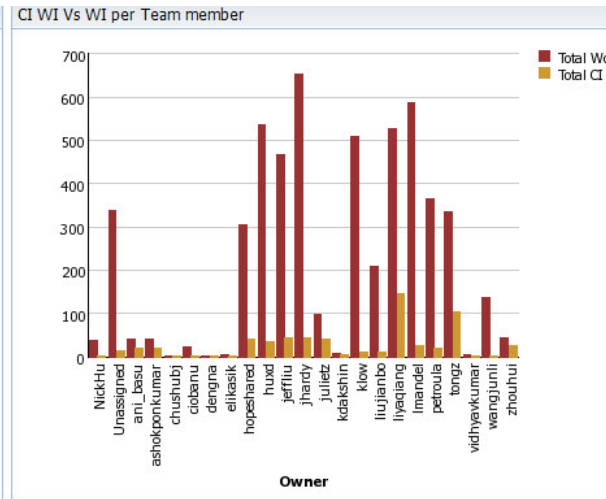
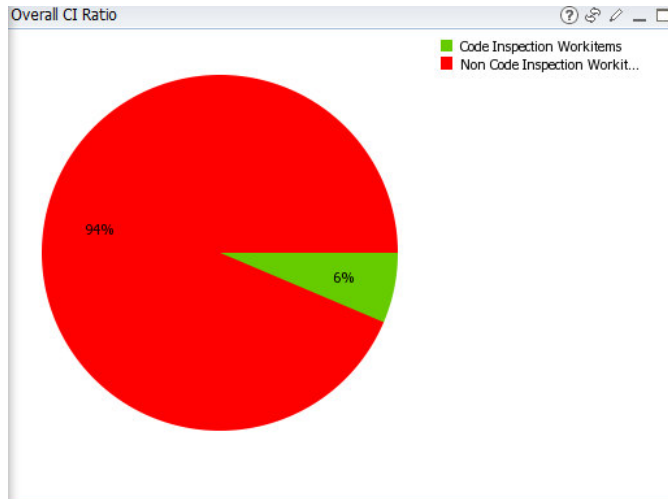
| | DS1 | DS2 | DS3 | DS4 | Total |
|---|---------|------------|------------|------------|------------|
| Validity of Newly Discovered Defects | 69.35% | 0.7431694 | 0.78078818 | 0.65217391 | 0.75816024 |
| Repair Rate for New Defects | 100.00% | 0.98529412 | 0.99684543 | 1 | 0.99412916 |
| Overall Repair Rate | 100.00% | 0.9862069 | 0.99715909 | 1 | 0.99464286 |
| Total Fixed | 45 | 143 | 351 | 18 | 557 |

Releases: * 1.0.0.2

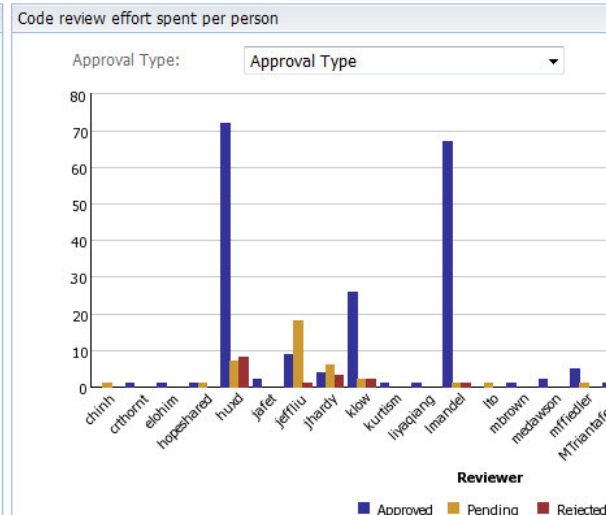
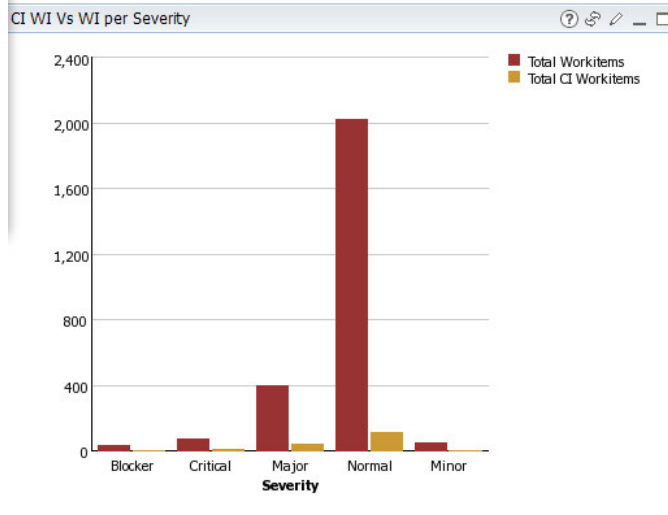
| | Total | DS1 | DS2 | DS3 | DS4 | DS1-DS4 |
|----------------------------|-------|--------|--------|--------|--------|---------|
| Target % | 717 | 100% | 100% | 80% | 80% | 90% |
| % Closed | 662 | 98.41% | 97.84% | 89.39% | 88.46% | 92.33% |
| % Closed + Resolved | 673 | 98.41% | 98.38% | 91.65% | 88.46% | 93.86% |

Current/backlog defects number shows project status

Code Review Metrics



- ✓ Improve Product Quality
- ✓ Discover un-transplantable code
- ✓ Found Potential Issues
- ✓ Gain batter design implement
- ✓ Improve Developer Skills



Insight has Many OOTB Dashboards and Reports...

The image displays three overlapping screenshots of the Rational Insight web application interface, demonstrating its Out-of-the-Box (OOTB) dashboards and reports.

Top Screenshot: Shows the main navigation pane with 'Public Folders' expanded to 'Dashboards by Category'. The list includes:

- CMMI Dashboards
- Executive Dashboards
- Performance Measurement Practices
- Portfolio Level Dashboards
- Program Level Dashboards
- Project Level Dashboards
- CMMI Process Areas by Capability L
- CMMI Process Areas by Maturity Le
- Executive View
- Performance Measurement Practices
- Portfolio Management View
- Program Management View
- Project Management View
- Project View

Middle Screenshot: Shows a sub-view for 'Performance Measurement Practices' with a list of dashboards:

