



Tivoli Strategy and Product Management

Tivoli Requirements Process

RFE Community Tool

What is the RFE Community?

- The RFE Community is a web site where customers can collaborate with Product Management and other product users through their ability to search, view, comment on, submit, and track product Requests For Enhancement (RFEs).

- The RFE Community Tool provides the following:
 - Scales for # users and # requirements
 - Bridge to RTC and CMVC back-ends (CQ back-end planned)
 - Group users (e.g. within a segment, Board of Advisors)
 - Group like requirements (i.e. “me too”)
 - Vote on top requirements
 - Add attachments
 - Reporting and admin capabilities
 - Prioritize requirements

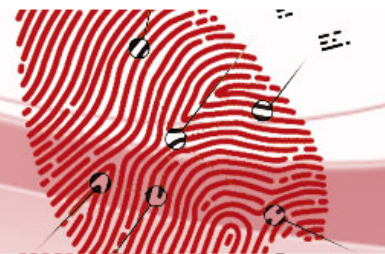
- The following items are being discussed:
 - Support for complex solutions (e.g. cloud)
 - Tagging requirements
 - Brand-specific fields and drop-downs
 - Multiple watch lists
 - Additional reporting

- **Rational started using the RFE Community Tool in April 2008**

developerWorks > RFE Community > Tivoli >

Tivoli RFE Community

Your ideas for Tivoli products



Welcome to the Tivoli RFE Community Site! Here you can collaborate with development teams and other product users through your ability to [search](#), view, comment on, vote for, watch, [submit](#), and track product requests for enhancement (RFEs).

You can learn more about the updates to the RFE community by [reading](#) about the new features. Additionally, you can use a [secure protocol](#) to access this site.

ATTENTION: As of June 11, 2011, all Tivoli products are available on the Tivoli RFE Community. You may [contact us](#) if you have any questions.

Customize this page for your favorite product:

IBM Application Manager for Smart Business

Tivoli RFE activities

→ [Search RFEs](#)

Before you submit a request, search the existing database to minimize the number of duplicate entries. You can add your own comments to existing requests and share information across the community.

→ [Submit RFEs](#)

Submit your own idea for a new RFE. Our development team will review your request and provide status updates throughout its lifecycle.

Browse RFEs

Select a view and a product:

- Top 20 watched RFEs
- Top 20 voted RFEs
- Planned RFEs
- Delivered RFEs

All Tivoli products

Spotlight

- [Announcements](#)
- [Give us your feedback](#)

Brands

- [All brands](#)
- [Rational](#)
- [Tivoli](#)

Latest RFE submitted

Product:
Tivoli Workload Scheduler (TWS)

Headline:
[If TWS can use one licence in hacmp envieonment](#)

Submitter's display name:
 [ibmer021](#)

