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IBM Rational Software Development Conference 2008

WHERE TEAMS ARE **R-HEROES**

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RATIONAL DEVELOPMENT  
AND CUSTOMER SUPPORT**



Rational. software

# Quality Management

*Providing Collaborative Lifecycle Quality  
Management*



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# Quality in the News

Customers are not satisfied with quality results today.

And their defects can have a much bigger business impact.



**Amazon suffers site outage**

By Greg Sandoval  
Staff Writer, CNET News.com  
Published: August 21, 2006, 3:34 PM PDT

More headlines related to: "amazon ou"  
• **A black eye for Xbox customer**  
• **Holiday shopping crush stalls**  
• **Power outage knocks CheckF**  
• More matching headlines >

Add News.com to Google  
Google reader.

The Amazon.com Web site was inaccessi-  
ble for more than an hour on Monday morning. According to  
Ipwalk.com, a site that tracks Web site availability, the site was  
inoperative for 1 hour and 25 minutes.

The e-tailer has had strong site performance in recent  
months, with hardly any interruptions. Customers do not  
respond to requests for comment.



**Firefox marketing site hacked**

By Joris Evers  
Staff Writer, CNET News.com  
Published: July 15, 2005, 9:01 AM PDT

More headlines related to: "site hacked":  
• **New MySpace copyright tech turns heads, raises brows**  
• **Mac hacked through QuickTime flaw**  
• **MacBook hacked in contest at security event**  
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**BlackBerry Users Stew in Wake of Outage**

RIM's Delay in Offering  
Explanation of Cause  
Stirs Customer Anxiety

By JESSICA E. VASCCELLARO and AMOL SHARMA

Research In Motion Ltd. yesterday remained largely quiet about the cause of  
an outage that left an estimated five million users of the popular BlackBerry  
wireless email device without service, angering some customers and fueling  
speculation about what may have been at the root of the failure.

Corporate BlackBerry users said they found the company's silence puzzling,  
given the unprecedented scope of the outage, which knocked out email  
service for North American and overseas roaming customers from roughly  
8.15 p.m. EDT Tuesday through Wednesday morning. The company said late  
Thursday night that its analysis of the issue was ongoing but that the problem  
was caused by a non-critical software upgrade that hadn't been properly  
tested.



# What's going on?

**40%** of unplanned downtime is caused by software application failures, costing over \$100k per hour.

**86%** of IT projects experience performance problems when first put into production.

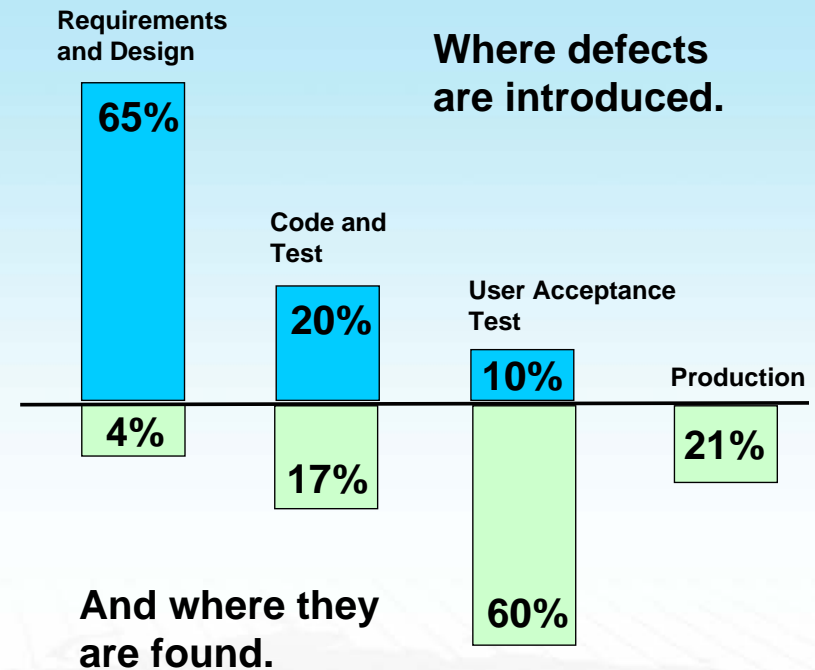
**80%** of business applications are not tested properly before being released into production.

