



Tivoli Strategy and Product Management

# Tivoli Requirements Process

*RFE Community Tool*

## What is the RFE Community?

- The RFE Community is a web site where customers can collaborate with Product Management and other product users through their ability to search, view, comment on, submit, and track product Requests For Enhancement (RFEs).
  
- The RFE Community Tool provides the following:
  - Scales for # users and # requirements
  - Bridge to RTC back-end
  - Group users (e.g. within a segment, Board of Advisors)
  - Group like requirements (i.e. “me too”)
  - Vote on top requirements
  - Add attachments
  - Reporting and admin capabilities
  - Prioritize requirements
  
- The following items are being discussed:
  - Support for complex solutions (e.g. cloud)
  - Tagging requirements
  - Brand-specific fields and drop-downs
  - Multiple watch lists
  - Additional reporting
  
- **Rational started using the RFE Community Tool in April 2008.**
- **Tivoli started November 2010 and was fully migrated by December 2011.**

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# Tivoli RFE Community

Welcome Tivoli users! Here you have an opportunity to collaborate directly with the Tivoli product development teams and other product users.

- ➔ [Search for RFEs](#) (view, comment, vote, and watch)
- ➔ [Submit RFEs](#)
- ➔ [Track your RFEs](#) (My RFEs)

**Release plans (Pilot)**

Now you can track upcoming product release plans through the release cycle, plus you can comment and rate planned items along the way. *(Sign in required)*

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- ➔ [IBM SmartCloud Application Performance Management](#)
- ➔ [IBM Tivoli Monitoring](#)
- ➔ [Tivoli Business Service Manager](#)
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**Tivoli RFE activities**

➔ [Search RFEs](#)

Before you submit a request, search the existing database to minimize the number of duplicate entries. You can add your own comments to existing requests and share information across the community.

➔ [Submit RFEs](#)

Submit your own idea for a new RFE. Our development team will review your request and provide status updates throughout its lifecycle.

**Browse RFEs**

Select a view and a product:

Top 20 watched RFEs
 Top 20 voted RFEs
 Submitted RFEs
 Planned RFEs
 Delivered RFEs

