

**Industry:**

Business/Technical Consulting

**Organization:**

Logica

**Description:**

Logica provides business and technical consulting, client/server and Internet-based custom software development, third-party package implementation, and systems integration services.

**Business Problem:**

Logica needed to improve communication and tracking of requirements as well as improve development processes to reach CMM Level 2. Furthermore, they needed to integrate with other software development tools to better document their process flow.

**Rational Solution:**

Rational RequisitePro, Rational Rose and ClearDDTS

**Key Benefits:**

- Improves software quality
- Provides automated requirements traceability
- Shortens development cycles
- Reduces errors
- Supports industry standards such as CMM
- Offer management reporting capability
- Integrates with other Rational tools to support the entire software development lifecycle

## Rational RequisitePro Enables Logica to Improve Software Quality and Achieve CMM Level 2 Requirements

### Logica Helps US West Comply With The Telecom Act of 1996

With 8,500 employees in 25 countries around the world, Logica is a leading provider of systems integration and consulting solutions for the energy/utilities, telecommunications, financial services, and automotive markets. Logica North America, based in Lexington, MA, provides business and technical consulting, client/server and Internet-based custom software development, third-party package implementation, and systems integration services.

Mary Walker, a knowledge engineer at Logica, is responsible for requirements management and requirements analysis. Her project team is in the process of implementing Rational Requisite<sup>®</sup>Pro, along with Rational Rose<sup>®</sup> and Rational ClearDDTS<sup>™</sup>, for a Customer Service Records Management (CSRM) project with US WEST. Walker's 10-member project team includes a technical writer, a project manager, a requirements analyst, a tester, a technical lead, and five software developers/engineers.

With the passage of the Telecommunications Act of 1996, US WEST is required by law to share detailed customer information with other telecommunications co-providers. The current US WEST customer information system is not set up to deliver all of this information. Logica developed software that allows US WEST to automate the information transfer and manage specific types of customer data, without divulging proprietary customer information to co-providers.

### Traceability from Project Start to Finish

Through requirements documents and in-person requirement review sessions, US WEST expresses the necessary changes to their existing software. From there, Logica determines how these changes will affect the CSRM project. Walker and her project team have simplified the process of tracking requirement changes and sorting requirements by specific criteria with Rational RequisitePro's database and traceability features.

"Rational RequisitePro has greatly improved how we track requirement changes and has simplified requirements traceability. Before RequisitePro, we were using Microsoft Word<sup>™</sup> to define requirements and manually track changes. Now, traceability is documented within each requirement, and the information is much easier to access and pull out. In addition, we use Rational ClearDDTS in conjunction with RequisitePro to automatically track changes made to requirements," said Walker.

*"Rational RequisitePro has greatly improved how we track requirement changes and has simplified requirements traceability...Now, traceability is documented within each requirement, and the information is much easier to access and pull out."*

## About Rational Software:

Rational Software Corporation (NASDAQ: RATL), the leader in unifying software teams, helps organizations develop and deploy e-business, Web, enterprise-wide, technical, and embedded software through a combination of tools, services, and software engineering best practices. Rational's solution unifies the key members of a software team – including analysts, developers, and testers – and provides unique offerings optimized for each of these roles, thereby improving team and individual productivity. Rational simplifies the process of acquiring, deploying, and supporting a comprehensive development platform, reducing total cost of ownership.

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*“Rational RequisitePro ensures consistency across the team, gives structure to our processes, and reduces human error. With more structure, we’ve been able to improve customer satisfaction, even though we’ve just started ramping up the project.”*

## Logica Eliminates the “Sneaker Network” and Improves Customer Satisfaction

Now that Logica has hired analysts to focus on requirements through Rational RequisitePro, the company is improving the way in which requirements are reviewed and handled. “I anticipate that RequisitePro will speed up our project implementations, make us more organized, and leave less room for error,” she said.

“In addition, Rational RequisitePro has provided us with an environment where all change management is handled the same way by the entire team. It ensures consistency across the team, gives structure to our processes, and reduces human error. With more structure, we’ve been able to improve customer satisfaction, even though we’ve just started ramping up the project,” she added.

With Rational RequisitePro’s centralized requirements repository, Walker’s project team can access requirements-related information quickly and easily. “In the past, we didn’t have a recordable requirements management process. We communicated between cubicles and in hallways, something we call the ‘sneaker network.’ Now our communication is automated and more efficient,” she said. During the review process, Walker also uses RequisitePro’s attribute matrices and reports to update management and US WEST.

## Rational Helps Logica Support CMM Level 2 Quality Standards

In addition to Rational RequisitePro, Logica is using Rational Rose for visual modeling and Rational ClearDDTS for change request management and defect tracking. Together, they support the company’s efforts to reach the esteemed Capability Maturity Model (CMM) Level 2, a measure of software process quality established by the Software Engineering Institute. “After doing some research, we knew we needed to improve our development processes in order to reach Level 2. We selected Rational’s tools to meet these quality standards,” said Walker.

“Rational RequisitePro allows us to organize our requirements in one, centralized location, track all changes to our requirements, and sort on specific attributes. We’ve also started to integrate use cases from Rational Rose into RequisitePro to better document our process flow,” she stated. “And, more importantly, US WEST is already more satisfied with our progress because of the improvements RequisitePro has provided.”

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