**50%** of applications put into production are later rolled back due to not meeting quality goals.



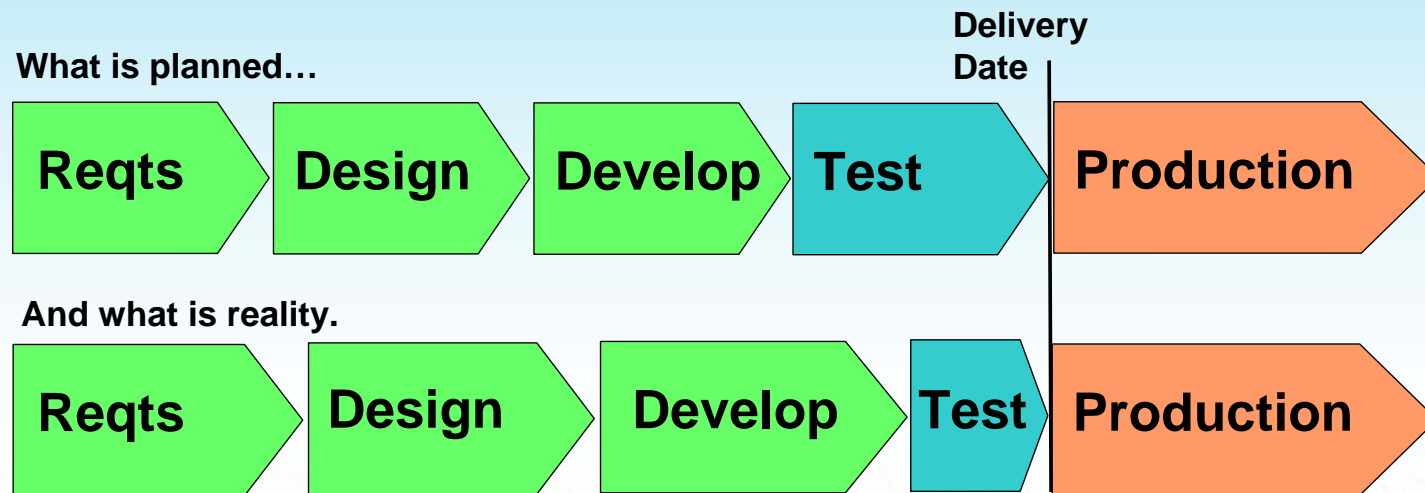
# What is causing this?

- ▶ Pressures to dramatically reduce IT costs
- ▶ Competition is forcing faster delivery schedules
- ▶ Solutions are becoming much more complex
- ▶ More expensive to simulate test environments
- ▶ Less and less source code is built in-house and well understood
- ▶ Defects are still being found too late in the development cycle



# And there is a lot less time.

As the development cycle is extended, testers must find a way to verify the design and code in a faster, better way.

