



Highlights

- Enhance project visibility and control with real-time, consolidated dashboard, reporting and process enforcement
 - Support faster software delivery with integrated, automated and fully customizable end-to-end processes
 - Enable Agile systems and application delivery with strong IBM® Jazz™ platform integrations
 - Streamline team communication and coordination with automated workflows
 - Address security concerns with access control, electronic signatures, repeatable processes, audit trails and life cycle traceability
 - Scales to support large, geographically distributed enterprises
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IBM Rational ClearQuest, Version 8.0

Automate and control enterprise change and delivery processes for improved effectiveness

Most software and systems development organizations have several things in common: They rely on teamwork that can span cities, countries or continents; they need to reduce the number of time-consuming, error-prone manual tasks in their delivery methods; and they need to simplify compliance and reporting.

IBM Rational® ClearQuest® change management software is designed to help you manage the software life cycle more effectively. It gives you access to the information you need to make better decisions. It helps you more effectively manage tasks and schedules, and respond rapidly to customer needs. Rational ClearQuest automated workflows can help you control and enforce development processes from requirements definition through production and help improve team communication, productivity and quality.

Improving visibility and control

Disparate systems and processes can create serious coordination problems, making it difficult for teams to collaborate on what should be inherently connected processes. Rational ClearQuest software allows you to customize and enforce consistent development processes and achieve an integrated, consolidated view across the project.

Automating processes

Designed to help you create repeatable, enforceable, predictable processes, Rational ClearQuest provides “out-of-the-box” workflows that can be easily customized and quickly implemented to help get projects started quickly. States and actions can be defined, fields can be added and lists can be modified. Mandatory fields help ensure that the correct data is collected. And email notifications help improve response time and keep team members informed of changes or updates.



Enhancing software quality

By automating interactions among disparate project functions and groups, Rational ClearQuest software helps eliminate software errors that occur due to manual processes and hand-offs, miscommunication, and inconsistent information. Built-in defect and change tracking capabilities, together with enterprise quality management functionality, are designed to unify development and testing efforts and prevent skipped steps or incomplete activities. Streamlined processes can lead to faster and more frequent test cycles, allowing you to detect errors earlier in the software delivery cycle—when it's less expensive to fix them.

Increasing team collaboration

Rational ClearQuest software helps improve team communication and coordination by integrating such typically isolated processes as analysis, development, testing and deployment. In addition to improving productivity, automated workflows and email notifications help ensure that appropriate team members are immediately alerted when their action is required. They also receive comprehensive information about any change or update that can impact their activities. With everyone on the team working from the same information, issues surface quickly, and those affected by the issues are able to collaborate on corrective action in real time.

Enabling security-rich development

Security features such as user authentication, user authorization, electronic signatures and audit trails are crucial to help ensure compliance with internal and external requirements. User authentication can be performed through the Rational ClearQuest directory of users or through industry-standard directory servers using Lightweight Directory Access Protocol (LDAP). Support for Secure Sockets Layer (SSL) encryption enables security-rich communication between the Rational ClearQuest software and the LDAP directory.

User authorization is performed through the Rational ClearQuest user database. Existing encrypted passwords on the file system are replaced with passwords encrypted using a Federal Information Processing Standard (FIPS) 14-2 approved algorithm. But this capability does not change any of the user passwords in the database. You can also extend access control for key security checkpoints through scripting. Together, these capabilities help ensure that changes are made only by authorized individuals.

Rational ClearQuest software tracks and logs which individual changed what, when and why. Changes to activities are tracked in the history of the activity. In addition, electronic signatures verify the identities of individuals performing specific actions. By documenting all transactions across the software life cycle, you can trace the origin and detail of all activities, and verify authorizations and sign-offs.

Easing administration with ALM

Rational ClearQuest software provides an “out-of-the-box” application lifecycle management (ALM) schema that includes both schema and packages. The process model focuses on work completed in the context of a project where requests are planned as tasks and performed as activities. In addition to balancing workloads across phases and iterations of a project, the ALM solution allows each project team to customize its configuration to fit its unique needs.