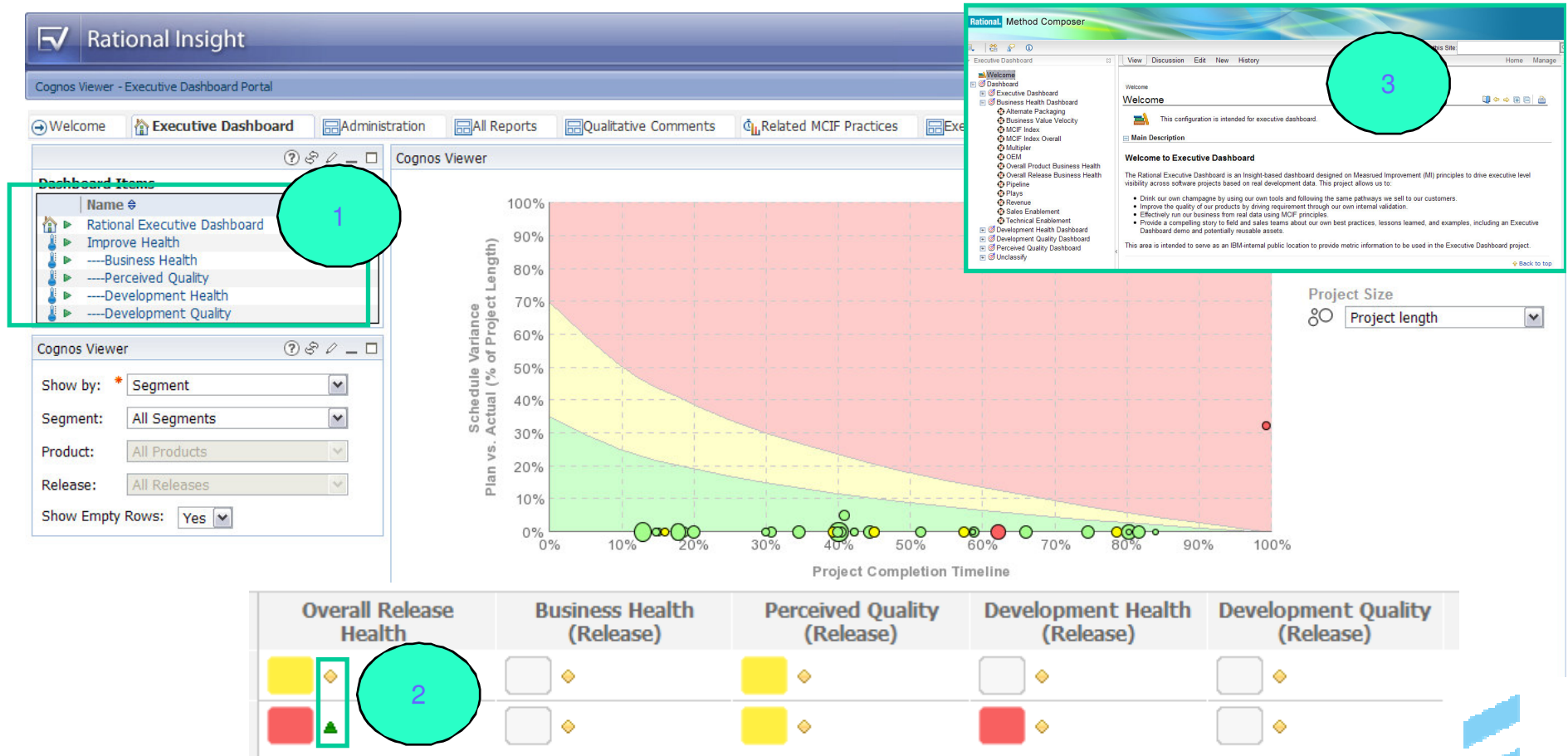
- Component Based Software Architecture
- Concurrent Testing
- Continuous Integration
- Design Driven Implementation
- Determine Application Modernization Stra
- Evolutionary Architecture
- Evolutionary Design
- Formal Change Management
- Independent Testing
- Iterative Development
- Optimizing Server Workloads
- Release Planning
- Requirements Management
- Team Change Management
- Test Driven Development
- Test Management
- Use Case Driven Development
- User Story Driven Development
- Whole Team

Bottom Screenshot: Shows a sub-view for 'Project Level Dashboards' with a table of reports:

| Name | Modified | Actions |
|-------------------------|-----------------------------|---------|
| Productivity | October 15, 2010 7:05:44 PM | More... |
| Requirement | October 15, 2010 7:07:09 PM | More... |
| Stakeholder Requirement | October 15, 2010 7:05:41 PM | More... |
| Quality | October 15, 2010 7:07:56 PM | More... |
| Defect | October 15, 2010 7:07:22 PM | More... |
| Defect Detection | October 15, 2010 7:05:52 PM | More... |
| Defect Prevention | October 15, 2010 7:05:39 PM | More... |
| Project Detail | October 15, 2010 7:06:09 PM | More... |
| Project Summary | October 15, 2010 7:06:42 PM | More... |

Measured Improvement Realized in Executive Dashboard

1. **Assess:** Where are we now? (Against standard business/operational objectives)
2. **Steer:** Where are we going? (Based on trending data)
3. **Act:** How do we adjust course? (Suggested practices)



Cognos Viewer - Executive Dashboard Portal - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://rww-in074.swg.usma.ibm.com:9080/insight/servlet/dispatch?b_action=dashboard&pathinfo=/cm&frag-header=true&path=%2fcontent

Cognos Viewer - Executive Dashboard Portal

Krista D. Meyer Log Off Launch About

Welcome Executive Dashboard All Reports Related MCIF Practices IBM Practices Lotus Connections Community Administration Corrective Act

Navigator

Dashboard Items

- Rational Executive Dashboard
- Improve Health
- Business Health
- Perceived Quality
- Development Health
- Development Quality

Filter

Show by: Director

Director: Hutton

Empty Rows: Hide

Viewer

Back to default entry

Improve Health

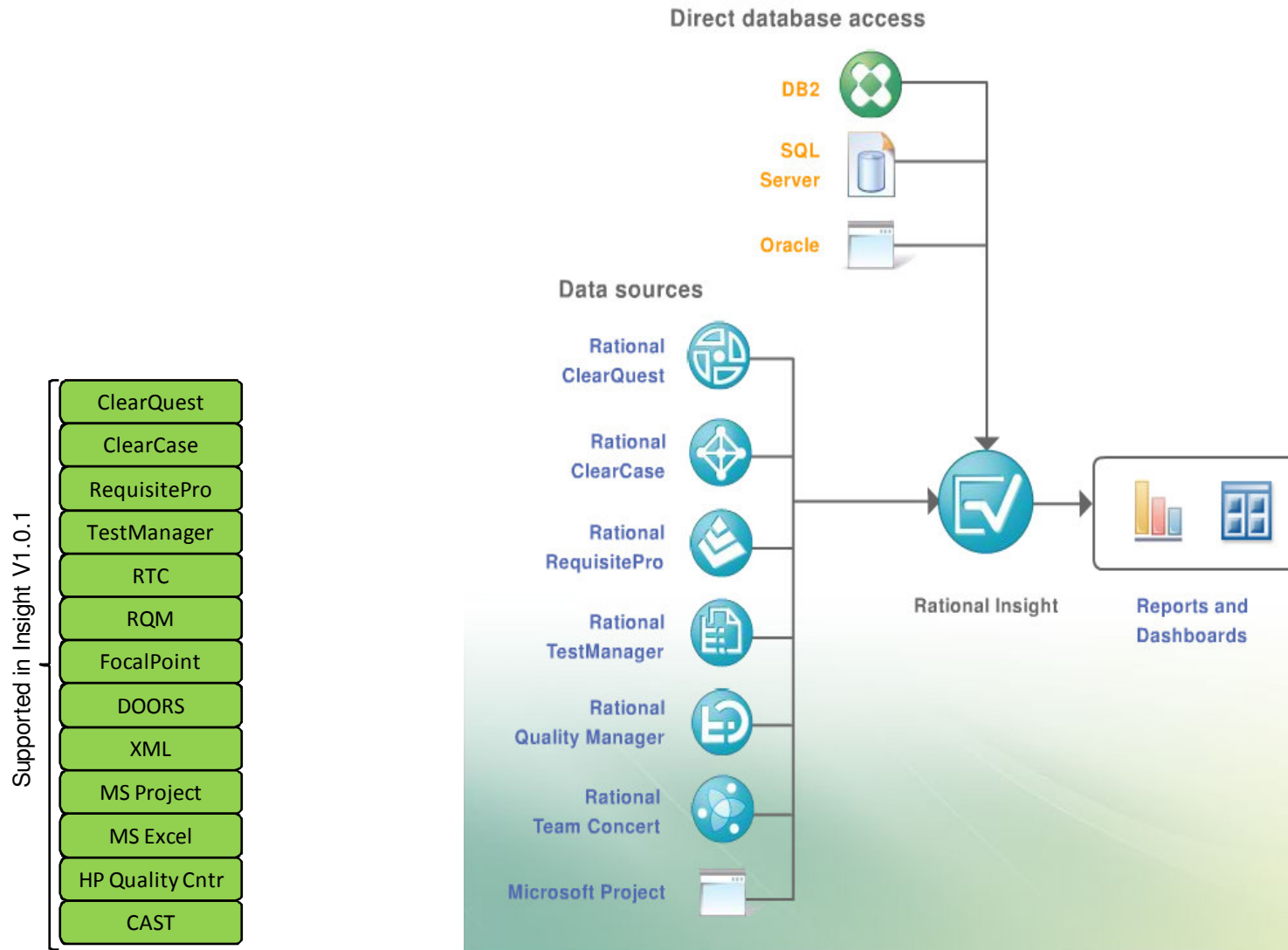
[Show Options](#)

[Show Comments](#)