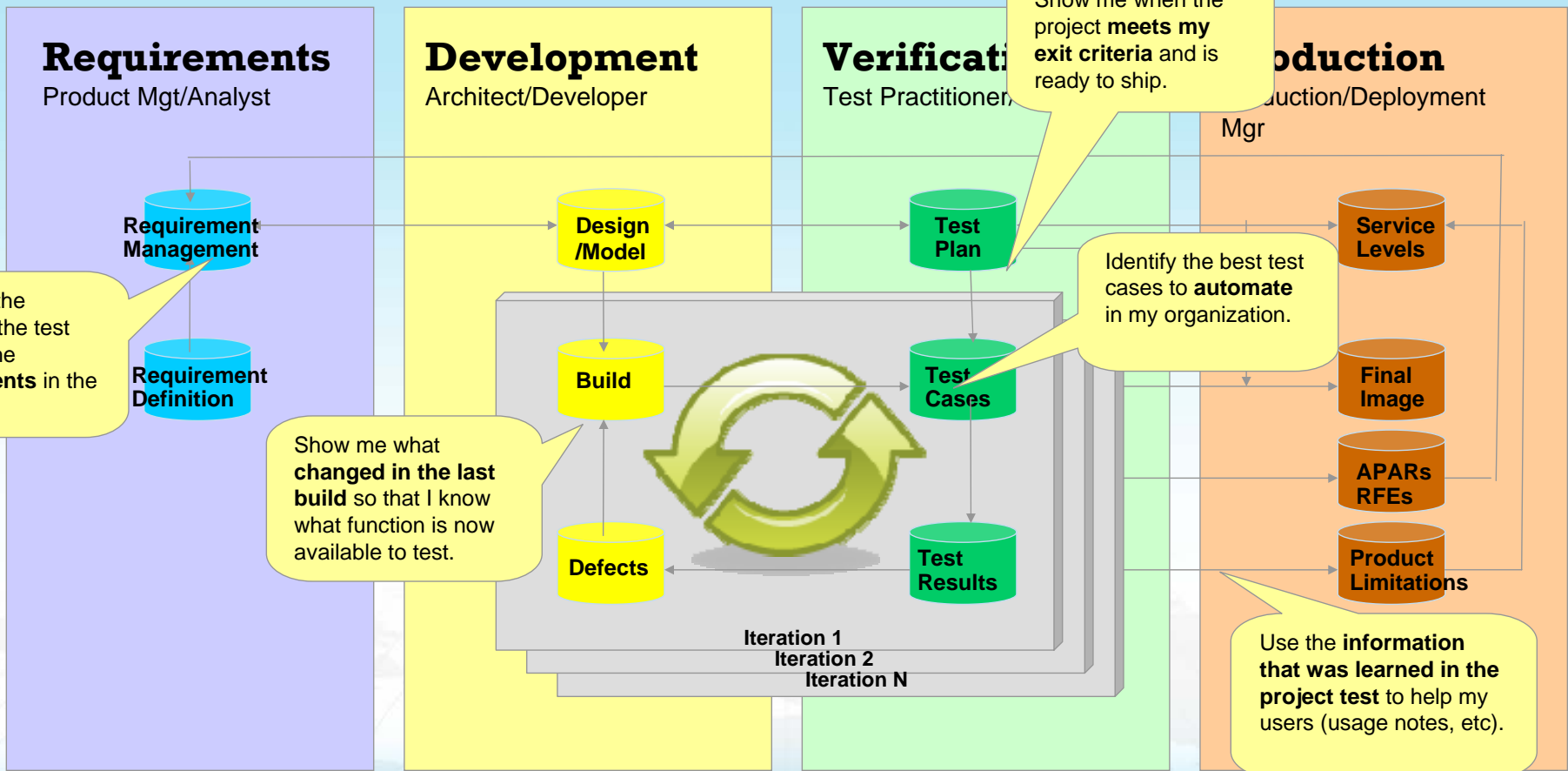


# What can we do about it?

- 1. Embrace the entire application lifecycle**  
So that the total view of product quality can be understood
- 2. Enable Team collaboration and best practices**  
So that handoff problems are minimized experience is leveraged
- 3. Leverage automation as much as possible**  
For repetitive tasks and increased test coverage
- 4. Govern ongoing results against your quality goals**  
So that deviations can be understood earlier in the process
- 5. Expand your scope of quality**  
To include compliancy, security, etc.



# The Application Development Lifecycle



# What Rational tools can help?

- ▶ Rational Manual Tester
- ▶ Rational Function Tester
- ▶ Rational Robot
- ▶ Rational Performance Tester
- ▶ Rational Test Real-Time
- ▶ Rational PurifyPlus



***Introducing two new testing products!***

- ▶ Rational Quality Manager
- ▶ Rational Test Lab Manager

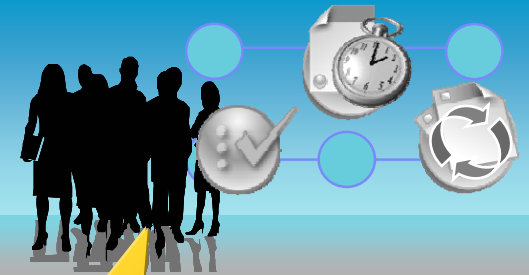


# IBM Rational Quality Manager

*Central hub for business-driven quality*

- **Collaborate across the test lifecycle**
  - 100% web access and Web 2.0 style interaction
  - Team interaction and visibility on progress
  - Dynamically prioritize and filter risk information – by role
  - Test traceability linked to business requirements
- **Automate labor-intensive test planning tasks**
  - Test Case prioritization to ensure maximum productivity
  - Manage and provision virtual and physical test lab assets
- **Use an open, extensible test platform**
  - Reuses existing, homegrown, and other vendor test assets
  - Embedded Manual Testing with data assist and asset reuse via keywords
- **Govern with immediate access to quality metrics**
  - Customizable process based on Industry best practices ( MCIF )
  - Traceability and history across test assets maintained
  - Automated data gathering and pattern analysis