**Latest RFE submitted**

**Product:**  
Tivoli OMEGAMON XE for Storage

**Headline:**  
[OMEGAMON for Storage couldn't support CA1 and EMC disk](#)

**Submitter's display name:**  
 [Jeremy\\_Chen](#)

**IBM's latest RFE response** ➤

**RFE with most votes** ➤

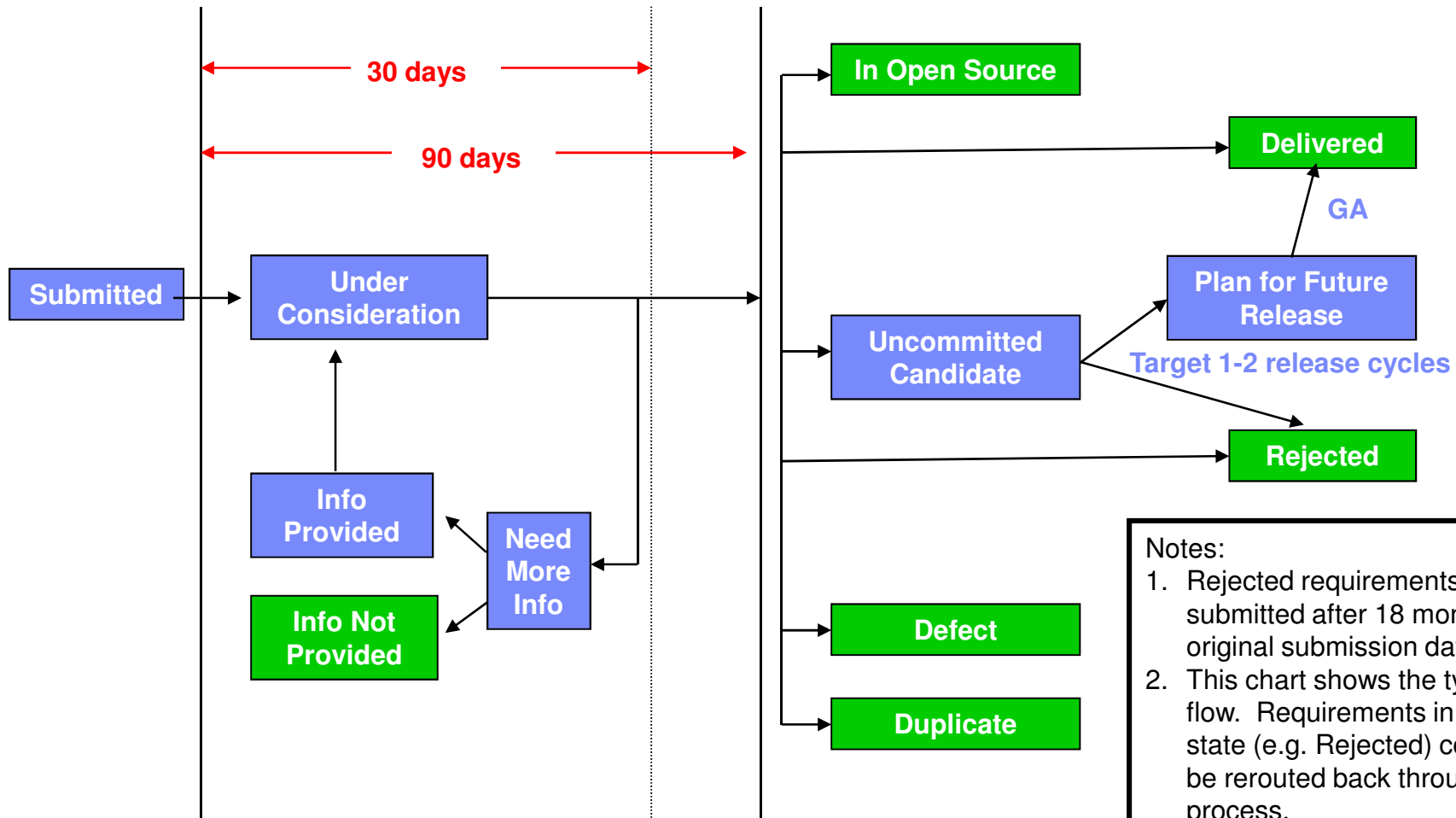
**Most watched RFE** ➤

[http://www.ibm.com/developerworks/rfe/?BRAND\\_ID=90](http://www.ibm.com/developerworks/rfe/?BRAND_ID=90)

## What is different from current requirements system?

- **Requirements submitter interacts directly with Product Management**
  - No need to involve Customer Support or Sales rep
- **Requirements go to a back-end system already being used by Product Management & Development**
  - No separate tracking system that is not “part of the process”
- **Improved ability to monitor and manage requirements**
  - Watch lists, “me too”, groups, voting
- **Crisply defined Service Level Agreements**
  - Compliance to SLAs will be monitored monthly by Tivoli executive team
- **Consistent requirements system for IBM Software Group products**

# RFE Community Tool - Service Level Agreements



Green – final state  
 Blue – interim state  
 Red – expected response time

- Notes:
1. Rejected requirements may be submitted after 18 months from original submission date
  2. This chart shows the typical flow. Requirements in a final state (e.g. Rejected) could may be rerouted back through the process.
  3. 30 day timeframe to get out of Submitted state
  4. 90 day timeframe to move to right side of diagram

## What will happen to existing requirements?

- **Not planning wholesale move out of existing system to new tool**
  - Will manage requirements in existing system until backlog is 0, new requirements in new system
  
- **Product Management teams performing triage**
  - Developing aggressive plan to significantly reduce backlog
  - If a requirement is a good idea, but will not likely be implemented, say “no”
  - Some requirements will be moved to new tool.

## Miscellaneous

- **Questions on Tivoli's use of the RFE tool can be directed to [tivrfe@us.ibm.com](mailto:tivrfe@us.ibm.com)**
  
- **To submit RFEs recommending improvements to the RFE Community Tool:**
  - Brand = Rational (yes, even for Tivoli users)
  - Product = RFE Community