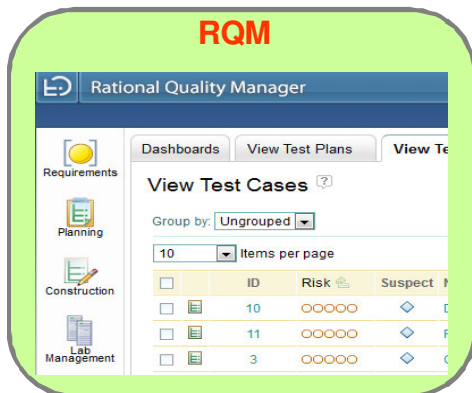
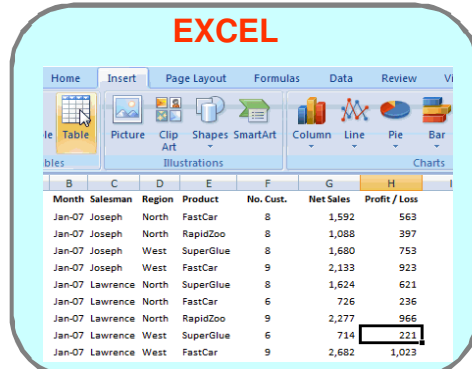
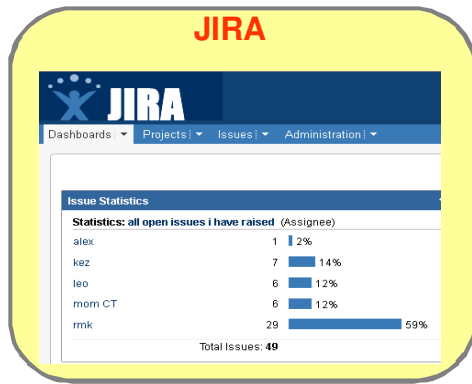
[Related Best Practices](#)

| Segment | Product | Overall Product Health | Business Health (Product) | Perceived Quality (Product) | Release | Overall Release Health | Business Health (Release) | Perceived Quality (Release) | Development Health (Release) | Development Quality (Release) |
|-------------------------|---------------------------------|------------------------|---------------------------|-----------------------------|---------|------------------------|---------------------------|-----------------------------|------------------------------|-------------------------------|
| Quality Management | Functional Tester | Green | Yellow | Green | 8.2 | Green | Green | Green | Green | Grey |
| | Performance Tester | Green | Green | Green | 8.2 | Green | Green | Green | Green | Grey |
| | Quality Manager | Yellow | Yellow | Yellow | 3 | Green | Green | Green | Yellow | Grey |
| Requirements Management | SAP Connector | Grey | Grey | Grey | 1.0 | Green | Yellow | Green | Green | Grey |
| | DOORS | Yellow | Yellow | Yellow | 10.0 | Green | Grey | Green | Green | Grey |
| | | | | | 9.2 | Green | Green | Grey | Grey | Grey |
| | | | | | 9.3 | Green | Grey | Green | Green | Grey |
| | DOORS Requirements Professional | Grey | Grey | Grey | 3.0 | Green | Grey | Green | Green | Grey |
| | DOORS Web Access | Green | Grey | Green | 1.4 | Green | Grey | Green | Green | Grey |
| | Requirements Composer | Yellow | Red | Green | 2 | Green | Green | Grey | Grey | Grey |
| | | | | 3.0 | Green | Grey | Green | Green | Grey | |

Integrating Data with Rational Insight



The Rational Insight Data Flow



O
D
B
C

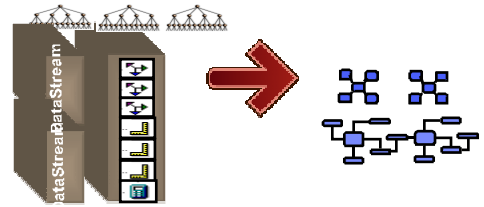
X
M
L

R
E
S
T

1 XDC

| XPath | Table Column |
|------------------------|----------------|
| /content/qm:testcas... | testcase_state |
| /content/qm:testcas... | owner |
| /content/qm:testcas... | title |
| /content/qm:testcas... | updated |

2 ETL



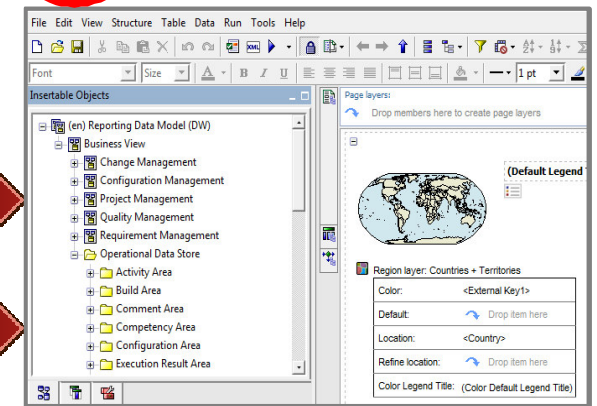
3 Framework

- Business View
- Change Management
- Configuration Management
- Project Management
- Quality Management
- Requirement Management
- Operational Data Store

