IBM

Service Offerings for IBM Rational ClearQuest Multisite

Highlights

■ *Accelerates the deployment of Rational ClearQuest Multisite, providing a fast path to self-sufficiency with Geographically Distributed Development (GDD).*

■ *Promotes industry-standard recommended practices in GDD.*

■ *Reduces the risks commonly associated with the introduction of new tools.*

■ *Speeds the adoption of recommended practices in GDD based on Rational's extensive experience with software development techniques.*

■ *Can be customized to meet your specific deployment needs.*

IBM Professional Services can help you develop and deploy your Rational software solution. Leverage IBM Professional Services' extensive experience and best practices to accelerate the deployment of IBM Rational ClearQuest Multisite.

Rational ClearQuest Multisite Service Offering

This service offering helps you to successfully and optimally deploy Rational ClearQuest Multisite. It provides a structured program based on IBM's successful deployments of Rational ClearQuest Multisite, which optimizes the learning curve for new users and reduces technology-insertion risk. In addition, this process leverages IBM's extensive experience with software development technologies to speed the adoption of industry-standard recommended practices in change management.

Key aspects of this service offering are:

- *Specifying the hardware and software environments required for a successful Geographically Distributed Development (GDD) environment.*
- *Develop a usage model that leverages the strengths of each distributed software development team, while helping to minimize risk.*
- *Installing and configuring the environment for better efficiency and robustness.*
- *Developing an effective Administration Plan that is efficient and transparent to the end-user community.*
- *Identify areas for improvement and provide recommendations for success as the project moves through the software development phases.*

Rational software

Deployment Activities and Deliverables

Deployment Planning
The IBM deployment project manager works with your team to define and document the vision, scope, roles, resources, and communications plan for the deployment project team.
He or she will help you produce the project schedule and define milestone checkpoints, each of which calls for a progress review to ensure that all parties remain in agreement as to the definition, design, and implementation of the Rational ClearQuest Multisite solution as the deployment project unfolds.

Environment Specification
An IBM technical consultant works with your IT department to determine where to install each of the software components for Rational ClearQuest Multisite, and captures these decisions in an Environment Specification Report. This report will outline hardware and software configurations recommended to help produce an effective, efficient ClearQuest Multisite server infrastructure and client configurations at each site. This report is the specification for the subsequent installation activity.

Usage Model Definition
An IBM consultant works with your team to define how each team member's identified role should use the Rational ClearQuest Multisite solution in his or her daily work. Together, you define, design, and document processes and metrics.

When the solution is designed and documented, IBM conducts a checkpoint review with your team to work through any design trade-offs that may have been identified, and to gain agreement to implement according to the Usage Model design documents. The approved design documents become the specification for the subsequent configuration activity.

Installation and Configuration
An IBM technical consultant installs Rational ClearQuest Multisite according to the Environment Specification Report and configures it according to the Usage Model design documents.

At this checkpoint, your team can interact with a preliminary version of the configured tool to ensure that the tool will meet the end-users' needs. IBM will assist your Multisite Administrators in making any required adjustments before rolling out the solution to the rest of your team.

Rollout to End-Users
When the Rational ClearQuest Multisite solution is approved for rollout, IBM prepares summary materials that describe the client's specific deployment environment. These materials supplement IBM's standard training materials, and help to introduce the solution to the designated end-users. IBM then assists your Multisite Administrators as they deliver training and make the solution available for production use. Additionally, IBM mentors end-users as they begin to use the solution in their daily work.

Administration Planning

An IBM technical consultant works with your designated Rational ClearQuest Multisite tool administrator, IT system administrator, and database administrator to define ongoing administration and maintenance procedures, roles, and responsibilities. The decisions are captured in an Administration and Maintenance Plan.

With administration planning completed, IBM will conduct another checkpoint with management and key stakeholders to summarize the results of the deployment activities, discuss any remaining gaps between the current and desired ClearQuest Multisite practices, and recommend next steps for gaining additional value from the Rational ClearQuest Multisite solution.

Follow-Up Deployment Review

After your team has used the Rational ClearQuest Multisite solution for at least 30 days, IBM returns to hold informal interviews with the end-users, tool administrator, and others to capture their evaluation of the environment based on their initial experiences.

If any issues are found that, if left unresolved, could impede or delay your desired results from your investment in the Rational ClearQuest Multisite solution, IBM will prepare recommendations for resolving the issues.

A Sound Investment

You need the right skills and experience to build on-demand business solutions. As part of this process, you must leverage your most valuable asset— your people. IBM Professional Services has a proven approach to helping identify your needs. By combining the intellectual capital of your people with the critical technical skills from IBM Professional Services consultants, you can create a team that understands the complexities of the technologies that run your business.

You can rely on the deep technical skills of the IBM Professional Services team to help you succeed.

Additional information is available at:
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