IBM Rational Quality Manager



Event Spotlights: *test plan participate*  
context GOVERNANCE  
dashboards  
OFF trace LAB  
onal PERFORMANCE

Rational Quality Manager  
Hands on Lab  
Quality Management  
Keynote Day 2



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# Rational Quality Manager

IBM Collaborative Application Lifecycle Management

## Rational Quality Manager

Quality Dashboard

Test Management

Requirements Management

Defect Management



Best Practice Processes

JAZZ TEAM SERVER

Open Platform



Open Lifecycle Service Integrations



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# Rational Quality Manager Features

- ▶ **Work Item collaboration across roles (both automatic and manual)**
- ▶ **Test Case Versioning**
- ▶ **Dynamic Test Plan data**
- ▶ **Full feature Manual Tester in QM**
- ▶ **Linkage to development environments (HP doesn't even have one)**
- ▶ **Open Test Framework with published schema and APIs**
- ▶ **Process Enactment that can be customer customized**
- ▶ **Market leader in requirements management**
- ▶ **Deploys all test practioner tools out of the box!**



# An Open Test Platform

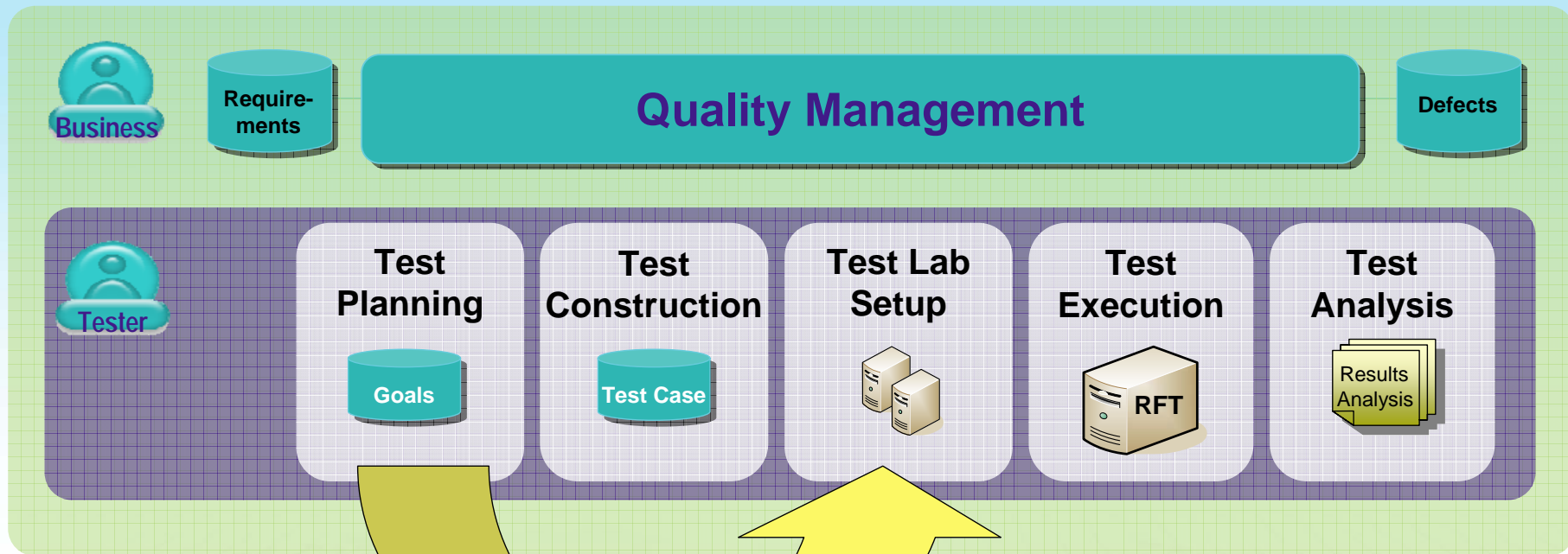
- ▶ Migration from CQTM and Test Manager
- ▶ Import from Xcel documents
- ▶ Full XML Export and Import of Test Plans and Test Cases
- ▶ Open API to invoke Test Lab management deployments



