IBM

Rational software

IBM Rational ClearQuest

Highlights

■ *Enables easy customization of defect and change request fields, processes, user interface, queries, charts, and reports*

■ *Provides workflow including automatic email notification and submission*

■ *Scales easily to support projects regardless of team size, location, or platform*

■ *Automatically propagates changes to client interfaces on all platforms: Windows, UNIX, and the Web*

■ *Offers geographically distributed teams instant access to defect and change data by using a robust and error-free replicating and synchronizing mechanism*

In today's demanding business environment, requirements and business drivers can change abruptly. So your team needs to have the tools and process to adapt quickly. Being able to respond swiftly is just one of the ways your company can gain a competitive advantage and move toward establishing an on demand operating envionment.

Effective defect and change tracking requires much more than simple bug tracking. It requires managing all types of change, including enhancement requests, specification changes, documentation changes and more. To ensure change requests do not fall through the cracks, effective change

tracking also requires detailed reporting, enabling you to track and analyze what work has been completed and what work remains.

IBM® Rational® ClearQuest® is a powerful and highly flexible defect and change tracking system that captures, tracks and manages all types of change requests throughout the development lifecycle, helping you deliver higher quality software with greater efficiency. Whether you're working on Windows, UNIX, or the Web, the fully customizable interface and workflow engine adapts to any development process. With support for industry standard databases, ClearQuest scales to support projects
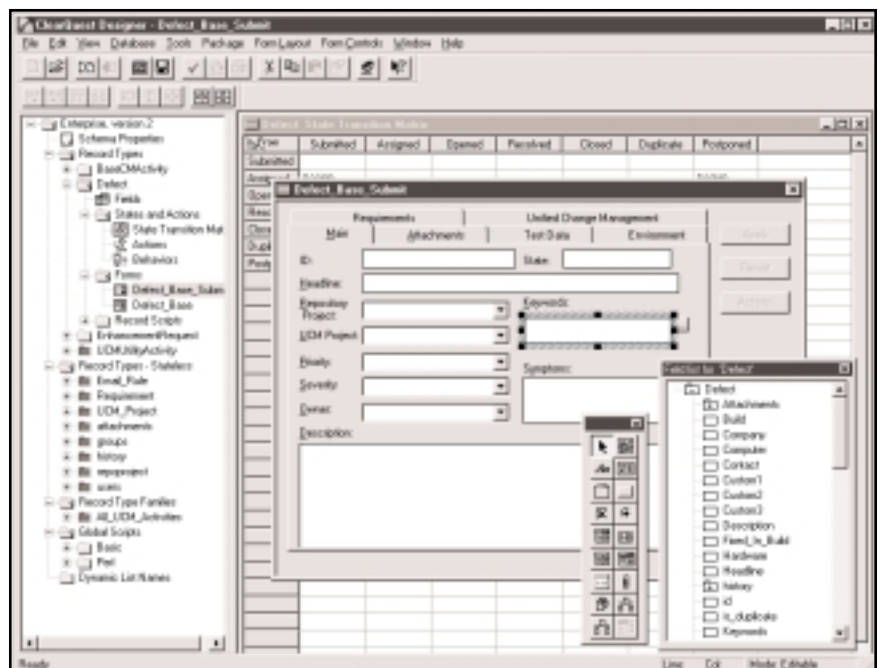
Implement customizations quickly and easily through the Rational ClearQuest Designer

of any size. And integration with other development solutions ensures that your entire team is tied into the defect and change tracking process.

Easily Adapts to Work the Way You Work

Right out-of-the-box, Rational ClearQuest provides a proven software process that meets the needs of most organizations, but it can also be easily customized to meet your exact process requirements. Using simple point-and-click features in ClearQuest, you can customize nearly every aspect of the system. ClearQuest also allows you to define a separate workflow for each type of change request.

Measuring Progress and Reporting

Comprehensive querying, charting, and reporting capabilities deliver meaningful insights into the true status of your projects. Distribution, trend, and aging charts help you visualize complex data. You can also graphically view project status, accurately predict deployment dates, manage project resources, and improve productivity.

Individual contributors can also generate useful metrics, such as generating to-do lists and tracking

personal productivity by using Rational ClearQuest's query wizard. More advanced reports can be authored using Crystal Decisions' Crystal Reports*, and can be executed by any team member. By customizing ClearQuest to reflect your own defect tracking process, you can all but eliminate the learning curve, and minimize disruption to ongoing work.

Track Change Across the Full Lifecycle

Everyone involved in the software development process needs to understand not only the individual changes, but also how the changes fit into the overall development process.

With Rational ClearQuest you can track defects and enhancement requests, assign work activities, and assess the real status of projects throughout the entire lifecycle. ClearQuest seamlessly integrates with process guidance, requirements management, software asset management, reporting and automated testing tools. The integration helps automate tedious, error-prone tasks and streamline communication across all disciplines of the production team.

Managing Change and Workflow

IBM Rational ClearQuest Project Tracker provides a strong integration between ClearQuest and Microsoft Project 2000® that enables project managers to associate and synchronize project plan tasks with defects and other change request records. In addition, ClearQuest provides a fully documented COM API. This enables you to integrate ClearQuest with call center, front office, and other third-party tools.

Automated e-mail notification ensures that all team members are tied into the changes that impact them. As change requests are updated, e-mail messages indicating the changes are sent automatically to the appropriate stakeholders. Each team member is able to contribute and easily stay informed of all changes throughout the entire development lifecycle.

