



## IBM Software Services for Rational

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### Highlights

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- ***Helps automate, integrate and govern the core business process of software and systems delivery with worldwide support***
- ***Provides highly skilled experts with broad architectural knowledge, deep technical skills and best practices expertise***
- ***Accelerates the deployment of Rational software, which helps minimize risk, maximize investments and meet business goals***
- ***Offers a variety of services to help improve software development practices***

Good software doesn't just happen. Delivering new projects, upgrades and systems on time and under budget, and managing development teams, is challenging. IBM Rational® software helps organizations automate, integrate and govern the core business process of software and systems delivery via the IBM Rational Software Delivery Platform. And IBM Software Services for Rational helps organizations address these needs by providing worldwide support through a set of services that spans the entire software and systems delivery lifecycle, enabling you to gain visibility, accountability, traceability, predictability and agility across your multiple projects and teams.

IBM Software Services for Rational is a team of highly skilled experts with broad architectural knowledge, deep technical skills and best practices expertise. The decision to engage IBM Software Services for Rational can grant you access to some of the deepest product, consulting and training skills in the world. Our close relationships with IBM Rational development

teams worldwide help ensure that you have access to the latest technologies over the life of your projects. Our experts focus exclusively on providing technical services and training for IBM solutions, and integrating other supported platforms so you can fully leverage your solution as quickly as possible—and achieve your business and technical goals.

When you combine our professional, educational, technical resources and technical support services with our products, you get a comprehensive approach to leveraging your team's software development capabilities and accelerating its results. A variety of services are available to help you address:

- *Global capability*
- *Business flexibility*
- *Time to market*
- *Risk and compliance management*

## Professional services

The IBM Rational worldwide staff of qualified consultants brings years of experience to help you lay a solid foundation for successful software development projects or to accelerate any phase of your software project. Our service offerings can help you maximize business needs through assessments; obtain architecture and design skills for building a solution; develop and deploy your solution; and maintain your software.

You can engage IBM Rational professional services on large-scale, custom consulting projects that are tailored to meet the unique needs of your organization. Custom consulting services include project management to help ensure that activities are carefully planned and that team milestones are met. You can also engage your local IBM Rational account team for short-term assistance with a single problem to keep your project on track.

IBM Rational also offers several types of packaged service offerings that embody the experience of our most senior consultants. You can choose packaged service offerings that provide an objective assessment of your software development capabilities, or you can use our services to deploy a new tool or methodology to your organization or project team. We can help you produce tangible assets through a facilitated workshop, or we can see you through the modernization of your enterprise applications.

## Assessment services

These services provide you with an independent evaluation of your software development capability. An assessment service can range in type and scope from addressing your entire software development organization to focusing on a single software project. IBM Rational also offers specially targeted assessments that concentrate on a single problematic aspect of software development, such as the collection of project metrics or the administration of your software assets. Our team performs an in-depth assessment of your specific circumstances, processes and development environment, and gives you objective third-party insight—matched with industry standard best practices—and provides the recommendations you need in order to make sound decisions on how to proceed.

## Deployment services

These services provide a clearly defined roadmap to the implementation of industry standard software development methodologies using Rational tools. These service offerings combine planning, consulting, training and mentoring to provide a proven method for successfully deploying IBM Rational products and effective software development practices to your team or organization.

## Workshops

Workshops are a special type of service offering that are intended to produce tangible assets for your organization through a collaborative approach. Workshops are facilitated by senior IBM Rational consultants who can guide your team through building the shared understanding needed to make decisions. Workshops can range in type and scope from establishing a management strategy for your software project and prioritizing your software development initiatives to producing a set of deliverables for a single project, such as business or system use cases.

## Enterprise modernization services

IBM Rational also provides services for modernizing and transforming enterprise application development in IBM System i™ and IBM System z™ environments. The services can range in type and scope based on customers' specific needs.

For more information, please visit:

[ibm.com/software/rational/services/professional](https://ibm.com/software/rational/services/professional)

## Education services

In addition to packaged services, IBM Rational offers education services, which complement our comprehensive software development solution by combining proven best practices with a structured professional education curriculum. The curriculum includes courses covering the four lifecycle categories of architecture management, change and release management, process and portfolio management, and quality management.