Supporting real-time reporting and metrics

Rational ClearQuest software gives you insight into your processes with comprehensive support for querying, charting and reporting. Easily created and refined, distribution, trend and aging charts help you visualize complex data and drill into the area of data that you need. Rational ClearQuest software also provides a flexible reporting mechanism so that individual team members can gain quick access to development activities. All-in-one dashboards, with integrated ClearQuest data visualization, are available through the integration with the

IBM Jazz platform. Data can be drawn from Rational ClearQuest software for use by a wide variety of reporting engines such as SAP BusinessObjects XI including Crystal Reports; Eclipse Business Intelligence and Reporting Tools (BIRT); and Actuate BIRT products. This reporting model allows development teams to have flexible and enterprise-level access to real-time reporting and metrics.

Additionally, the Rational ClearQuest report server allows teams to manage and run reports from a web browser. Access to the web server is controlled by your Rational ClearQuest login credentials, allowing you to run and manage reports from anywhere, anytime.

Activity-based change management

IBM Rational ClearQuest and IBM Rational ClearCase® software work together to help you define and manage changes to software assets as activities. Through the unified change management capability, file versions in the Rational ClearCase application are grouped into logical activities and associated with change requests in the Rational ClearQuest application. This activity-based approach enables developers to manage their work at the task level, instead of managing individual files. It helps build engineers ascertain that the correct files are incorporated into the build. Testers can readily confirm that the proper functionality and builds are tested. Quality assurance engineers can quickly see and validate what has changed between builds. And project managers are better able to track project status.

Integrating with other tools using Open Services for Lifecycle Collaboration (OSLC)

In addition to working seamlessly with Rational ClearCase software, Rational ClearQuest supports Open Services for Lifecycle Collaboration (OSLC) which promotes application lifecycle management (ALM) traceability through “out-of-the-box” integrations with requirements (IBM Rational DOORS® and IBM Rational Requirements Composer software), test

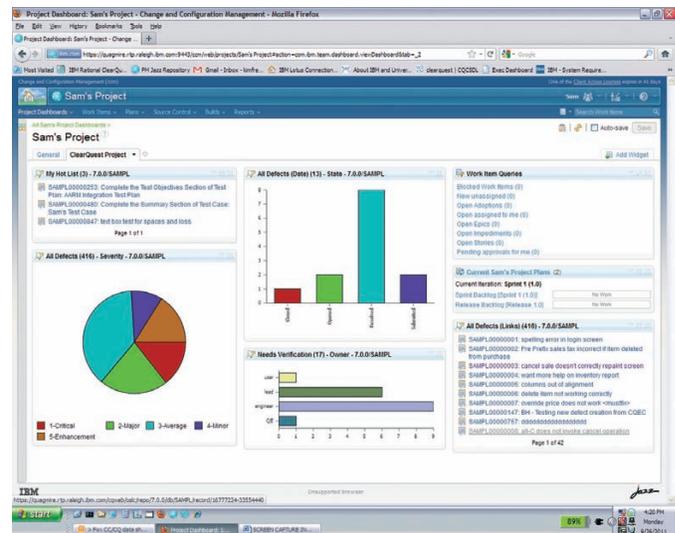


Figure 1: All-in-one dashboards with integrated IBM Rational ClearQuest data visualization are available through integration with the IBM Jazz platform.

management (IBM Rational Quality Manager) and change management (IBM Rational Team Concert, IBM Rational Change software and Bugzilla) solutions.

Offering unparalleled scalability

Rational ClearQuest deployments can support thousands of users working across dozens of sites. A wide range of access capabilities helps ensure that all team members, local and remote, have access to the most up-to-date information—virtually anytime, anywhere. Whether your team is a small workgroup at a single location or a highly distributed team spanning multiple locations, Rational ClearQuest software provides the flexibility and scalability to support your organizational needs.

Tracking defects and changes

Rational ClearQuest defect and change tracking capabilities help you manage activities throughout the project life cycle. By documenting and managing issues to resolution, Rational ClearQuest software provides closed-loop change management that delivers better project control and helps improve software quality.

Strong integrations with the IBM Jazz platform

Rational ClearQuest software integrates directly with IBM Jazz so that you can gain the benefits of Jazz technology while leveraging your existing investment. You can use the ClearQuest Bridge software, provided with Rational Team Concert software, to integrate Rational ClearQuest with Jazz to gain the benefits of agile or traditional project planning and tracking, create, view, and modify Rational ClearQuest records, run Rational ClearQuest queries, and associate Rational ClearQuest records with Jazz work items—all from within the web client.

For more information

To learn more about IBM Rational ClearQuest can help you manage your software life cycle more effectively, contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/software/awdtools/clearquest

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Produced in the United States of America
November 2011

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