Rational software

IBM

IBM Rational ClearQuest Deployment Service

IBM Rational Deployment Services help you:

■ *Enhance efficiency and predictability of deploying a new technology*

■ *Improve communication and teamwork*

■ *Accelerate self-sufficiency*

■ *Leverage IBM Rational's industry-leading software development experience*

Recommended for:

■ *Project teams or organizations of any size that are newly adopting IBM Rational ClearQuest*

■ *Rational ClearQuest users who are expanding software configuration management with ClearQuest within their organization*

The IBM® Rational® ClearQuest® Deployment Service is a configurable service offering that enables you to deploy defect and change tracking with Rational ClearQuest in the most efficient and effective manner to meet your specific needs. Your Rational account team works in partnership with you to transfer ClearQuest technology and best practices in defect tracking and change management to your team.

This deployment service provides the guidance and tools necessary to address your unique team needs while mitigating the risks associated with introducing new technology into your organization. Rational's many years of experience in successfully introducing tools and best practices are combined into a deployment service package that will help you take full advantage of your investment in Rational ClearQuest.

Clearly Defined Milestones and Deliverables

The Rational ClearQuest Deployment Service follows a proven path to success and includes a comprehensive set of activities and deliverables addressing best practices, environment setup, training, deployment, and a follow-up assessment.

IBM Rational ClearQuest Administrator Training

Your team's Rational ClearQuest Administrators attend training at an IBM training facility, saving time by speeding up the learning curve and ensuring effective processes are put into place from the very beginning of the project.

Environment Setup

Your IBM Rational technical representative will assess your project's hardware and network topology against Rational ClearQuest deployment requirements, and provide recommendations to reduce project risk. The ClearQuest environment is designed, tested, and deployed in collaboration with your project's ClearQuest administrator, ensuring the success of the project by starting off with an efficient environment tailored to your organization's needs.

Change Request Model Implementation

Your Rational technical representative will perform a process assessment to evaluate your current defect and change tracking practices, and identify the modifications to Rational ClearQuest that are needed to support the specific needs of your project. This enables you to create a process based on industry best practices and minimizes the impact of change by leveraging existing resources.

End-User Deployment

A Rational ClearQuest Environment Specification is created establishing the ClearQuest architectural layout and rollout activities. Your ClearQuest Administrators participate in all rollout activities, gaining additional experience and insight into the implementation to complement the theory learned in the classroom. On-site training is delivered to your development team on the basics of ClearQuest usage ensuring all end-users begin the project with the same knowledge. This training reflects the activities described in the ClearQuest Deployment Service Usage Model.

Follow-Up Assessment

Approximately 30 days after the initial deployment, your Rational technical representative will return to evaluate your project's initial success by reviewing the current state of the technology and process deployment. This evaluation identifies potential problems, and provides recommendations in order to avoid unnecessary project delays.

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