IBM's latest RFE response

RFE with most votes

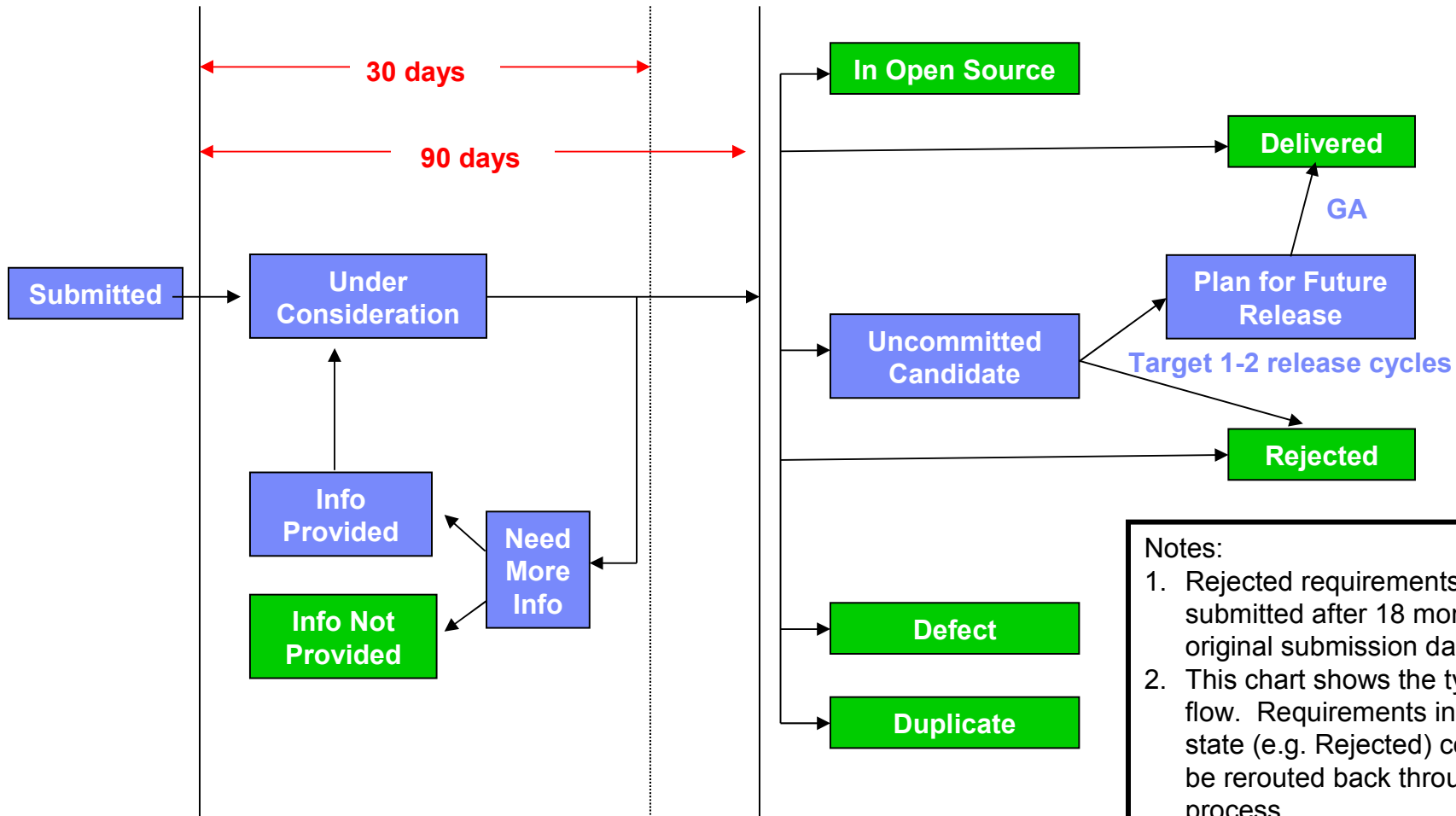
Most watched RFE

http://www.ibm.com/developerworks/rfe/?BRAND_ID=90

What is different from current requirements system?

- **Requirements submitter interacts directly with Product Management**
 - No need to involve Customer Support or Sales rep
- **Requirements go to back-end system already being used by Product Management & Development**
 - No separate tracking system that is not “part of the process”
- **Improved ability to monitor and manage requirements**
 - Watch lists, “me too”, groups, voting
- **Crisply defined Service Level Agreements**
 - Compliance to SLAs will be monitored monthly by Tivoli executive team
- **Consistent requirements system for IBM Software Group products**

RFE Community Tool - Service Level Agreements



Green – final state
Blue – interim state
Red – expected response time

- Notes:
1. Rejected requirements may be submitted after 18 months from original submission date
 2. This chart shows the typical flow. Requirements in a final state (e.g. Rejected) could may be rerouted back through the process.
 3. 30 day timeframe to get out of Submitted state
 4. 90 day timeframe to move to right side of diagram

What will happen to my existing requirements?

- **Not planning wholesale move out of existing system to new tool**
 - Will manage requirements in existing system until backlog is 0, new requirements in new system
- **Product Management teams performing triage**
 - Developing aggressive plan to significantly reduce backlog
 - If a requirement is a good idea, but will not likely be implemented, say “no”
 - Some requirements will be moved to new tool

Miscellaneous

- **Questions on Tivoli's use of the RFE tool can be directed to tivrfe@us.ibm.com**

- **To submit RFEs recommending improvements to the RFE Community Tool:**
 - Brand = Rational (yes, even for Tivoli users)
 - Product = RFE Community