

**Industry:**

News and Television Agency

**Organization:**

Reuters

**Description:**

Reuters supplies global financial markets and news media with a wide range of information and new products, including real-time financial data; collective investment data; numerical, textual, historical and graphical databases; and news, graphics, news video and news pictures.

**Business Problem:**

Reuters wanted to implement CMM processes to improve software processes, improve time-to-market and team communication between offices. The company achieved CMM Level 2 and is now focused on attaining CMM Level 3.

**Rational Solution:**

Rational RequisitePro

**Key Benefits:**

- Supports CMM process improvement initiatives
- Automates requirements management processes
- Improves time-to-market
- Enhances team communication
- Integrates with Microsoft Word
- Tracks requirements from creation through test
- Allows requirement attributes to be customized, viewed and sorted

**Programming Environment:**

Non-applicable

## Reuters Uses Rational RequisitePro to Manage Requirements for Its Desktop Service

As the world's largest news and television agency, Reuters supplies global financial markets and news media with a wide range of information and news products, including real-time financial data; collective investment data; numerical, textual, historical and graphical databases; and news, graphics, news video, and news pictures. Reuters designs and installs enterprise-wide information management and risk management systems for financial markets and provides equity and foreign exchange transaction systems.

Reuters' Numeric Database Technology-US Group (NDT-US) relies on Rational Requisite®Pro for requirements management. NDT-US provides fixed-income data for Reuters' products, including the company's new international product launched in 1999, 3000 Xtra, which embraces Microsoft standards and Web technology. With 3000 Xtra, financial analysts can carry out complex analyses and modeling, send and receive e-mail via the Internet, receive Reuters Television, search business publications, access a wide range of services through Reuters' extranet, and access their own corporate intranets.

David Fado manages the Project Coordinator group within NDT-US. This group works to apply Rational RequisitePro effectively in a process improvement environment focused

on attaining the SEI Capability Maturity Model (CMM) Level 3. Fado has been involved with requirements management for a number of fixed-income projects.

### Rational RequisitePro Supports Reuters' Goal to Achieve CMM Level 3

Reuters is committed to a CMM software process improvement initiative. The company selected Rational RequisitePro as a requirements management tool because it needed to automate requirements management processes to achieve CMM Level 2.

"We chose to implement CMM processes to improve our time-to-market and communication between offices," said Fado. "CMM Level 2 is focused on requirements management and control. For CMM Level 3, requirements must be traceable from the product level all the way through to test and back. Rational RequisitePro's traceability features create a baseline that we can work and plan from. We can ensure that all plans and activities are consistent with the software requirements."

### Immediate Access to Requirements Information

Prior to implementing Rational RequisitePro, developers updated requirement changes in Microsoft Word, manually traced the effects of requirement changes, and released revised documents to everyone involved in the project. With RequisitePro, requirements from Word documents are now entered into RequisitePro's repository for automated tracking, viewing and sorting. All of the software requirements are housed in a single location instead of multiple Word documents.

"With Rational RequisitePro's centralized requirements, everyone on our development team, including development

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*"With RequisitePro's centralized requirements, everyone on our development team, including development managers, project leads, software developers and testers, has access to the information immediately, eliminating the lag-time involved with distributing hard-copy documents or reading through multiple e-mails."*

## About Rational Software Corporation:

Rational Software Corporation (NASDAQ: RATL), the e-development company, helps organizations develop and deploy software for e-business, e-infrastructure, and e-devices through a combination of tools, services, and software engineering best practices. Rational's e-development solution helps organizations overcome the e-software paradox by accelerating time to market while improving quality. Rational's integrated solution simplifies the process of acquiring, deploying, and supporting a comprehensive e-software development platform, reducing total cost of ownership. Founded in 1981, Rational, one of the world's largest Internet software companies, had revenues of \$411.8 million for its fiscal year that ended in March 1999, and employs more than 2,000 people around the world.

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managers, project leads, software developers and testers, has access to the information immediately, eliminating the lag-time involved with distributing hard-copy documents or reading through multiple e-mails," Fado said.

Since Rational RequisitePro is integrated with Microsoft Word, Fado is able to bulk upload "raw" requirements from other documents directly into RequisitePro using Word styles. "Our specification documents are widely distributed over the Web in Word. RequisitePro's integration with Word makes requirements elicitation much easier."

## Requirements Traceability Ensures Nothing Falls Through the Cracks

Rational RequisitePro provides Reuters with clear requirements tracking from requirement creation through test. Test plans are directly linked to individual software requirements to ensure all requirements are tested, which is one of the criteria of reaching CMM Level 3.

"Using Rational RequisitePro's suspect links feature, I can check that all project planning activities are consistent with the requirements, determine what requirements have not been addressed and make sure all requirements have been tested. I like the rapid turnaround I receive from RequisitePro," he explained.

## Customized Attributes and Traceability Trees Improve Project Management and Future Planning

By assigning attributes to each requirement, Fado can easily understand requirement priority and can query the database for specific views. "Rational RequisitePro gets all the requirements in one place. I can sort by priority and assign attributes and tracking numbers to individual requirements," he said.

Using tracking numbers, Fado separates sub-project from master project requirements and Phase 1 from Phase 2 requirements. "After a change is made to a requirement, I can quickly see its effects on individual parts of the product, the master project and sub-projects using Rational RequisitePro's traceability trees. I also use RequisitePro for future planning purposes. It helps me understand which requirements will be implemented in Phase 1 versus six months down the road in Phase 2."