IBM Rational software provides a blended curriculum of instructor-led training (ILT), instructor-led online (ILO), computer-based training (CBT) or Web-based training (WBT) to suit your education needs. Get foundational and prerequisite knowledge through our library of CBT or online WBT courses, and then extend your knowledge and increase your understanding through in-depth ILT or ILO classroom courses.

ILT classroom courses are offered through either open enrollment training facilities or through an onsite option, which can be delivered at your location.

Instructor-led online courses are taught by a live instructor on a specific day at a specific time. This format means you get the benefits of being in a classroom, but you also enjoy the convenience and cost savings of online training. These courses are the same as their classroom equivalents, including the course length, content and student materials.

CBT supplies self-paced training on an installable CD that can be used on your organization's intranet or learning management system. This offering is perfect for larger organizations that have security concerns where the Internet is not readily available to employees.

WBT is provided online and delivered through the Learner Portal Web site. These courses can be accessed according to your own schedule, as they are available anytime and anywhere you have access to the Internet.

For more information, please visit:

[ibm.com/training/us/catalog/rational](http://ibm.com/training/us/catalog/rational)

#### **IBM developerWorks: Rational**

IBM developerWorks®: Rational is the technical resource for development professionals using or evaluating IBM Rational tools and best practices. The developerWorks: Rational site offers trial software that can be downloaded to your desktop, or you can test-drive IBM Rational tools while hosted on IBM servers. Other resources include discussion groups, education, blogs, webcasts, podcasts and newsletters. These resources are continually added and updated, and are designed to help you use IBM Rational solutions to your best advantage. Whether you're new to an IBM Rational solution or a veteran practitioner, you'll find the technical content you need to get started quickly and enhance your skills.

The developerWorks site offers a range of tools, code and education that enable developers to take full advantage of the IBM Rational Software Delivery Platform. By providing relevant and accurate technical information, developerWorks content presents valuable development choices for building and deploying applications across heterogeneous systems. The developerWorks site covers

technical information on Rational, IBM Information Management, IBM Lotus®, IBM Tivoli®, IBM WebSphere®, IBM AIX® and UNIX® software, as well as open-standards technology including Java™, Linux®, XML Web development and more.

For more information, please visit:

[ibm.com/developerworks/rational](http://ibm.com/developerworks/rational)

#### **Worldwide technical support**

Rational Customer Support, our worldwide team of technical support engineers, offers efficient problem resolution when you need it. Our support programs give you both online access to tens of thousands of technical notes, patches and upgrades, as well as direct access, both electronically and by telephone, to the Rational Customer Support team's talented support engineers.

For more information, please visit:

[ibm.com/software/rational/support](http://ibm.com/software/rational/support)

#### **Premium support management**

IBM Software Premium Support provides an integrated set of support services designed to complement your existing software maintenance, adding value through proactive support, knowledge sharing and problem management. A dedicated Premium Support manager can quickly become knowledgeable of your environment and proactively help you avoid known problems and minimize the risks of change as your business needs evolve.



Premium Support highlights include:

- *Providing high availability to help avoid the high costs of downtime and implementation delays.*
- *Helping to build the intellectual assets of your organization.*
- *Overcoming implementation barriers quickly, and meeting your schedule.*
- *Empowering your IT team to function more efficiently and deliver results.*

For more information, please visit:

[ibm.com/software/rational/support/tsas](http://ibm.com/software/rational/support/tsas)

#### **A sound investment**

To gain the most value from your investment, you must efficiently and effectively automate, integrate and govern your solution from end to end. IBM Software Services for Rational helps you address these critical business needs through a variety of service offerings and highly skilled experts with broad architectural knowledge, deep technical skills and best practices expertise. With an IBM technical expert by your side, you can minimize your risk, maximize your investments and meet your business goals.

#### **For more information**

To learn more about how IBM Software Services for Rational can help your software development and delivery efforts, please contact your IBM sales representative or IBM Business Partner, or visit:

[ibm.com/software/rational/services](http://ibm.com/software/rational/services)

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Software Group  
Route 100  
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U.S.A.

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09-07  
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