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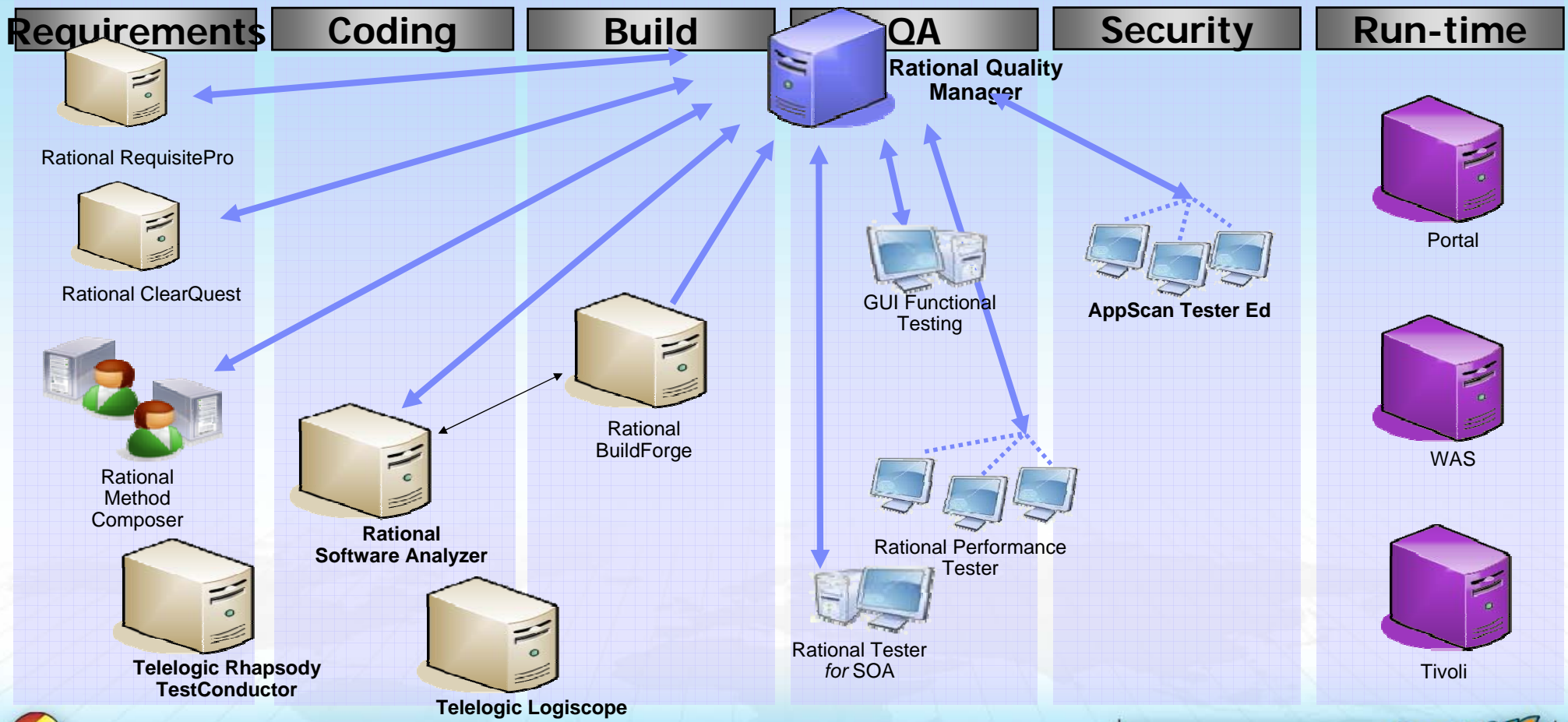
# Lifecycle Collaboration Example



The Lab Manager automatically receives a Workitem when a Test Plan has been approved.



