

Collaborative Software Development: Seamless work processes across global teams

My name's Christine Skinner, and I'm the IBM Global Services application services Rational program manager.

My organization supports over 2300 applications. Our community of practitioners spans the globe, over 7500 practitioners. And our customer is IBM. This makes IBM one its largest users of the Rational tool set.

My organization is worldwide, globally. And what's so neat about Rational Team Concert is that I can have a development team over in China, fixing the code according to a particular story, and then when my project manager wakes up in the United States, their meeting, their sprint meeting in the morning is automatically productive because they know exactly what the China development team has gotten accomplished, so they only need to focus on the inhibitors. And then when they go to sleep, our U.S. team picks up, and we can continue to have around the clock development activities going on with the use of Rational Team Concert.

What Rational Team Concert is also allowing us to do is to get closer to our customer, our internal customer. By the use of the dashboards and the transparency capability within Rational Team Concert our customer knows what's going on within the project, where they are at a particular time, any day, any time, 'cause of the real time capabilities available in Rational Team Concert. They can also identify what the inhibitors are so that they can take appropriate action as necessary.

And what we've found is that the integration of these tools really has allowed for increased productivity among our practitioners in supporting our business processes.