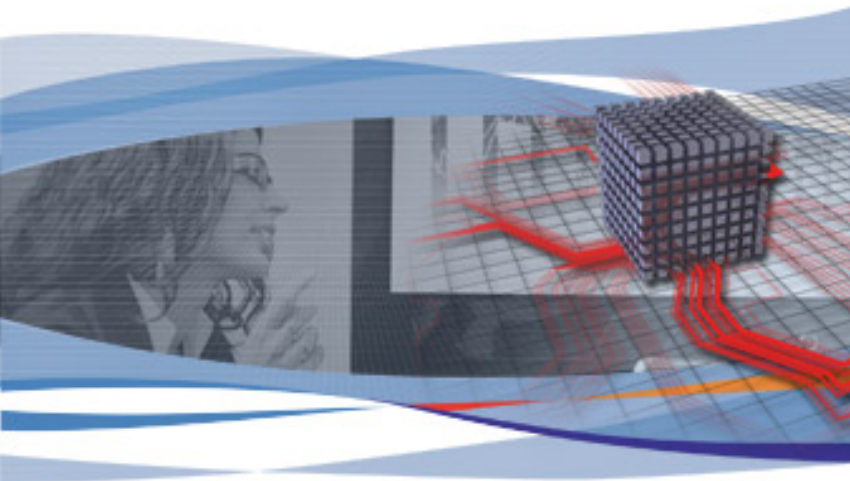


## Issue and Change Management Solution

Keeping Reported Problem Integrity and Accountability of Changes



### Industry Business Drivers

No industrial sector has penetrated our way of life more than electronics. Electronics are becoming more and more pervasive as a common enabler across industry sectors and a key driver for innovation. Every day we discover that electronic systems have entered a new industry segment, driving the market differentiation of a new product. High-Tech and other companies that manufacture electronics components are facing top-level business drivers such as shorter product lifecycles, fewer resources, the integration of global design, manufacturing, and test teams.

Globally distributed teams, changing market or customer requirements, and the competitive marketplace for products and services have made issue identification and resolution a critical component of a PLM (Product Lifecycle Management) solution. In the High-Tech industry, little room for error exists from ideation to product realization. Issues must be identified, tracked, and resolved as efficiently as possible. Impact analysis must be performed across products, from design to manufacturing and services, to correctly respond to issues. In addition, formal change processes must be followed where required to conform to best practices. Finally, issues and problems must be corrected in such a manner to minimize future risks.

---

### Highlights

---

- Utilizes a single platform for issue and change management across the extended enterprise
- Raises issues and makes change easily to any intellectual property (IP) stored within the PLM or any external systems
- Provides managers and product development stakeholders with end-to-end traceability for issues and changes
- Maintains the accountability of changes required to fix an issue or a problem
- Provides full traceability of all affected items of an issue or a change, from hardware to software and electrical IP
- Conducts thorough analysis of change impact across products and processes to correctly respond to issues
- Facilitates better decision making process by using dashboards for reporting, trending, and preventive action Planning
- Reduces change cycle time and late-cycle changes

## The Solution

As part of IBM's comprehensive PLM V6 solutions, the Issue and Change Management solution enables High-Tech organizations to raise and resolve issues from any geographical location or any role in the organization. Issues are all identified, assigned owners, tracked (reported upon) and resolved in a seamless, common platform. To keep the entire enterprise synchronized, issues can spawn formal change processes for engineering and manufacturing. Any intellectual property, whether stored in the PLM system or externally, can be identified as an affected item of an issue or a change. In order to reduce change cycle time, suppliers and customers can participate in the issue and change management processes as required. The Issue & Change Management solution provides High-Tech companies with a end-to-end issue and change management strategy and processes that include identification, resolution, prevention, reporting and trending.

The Issue and Change Management solution offers robust change management capabilities that utilize formal change processes via Engineering Change Requests (ECR), Engineering Change Order (ECO) or any other type of formal change request to meet the needs of the High-Tech industry. The solution provides users with visibility to the affected items of the change as well as the implemented items. The affected or implemented items may include features, requirements, products, builds, or any other type of IP that may need to be resolved or implemented by the change.

Capabilities are provided for managers and all product development stakeholders to trend and report upon issues and formal changes. Key Performance Indicators (KPIs) can be tracked and reported against products, projects, or design teams for trending or preventive action planning. This gives the users the flexibility to create new KPIs and user-configurable dashboard views, which allow for ease of maintenance and reaction to changing market conditions and problems as they occur in real-time.

With this, High-Tech companies have streamlined, end-to-end issue and change management processes that enables stakeholders and management to have real-time visibility of issues, changes and trending. As a net result, better decision making related to issue resolution and product changes can be made swiftly and comprehensively.

The Issue and Change Management solution helps High-Tech companies gain efficiency and optimize resource usage by reducing change cycle time and minimizing late-cycle changes. This solution also allows for the implementation of closed-loop preventive processes to minimize future risks.

### **The Issue and Change Management solution integrates the following sub-processes:**

- Issue Identification, Qualification, Analysis and Action/Resolution
- Issue Tracking and Reporting
- Discussion Thread Management
- Extended Enterprise Change Management
- Engineering Change Order (ECO) and Single-Stage ECO
- Engineering Change Request (ECR)
- Manufacturing Change Order (MCO)
- Change Impact Analysis
- Request for Deviation/Waivers

### **The Issue and Change Management solution is supported by the following products:**

- ENOVIA® Engineering Central™
- ENOVIA® Live Collaboration
- ENOVIA® Live Collaboration for Workgroup



IBM Corporation  
Software Group  
Route 100  
Somers  
NY 10589  
USA

The IBM home page can be found at [www.ibm.com](http://www.ibm.com)

IBM and the IBM logo are registered trademarks of International Business Machines Corporation registered in many jurisdictions worldwide. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml).

ENOVIA logo is a registered trademark of Dassault Systèmes or its subsidiaries in the US and/or other countries

Other company, product and service names may be trademarks, or service marks of others.

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program or service is not intended to imply that only IBM products, programs or services may be used. Any functionally equivalent product, program or service may be used instead.

IBM hardware products are manufactured from new parts, or new and used parts. In some cases, the hardware product may not be new and may have been previously installed. Regardless, IBM warranty terms apply.

This publication is for general guidance only. Information is subject to change without notice.

Please contact your local IBM sales office or reseller for latest information on IBM products and services.

Photographs may show design models. © Copyright IBM Corporation 2009. All Rights Reserved.

For more information contact your IBM Representative,  
IBM Business Partner, or visit the IBM PLM Web site at:

[ibm.com/software/plm](http://ibm.com/software/plm)