Your Dashboard



4 Reporting

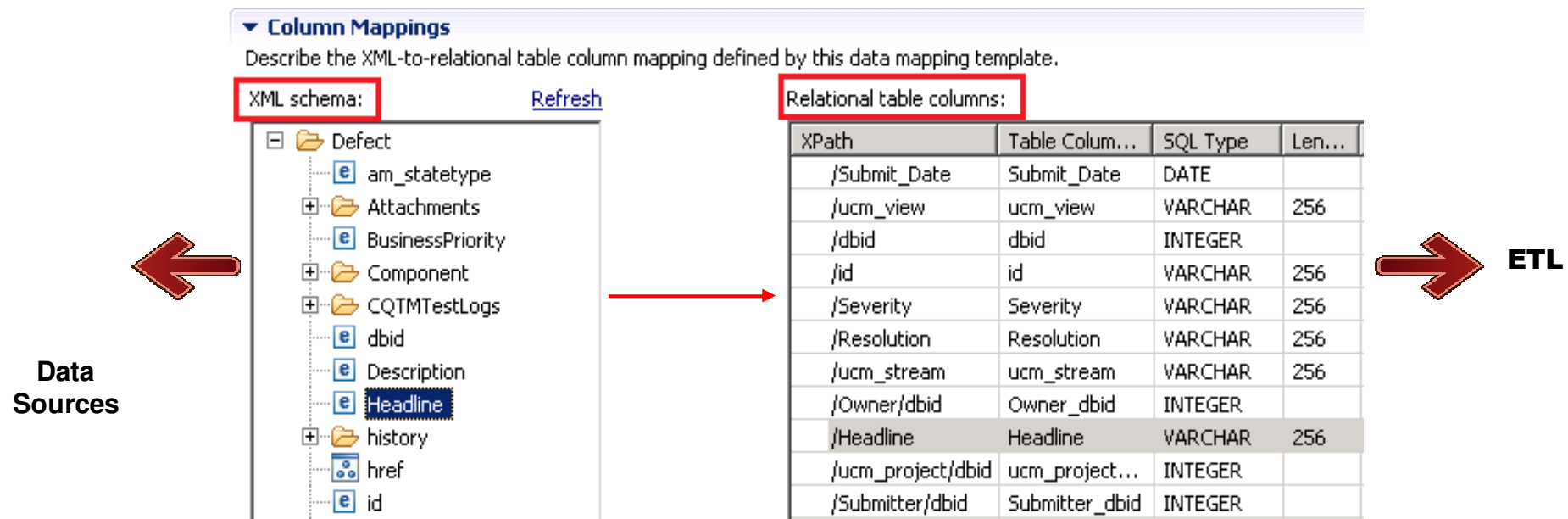




Mapping Source Data into Rational Insight

XML Data Configuration

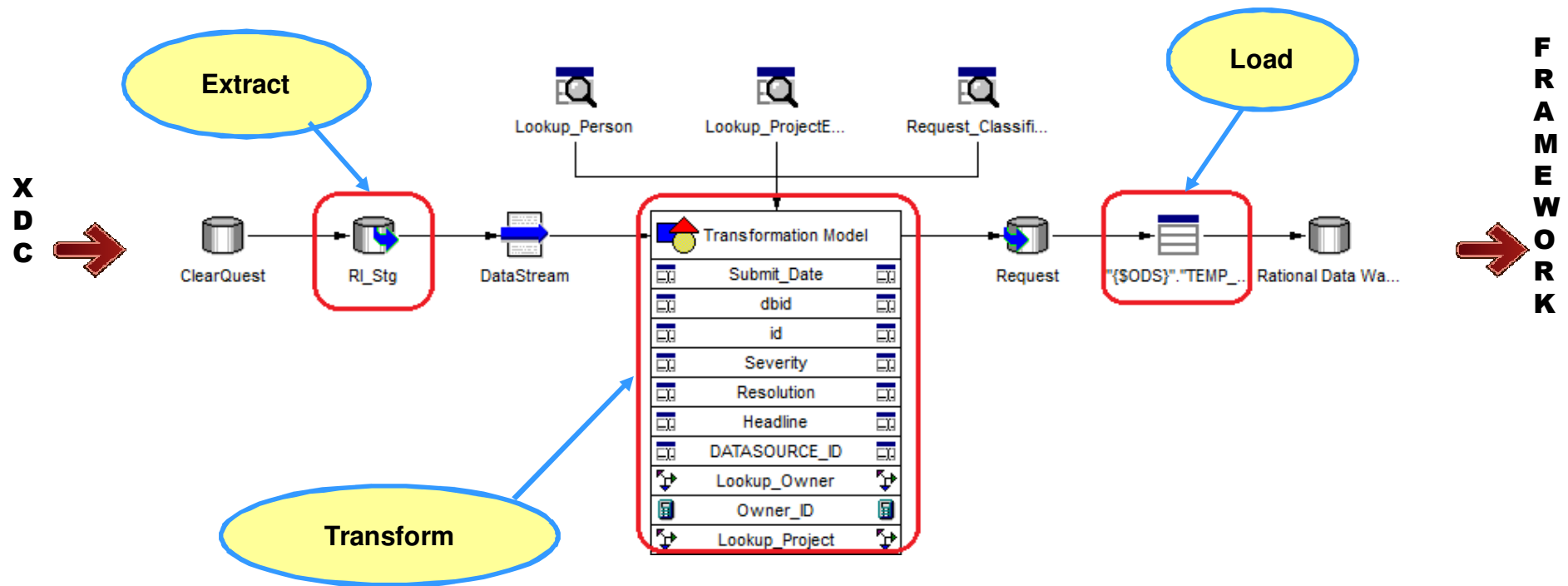
- Expose data and define mapping templates
- Define one xdc file per data source



2

Extract, Transform, and Load Data into Rational Insight

Extract, Transform, Load data via Data Manager

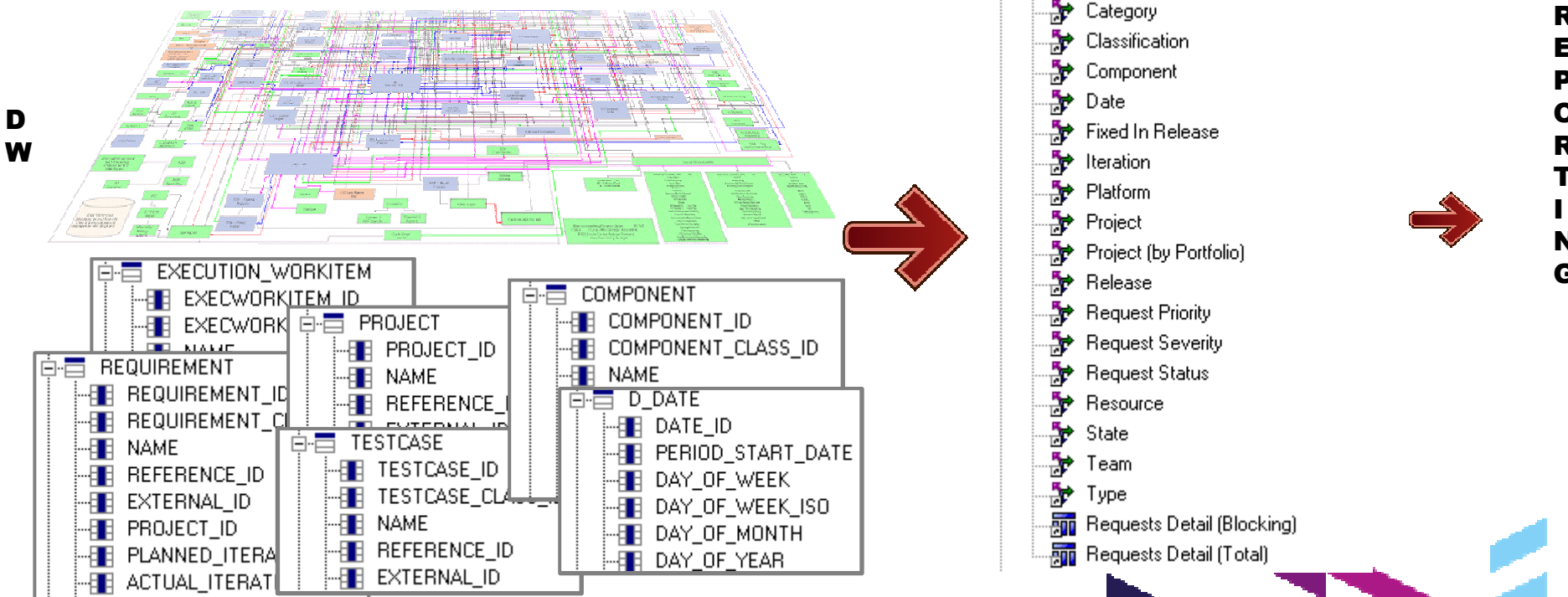


3

Expose data through the reporting metadata model

Map the Data Warehouse data to a framework via Framework Manager

- Map your data to a framework
- Publish package



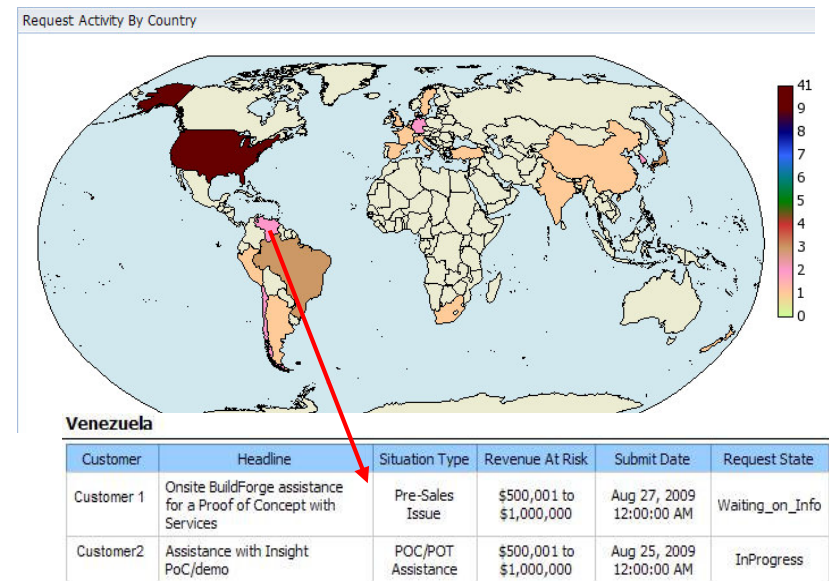
Build and run Rational Insight reports...