Design Once, Deploy Anywhere

Whatever the size of your development team, wherever they're located, and no matter what platform they use, Rational ClearQuest efficiently captures, tracks, and manages any type of change. Customizations are only done once and automatically propagated to client

* Rational ClearQuest integrates with Crystal Reports Professional Edition for advanced reporting capabilities.

interfaces on Windows, UNIX, and the Web. ClearQuest supports a variety of industry standard databases, including SQL Anywhere, Microsoft Access, Microsoft SQL Server, Oracle, and IBM DB2. As your organization grows, ClearQuest will grow with you.

Bring Distributed Teams Together

Increasingly, development teams span multiple, geographically dispersed sites, work on different platforms, and encompass a variety of different roles. IBM Rational ClearQuest MultiSite, an optional add-on for Rational ClearQuest, provides full ClearQuest functionality to all team members, regardless of location.

Based on the proven technology in IBM Rational ClearCase MultiSite®, Rational ClearQuest MultiSite provides the safest, most reliable means to share change request information with geographically dispersed team members. ClearQuest MultiSite helps distributed project teams efficiently work together by providing local access to replicated defect and change tracking data and by enabling automatic synchronization of that data at any time. When combined with IBM Rational ClearCase® and Rational ClearCase MultiSite, Rational

ClearQuest provides a complete, distributed software configuration management solution.

Simplify the Process of Change

Integration with lifecycle development tools is another of Rational ClearQuest's unique strengths. One such example is the comprehensive integration with Rational ClearCase — the market leading software configuration management solution. Together, Rational ClearQuest and Rational ClearCase enable Unified Change Management (UCM), a powerful, best practices based process for automating and managing change across the full lifecycle. UCM provides an out-of-the-box process for managing change that unifies your team with a simplified process optimized for every role in a project.
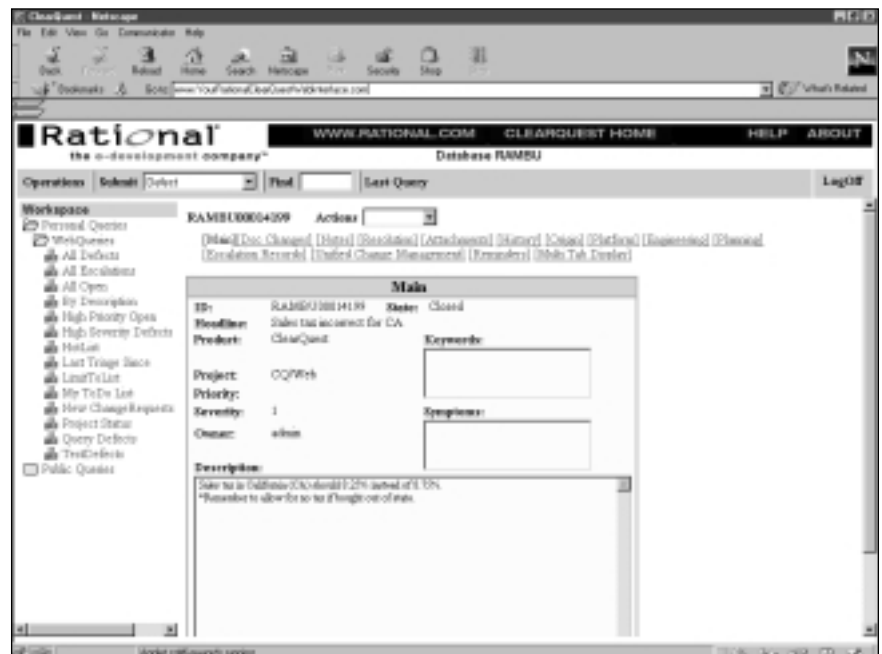
Full Web support allows users to query, modify, and run reports and charts as they would from their native client machine
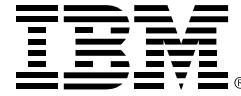
Unify Your Team With Rational Suite

Rational ClearQuest is a member of the IBM Rational Suite® product family, available in IBM Rational Suite® AnalystStudio®, IBM Rational Suite DevelopmentStudio, IBM Rational Suite® TestStudio® and IBM Rational Suite Enterprise editions. The Rational Suite family provides a comprehensive development platform that unifies your team, optimizes individual productivity, and simplifies adoption of the Rational solution.

Accelerate Success with Rational Services

Like all IBM Rational tools, Rational ClearQuest is supported by an extensive, worldwide service organization. Explore more than a thousand articles, white papers, courses, and resources online at the IBM Rational Developer Network™. Build your team's capability through expert consulting and technical support services. And take advantage of more than 60 courses available from IBM Rational University to speed technology deployment and accelerate your project's delivery. Available where and when needed,

IBM Rational Services improve self-sufficiency and build a foundation for continuous software development improvement.

SPECIFICATIONS

System Requirements
- *PC-compatible Pentium microprocessor with 133 MHz or better*

ClearQuest Client and ClearQuest Designer
- *Windows 2000 NT, XP (minimum 64 MB RAM)*

ClearQuest UNIX Clients
- *HP UNIX 11.0, 11.11*
- *RedHat Linux*
- *Sun Solaris*

ClearQuest Terminal Server Client
- *Citrix MetaFrame*
- *Windows 2000*

ClearQuest Web Clients
- *Microsoft Internet Explorer*
- *Netscape Navigator*

ClearQuest Web Server
- *Microsoft IIS*

Database Support
- *IBM DB2*
- *Oracle*
- *Microsoft Access (runtime included)*
- *Microsoft SQL Server*
- *Sybase SQL Anywhere (included)*