# Quality Throughout the Life Cycle



# Test Plan

- ▶ Online capture of Business Goals
- ▶ Used for real-time governance
- ▶ Triggers workitem collaboration
- ▶ Built-in review and approval tracking
- ▶ Customizable to match test type



# Quality Governance

*Customized dashboards for each user*

**Marissa's Dashboard**

**Recently modified (7) Owned By**

Owner	Count
Stacey	3
Marissa	2
Scott	1
Unassigned	1

**Environment Requests**

ID	Summary	Created	Respond By	Assigned To	Priority
1	Eway Catalog Upgrade	4 minutes ago	May 23, 2008		

**My Tasks**

Id	Summary	Artifact
21	Provide the Test Team Section for Release 938	Release 938
19	Provide the Test Objectives&nbsp;Section for Release 938	Release 938

**Artifact List**

Id	Name	State	Modified
1	Java PetStore Test Plan	Draft	Yesterday at 8:56:23 PM
2	Release 938	In Progress	28 minutes ago

**Live Execution Status**

Execution status pie chart for Java PetStore Test Plan:

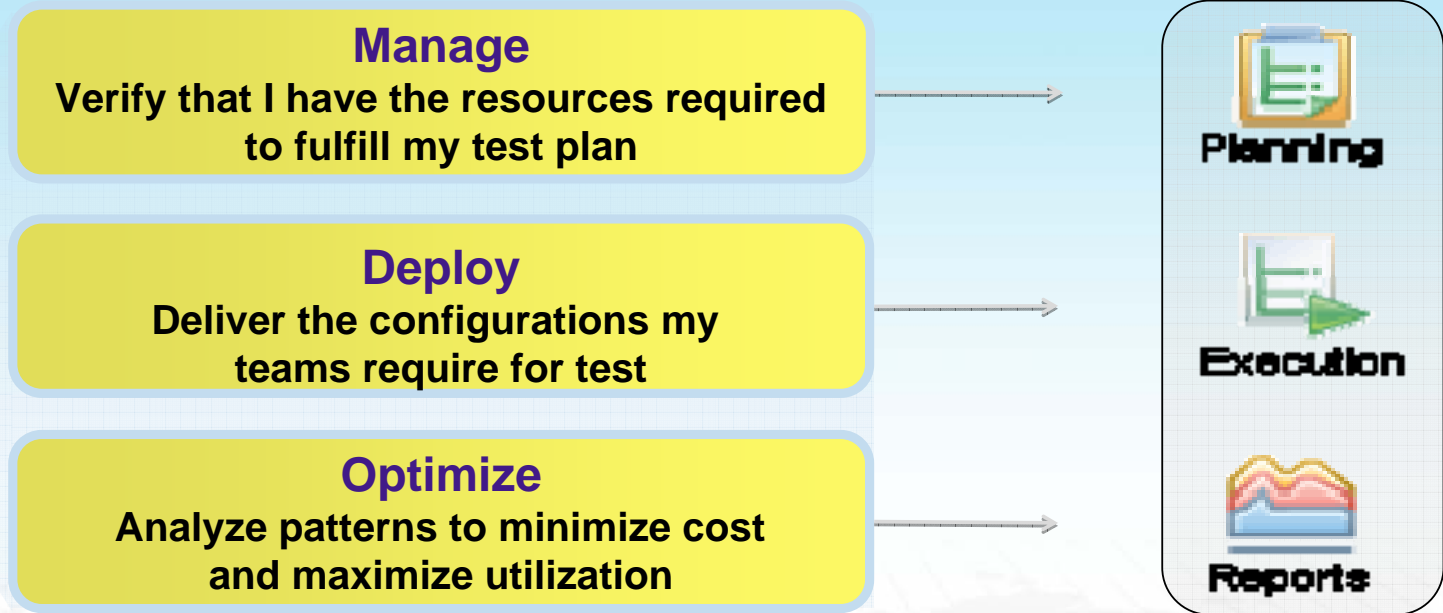
Category	Count
Pass	155
Fail	75
Blocked	9
Skipped	40

User customized layout and content



# IBM Rational Test Lab Manager

## Maximizing lab asset efficiency



# Summary

- ▶ **Embrace the entire application lifecycle**
- ▶ **Enable Team collaboration and best practices**
- ▶ **Leverage automation as much as possible**
- ▶ **Govern ongoing results against your quality goals**
- ▶ **Expand your scope of quality**



Get started today.

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**Get Started Today with Rational  
Quality Manager Open Beta**

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[www.qualitymanager.wordpress.com](http://www.qualitymanager.wordpress.com)





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