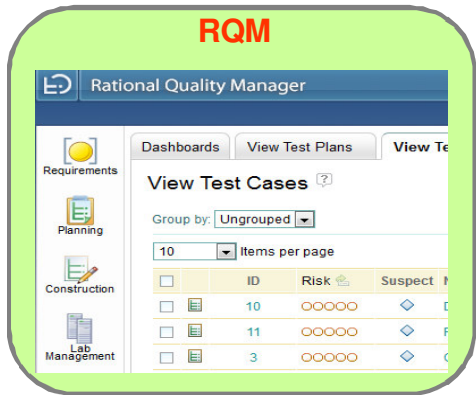
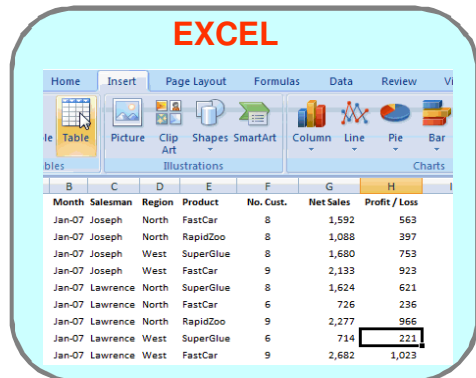
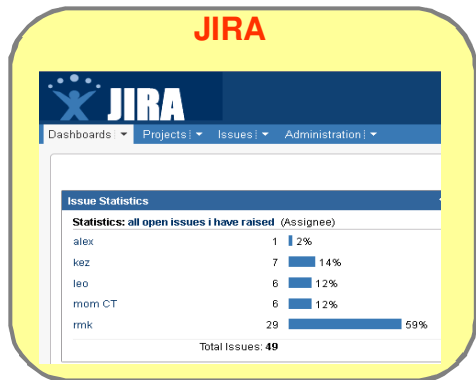
Create / Run Reports

The screenshot shows the Rational Insight software interface. On the left is a tree view of the 'Reporting Data Model (DW)' with categories like Business View, Change Management, Configuration Management, Project Management, Quality Management, Requirement Management, and Operational Data Store. The Operational Data Store contains folders for Activity Area, Build Area, Comment Area, Competency Area, Configuration Area, and Execution Result Area. On the right, a 'Page layers' panel shows a 'Region layer: Countries + Territories' with a 'Default Legend' and a small map. Below the map is a configuration table for the region layer.

| | |
|---------------------|------------------------------|
| Color: | <External Key1> |
| Default: | Drop item here |
| Location: | <Country> |
| Refine location: | Drop item here |
| Color Legend Title: | (Color Default Legend Title) |



The Rational Insight Data Flow



O
D
B
C

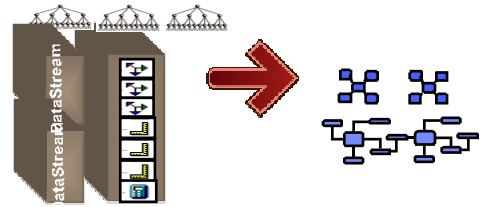
X
M
L

R
E
S
T

1 XDC

| XPath | Table Column |
|------------------------|----------------|
| /content/qm:testcas... | testcase_state |
| /content/qm:testcas... | owner |
| /content/qm:testcas... | title |
| /content/qm:testcas... | updated |

2 ETL



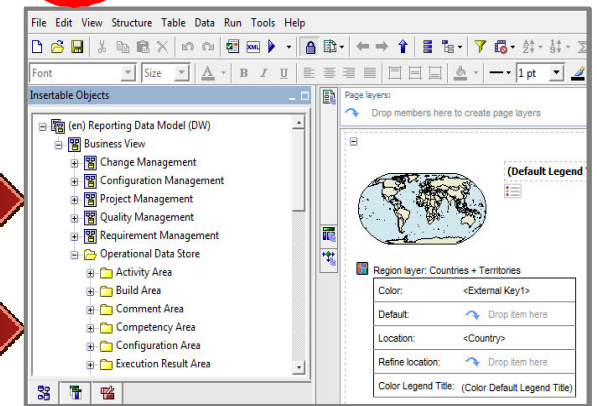
3 Framework

- Business View
- Change Management
- Configuration Management
- Project Management
- Quality Management
- Requirement Management
- Operational Data Store

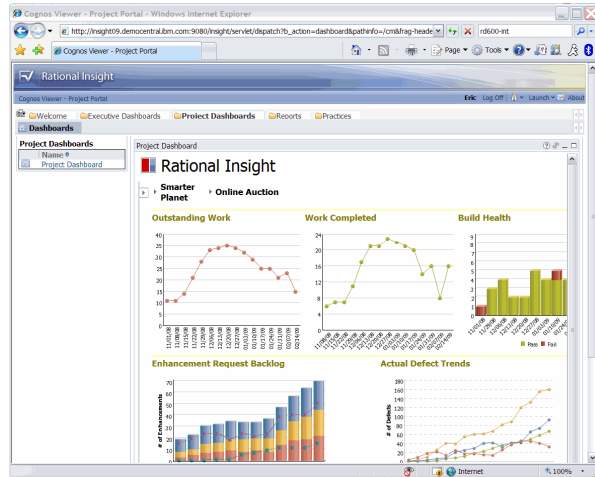
Your Dashboard



4 Reporting

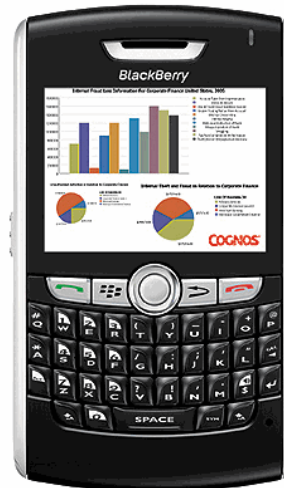


Leveraging the Cognos platform to extend the reach of Insight

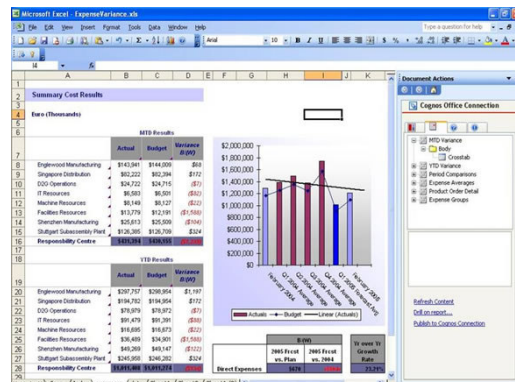


View dashboards and reports online...

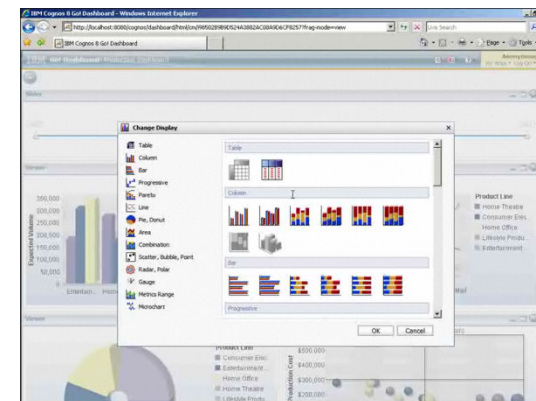
View reports on mobile devices...



Search for reports using standard paradigms...



Embed charts and reports in spreadsheets / presentations...



Easily create and customize graphical dashboards...

The Rational Insight Reporting Solution

Best Practices and Lessons Learned

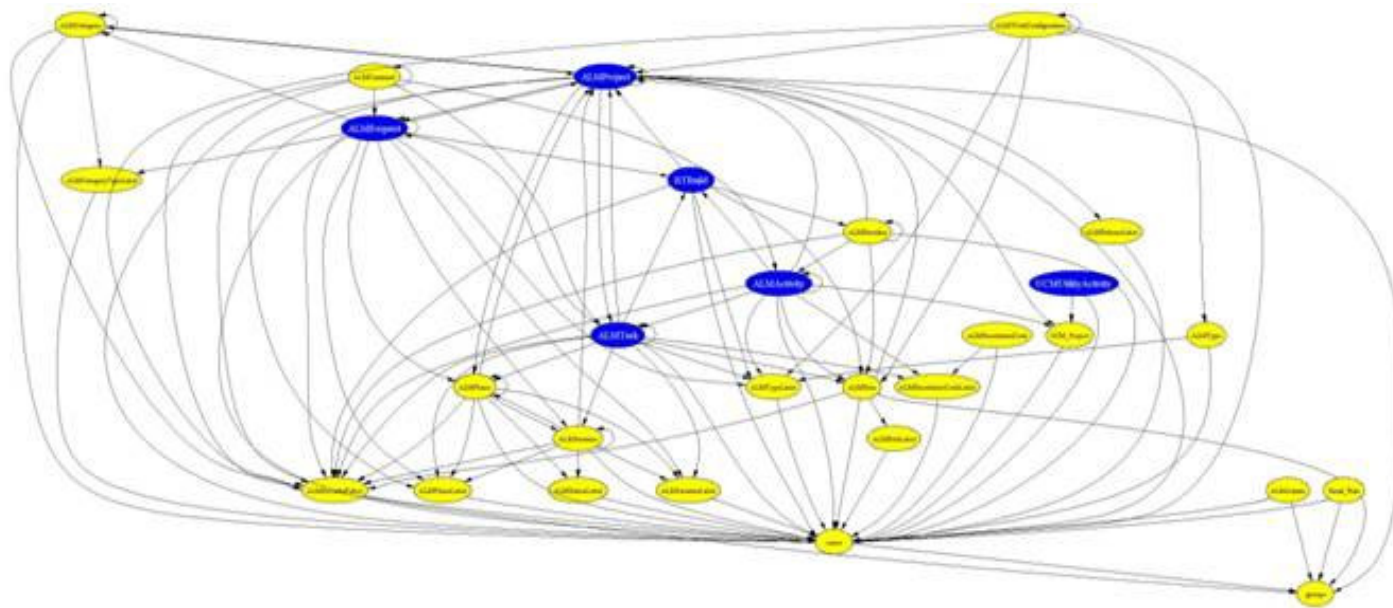
- Identify a minimum of two people to own/manage the deployment
- Developer role – Back end work: product integration, data extraction, data transformation, Data Warehouse loading, Data modeling
- Report Author – Front end work: Dashboard/report designs, everything the end user will see



