



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 back-end
 - 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

- The RFE Community Tool is the SWG standard requirements tool
 - Information Management – 2012
 - Lotus – likely 2013
 - Rational – 2008
 - Security – Q4 2012
 - Tivoli – 2010, fully migrated in 2011
 - WebSphere – 2012

IBM. English Sign in (or register)

developerWorks Technical topics Evaluation software Community Events Search developerWorks

developerWorks > RFE Community > Tivoli >

Tivoli RFE Community

Welcome Tivoli users! Here you have an opportunity to collaborate directly with the Tivoli product development teams and other product users.

- Search for RFEs (view, comment, vote, and watch)
- Submit RFEs
- Track your RFEs (My RFEs)

Release plans (Pilot)
Now you can track upcoming product release plans through the release cycle, plus you can comment and rate planned items along the way. (Sign in required)

- IBM open service delivery platform
- IBM SmartCloud Application Performance Management
- IBM Tivoli Monitoring

Spotlight

- Announcements
- Give us your feedback

Brands

- All brands
- Information Management
- Rational
- Tivoli
- WebSphere

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
 Submitted RFEs
 Planned RFEs
 Delivered RFEs

All Tivoli products

My stuff

- My watchlist
Keep track of RFEs you're interested in.
- My saved searches
Save your preferred searches.

Latest RFE submitted

Product: Tivoli Storage Productivity Center (TPC) Family

Headline: [TPC support for Quantum Scalar B000](#)

Submitter's display name: LukaszR

IBM's latest RFE response

RFE with most votes

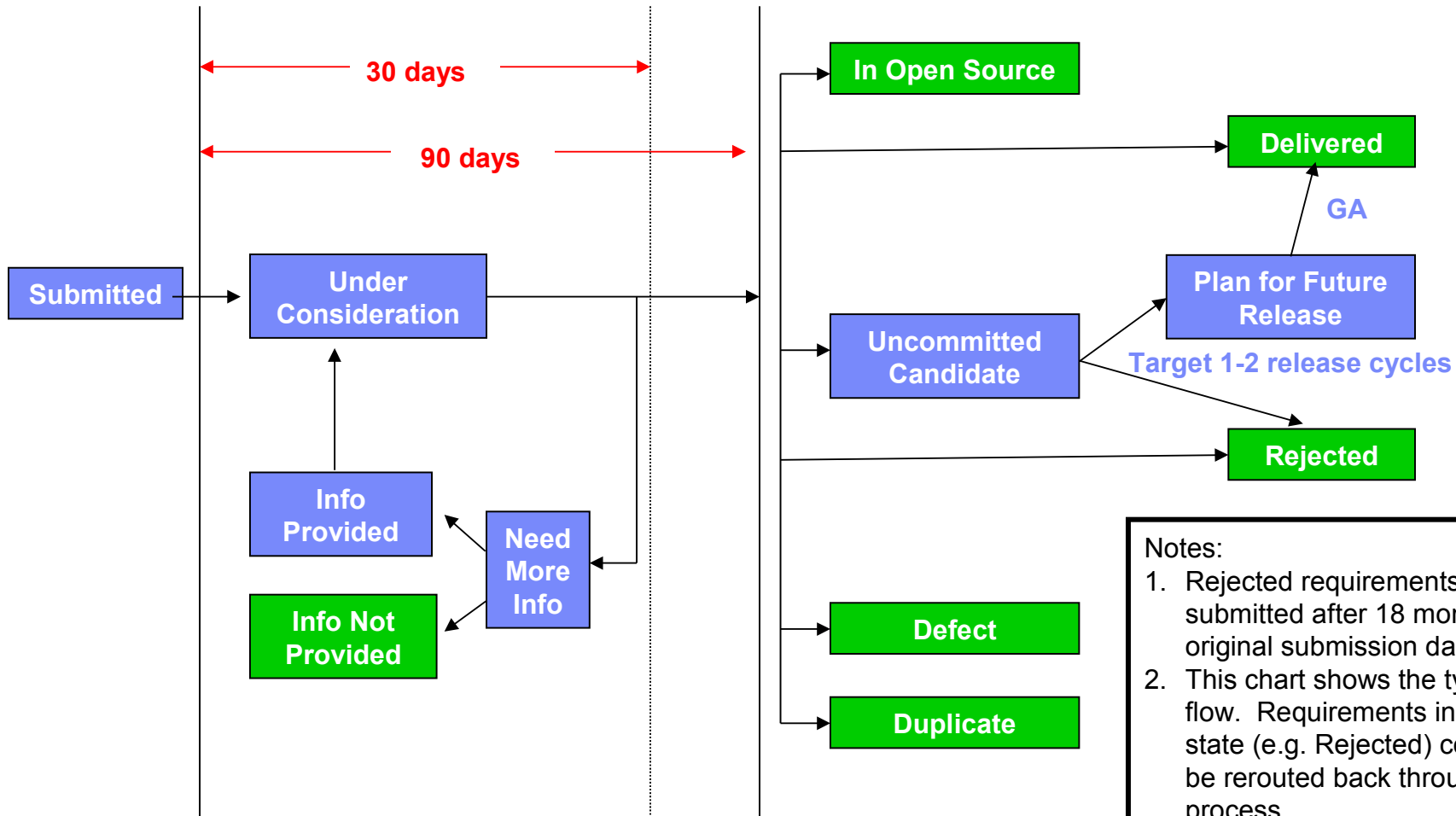
Most watched RFE

Consumability survey
Participate in the [Rational](#)

The Tivoli RFE landing page has been cropped to fit on this chart

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

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

Viewing RFEs

- RFEs can be public or private
- Brands can set RFE viewing level by brand, by family, and by product
- By default, all Tivoli RFEs are public. Some older RFEs may be private.
- Public RFEs are viewable by anyone with Tool access. Only the Company Name and Business Justification fields are not visible.
- Private RFEs are only viewable by the submitter, or any member of a group where the submitter has added the RFE to the group watchlist.
- IBMers can request “RFE Viewer” access by sending a request to the administrator for their brand (Steve Choquette for Tivoli).

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