The Rational Insight Reporting Solution

Best Practices and Lessons Learned

- Prior to extraction, understand the basics of the data source's purpose, what it is capturing, and its schema



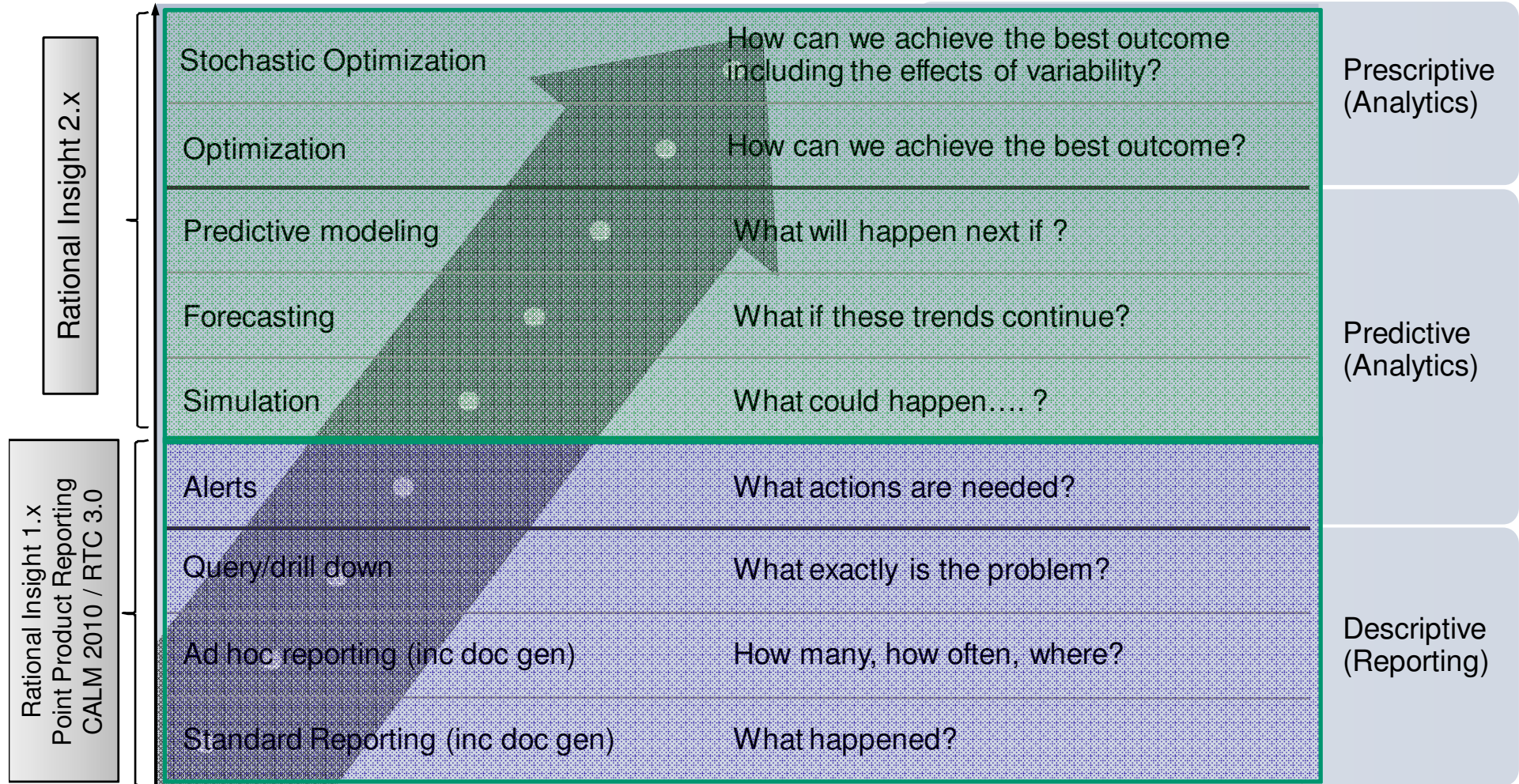
The Rational Insight Reporting Solution

Best Practices and Lessons Learned

- Leverage the versatile integration capabilities of Insight – REST, ODBC, XML
- Integrating with Excel can be helpful and painless if crucial data is stored in xls sheets and is needed to be reported on in Insight
- Create tables in Excel sheet, integrate with Insight via ODBC driver, business as usual

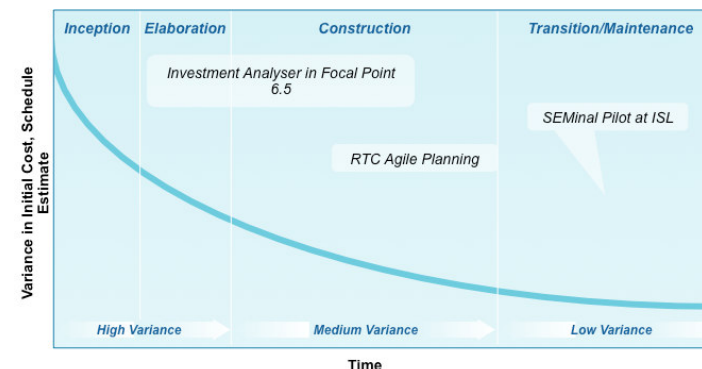
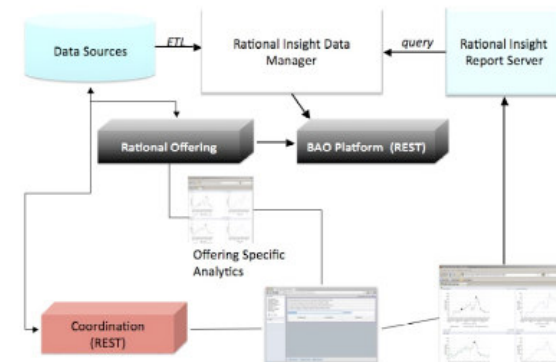
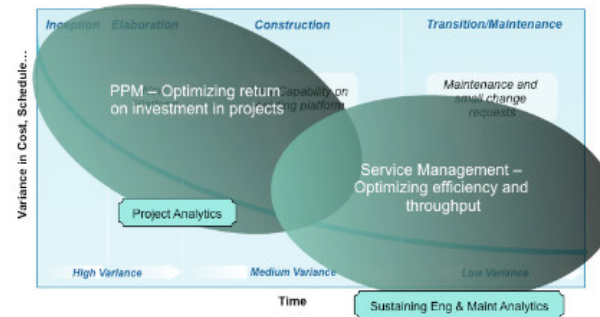


Development Analytics – Extending the power Rational Insight



IBM Rational is collaborating with IBM Research to build out industry leading BAO for SSD capabilities

- Level of risk and innovation drive selection of appropriate metrics & analytics across SSD life cycle.
- Rational incorporating BAO for SSD into our core platform
 - Delivering BAO via Rational Insight
 - Providing new BAO capabilities in other offerings (Rational Focal Point, Rational Team Concert).
- Rational has delivered / piloted key BAO for SSD capabilities
 - Value and ROI measurement as Investment Manager in Focal Point (in Beta)
 - Schedule uncertainty measurement in Rational Team Concert Agile Planner 2.0
 - Maintenance productivity trends

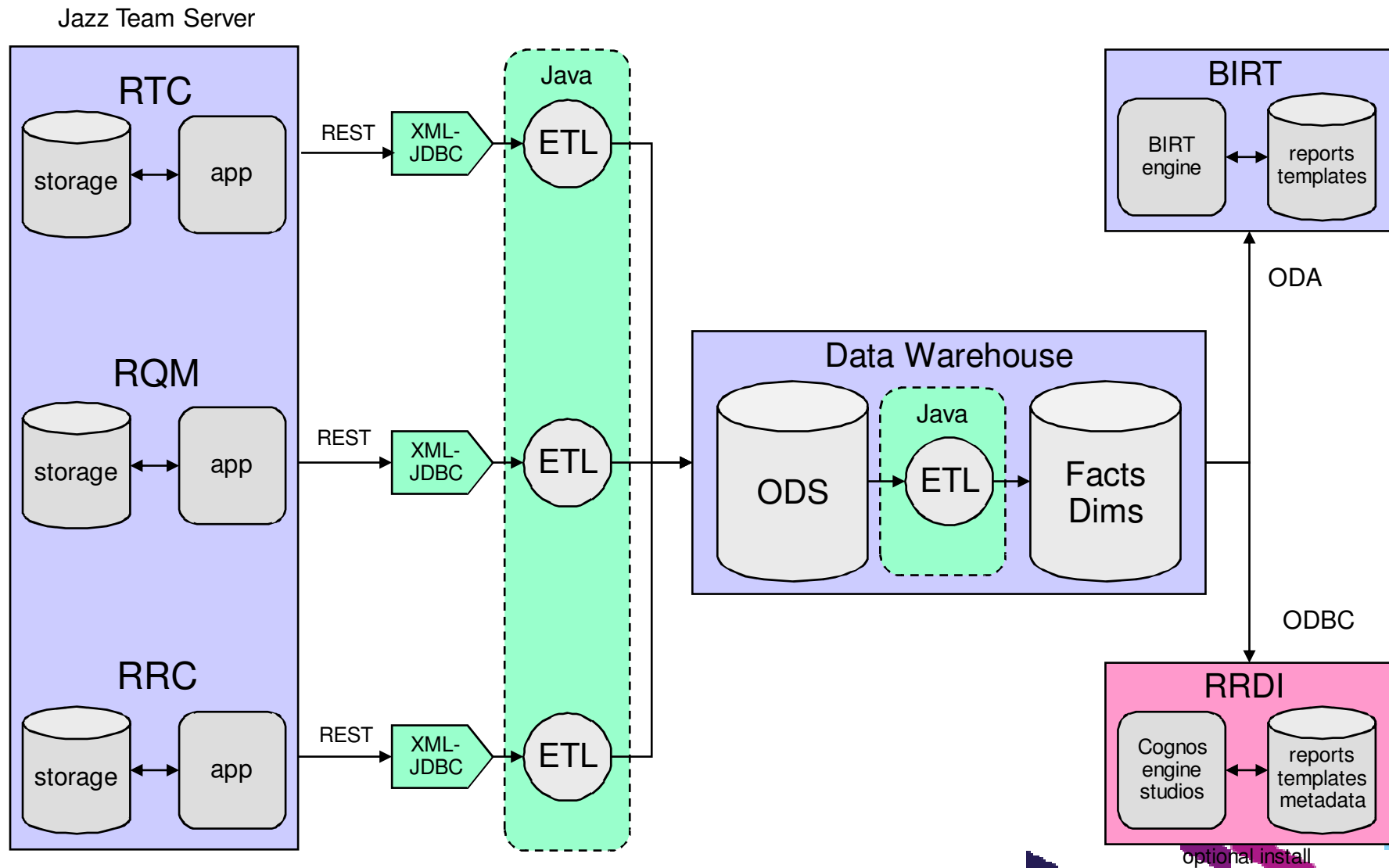


Rational common reporting component strategy

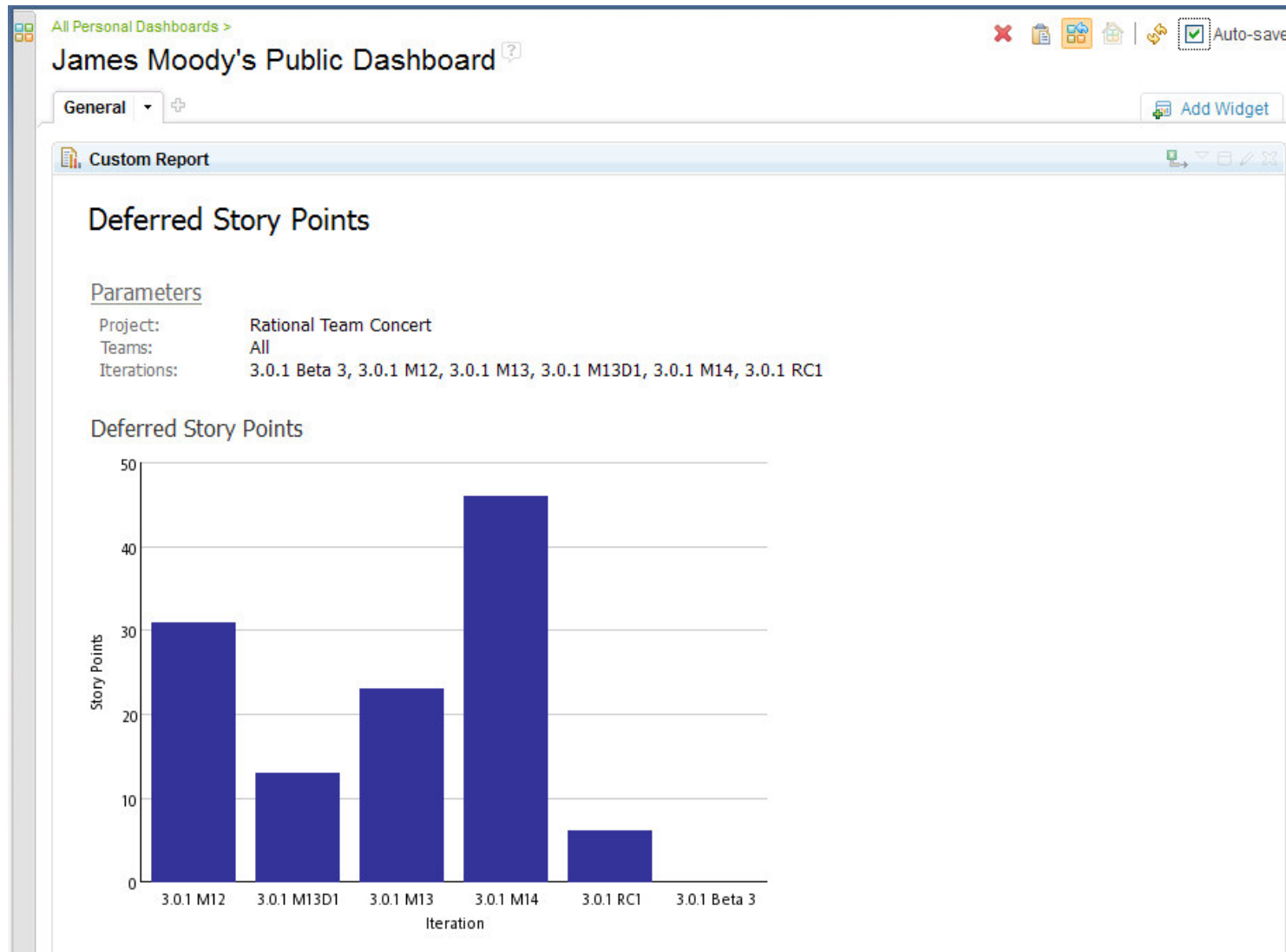
- Rational is transforming technology from **Rational Insight** and **Rational Publishing Engine** into a standard set of common reporting components that can be embedded in any Rational product
 - ▶ **Rational Reporting for Development Intelligence (RRDI)**
 - Includes common data warehouse technology from Rational Insight and IBM Cognos
 - ▶ **Rational Reporting for Document Generation (RRDG)**
 - Includes document generation technology from Rational Publishing Engine

- Rational Insight and Rational Publishing Engine extend the OOTB reporting capability provided with RRDI and RRDG
 - ▶ They will be built on RRDI and RRDG
 - ▶ Provide support for heterogeneous software environments
 - ▶ Provide support for enterprise deployments
 - ▶ Provide support for dynamic and custom product schemas

CLM 2011 data warehouse reporting



Viewing RRD1 reports in the CLM Web UI



Viewing team reports in a Jazz dashboard...

Bob's Dashboard

General Tab

Requirements

Requirements status

Requirements Validated by Test Cases

- RRC CD Collection Project | V1.0
- Easy browsing for available titles
 - Test Case 4 - Easy browsing for available titles
- Check the status of an order
 - Test Case 10 - Check the status of an order
- Globalization (G11n)
 - Test Case 6 - Globalization (G11n)
- Internationalization (I18n)
 - Test Case 3 - Internationalization (I18n)
- Training

Requirements With Development Items

- RRC CD Collection Project | V1.0
- Check Order Status
 - 36: Check Order Status
- Highly scalable
 - 40: Highly scalable
- Web UI Compliance
 - 45: Web UI Compliance
- Globalization (G11n)
 - 39: Globalization (G11n)
- Check the status of an order
 - 37: Check the status of an order

Development

Development Status

Current RTC CD Collection Project Plans (2)

Current iteration: **Sprint 1 (1.0)**

Sprint Backlog

Release Backlog

Stories (current sprint) (11) Status

| Status | Count |
|-------------|-------|
| Done | 3 |
| Implemented | 2 |
| New | 5 |
| In Progress | 1 |

Open vs Closed Work Items

Show Parameters

| Work Item Status | Count |
|------------------|-------|
| Open | ~18 |
| In Progress | ~2 |
| Closed | ~1 |

Test

Testing Status

Execution Status using Weight

| Test plan | Weight |
|--------------|--------|
| Not started | ~100 |
| Attempted | ~100 |
| Inconclusive | ~100 |
| Blocked | ~100 |
| Failed | ~100 |
| Passed | ~100 |

Legend for Execution Status using Weight:

- Not started
- Attempted
- Inconclusive
- Blocked
- Failed
- Passed

IBM. jazz

Summary - The Rational Insight Reporting Solution provides...

- Transparency and visibility across your organization
 - ▶ Helps Identify high priority issues

- Unified reporting solution across your organization
 - ▶ Process improvement (data capturing)
 - ▶ Roll-up of data will be relative
 - ▶ Users have a central location where metrics are accessible
 - ▶ Standardize on common measurements and metrics

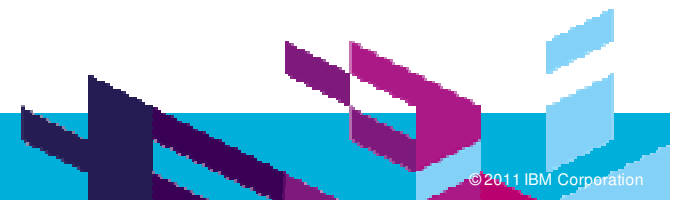
- Web-based report authoring and generation tool
 - ▶ View, run, create reports and dashboards
 - ▶ Stakeholders can access on demand



QUESTIONS



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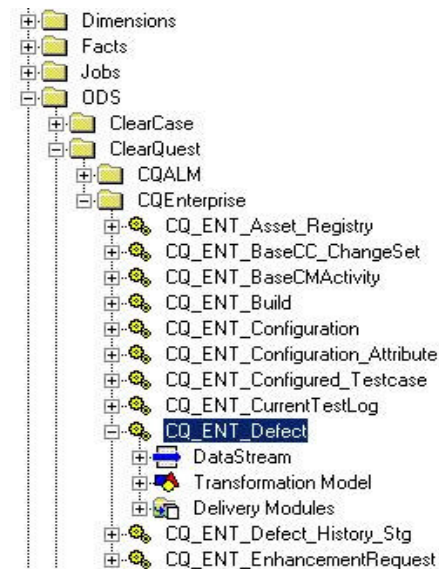
The Rational Insight Reporting Solution

Best Practices and Lessons Learned

- Utilize the OOTB collateral to avoid rework and/or leverage it as a guide – significant time savings
- Understand the OOTB fact and dimension builds (in Data Manager) and what they do – avoids rework
- Review the the OOTB DW tables – during development, you’ll be familiar with the tables and columns captured



| Transformation Model | |
|----------------------|--|
| Submit_Date | |
| dbid | |
| id | |
| Severity | |
| Resolution | |
| Headline | |
| DATASOURCE_ID | |
| Lookup_Owner | |



Rational Insight Component Overview

IBM Rational Insight Data Services

Rational Insight requires access to data from different product tools and sources. Making data readily accessible for reporting and analytics is a key objective of Rational Insight data services.

IBM Rational Insight XML data configuration

XML data configuration maps XML data to the table columns in a relational database. This mapping is used by the XML ODBC driver to provide data in relational form to the ETL framework of Rational Insight.

IBM Rational Insight extract, transform, and load framework

Extract, transform, and load (ETL) is a process in data warehousing that involves extracting data from outside sources, transforming it to fit business needs, and ultimately loading it into the data warehouse.

IBM Rational Insight data warehouse

IBM Rational Insight data warehouse (RIDW) is the component that stores data from various operational systems in a format that facilitates analytical reporting, and provides the engine required for query optimization, multidimensional analysis, and historical trending.

IBM Rational Insight metadata model

Rational Insight publishes metadata that provides reporting tools with a single, integrated business view of multiple heterogeneous data sources.

IBM Rational Insight report server

The IBM Rational Insight report server (Rational Insight report server) hosts reports and report editors. It embeds the IBM Cognos Business Intelligence server (Cognos BI server), an integrated business intelligence suite for creating and managing reports and metadata, and for accessing data and reports.

IBM Rational Insight sample reports and dashboards

Rational Insight ships with a set of pre-designed reports and dashboards called sample reports and dashboards. Sample reports serve as a starting point to users for designing reports of their choice. Rather than beginning with an empty screen, you can pick from a wide selection of standard reports to report and track your project's performance.

Highlights of the Insight V1.0.1 Release



- **Enhanced Rational product integrations**
 - ▶ Support for Rational Focal Point
 - ▶ Support for RTC 3.0
- **Installation and Configuration Enhancements**
 - ▶ 64 bit Linux and Windows server support
 - ▶ Full support for IE and Firefox browsers
 - ▶ CLM Workbench compatible DW schema
 - ▶ Translation to all Group-1 languages
- **Usability Enhancements**
 - ▶ Simplified Data warehouse setup and configuration
 - ▶ Simplified Dynamic Schema configuration
- **OOTB Report and Dashboard Enhancements**
 - ▶ Exec DB style Project health scorecards
 - ▶ CMMI based dashboards / reports
 - ▶ Performance Management / RMC dashboards / reports
- **Event Studio for KPI and Event monitoring and notification**

Highlights of the Insight V1.0.1.0.001 Release (Feb 2011)



- **iFix release to delivery key bug fixes**
 - ▶ Numerous minor fixes rolled up to support STG deployment
 - ▶ Key license bug fix enabling token license support

Highlights of the Insight V1.0.1.1 Release (June 2011)

- **Fix-Pack release to support CLM 2011 release**
 - Very narrow scope due to Fix-Pack rules – no new features
 - Greatly reduced overhead of getting this release out
 - Focused on integration/upgrade/interoperability scenarios between CLM products (RTC/RQM/RRC 3.0.1 and Rational Insight)
 - Introduces official support for RRC
 - Insight team working with CLM teams on CLM ETL performance
 - CLM products delivery OOTB Java ETLs
 - CLM products also deliver Cognos DM ETLs which can be installed into Insight to run