Rocket

Rocket Aldon Community Manager

Improving Productivity and Efficiency While Reducing Cost and Risk

- Improve software delivery and reduce risk by managing software requirements

- Enhance staff productivity and efficiency with automated workflow and approvals

- Promote performance and control by enforcing regulatory compliance and best practices

- Increase operational efficiency and consistency with Information Technology Infrastructure Library (ITIL) templates

- Boost customer satisfaction by managing Service Level Agreements

Rocket® Aldon Community Manager is a change and requirements management solution that helps unify your IT organization's service desk. The software automates workflows, change requests, and reporting, enforces approval processes, establishes requirements, and manages IT projects. It gives IT services and development teams the power to respond to changes quickly and in coordination with business needs, while ensuring industry best practices and regulatory compliance. With the Aldon Community Manager (CM) service desk, you can run IT like a business, successfully managing service levels from a customer experience perspective—while improving operational efficiencies and reducing costs.

Improve software delivery and reduce risk by managing software requirements

Aldon Community Manager helps IT organizations accurately capture software requirements and track them from request through testing and production, to ensure that IT delivers quality software in a timely manner. Requirements are clearly tied to related issues or tickets, change requests, and tasks. Automated approval processes and centralized management of requirements facilitate visibility, team collaboration, impact analysis, and communication throughout the entire software development lifecycle.

Enhance staff productivity and efficiency with automated workflow and approvals

CM automates workflow and approval procedures for software requirements and requests. It helps enforce standardized processes reducing mistakes, delays, and cost overruns. Complex decision points within processes are handled by escalation rules, and field-level permissions enable fine-grained control within the workflow

Figure 1: Rocket Aldon Community Manager connects application development and IT services so teams can collaborate to deliver better applications and experiences.

process. Participants in the process are notified by email where specified within the workflow. By automating change management processes and only allowing approved actions, CM helps to significantly improve your development team's overall productivity and efficiency.

> *Before, our software development process was time-consuming and inconsistent. Now, the Rocket ALM solution makes it very difficult to make a mistake.*
>
> Sven Lorenzen
> Technical Director
> Tele Columbus

Promote performance and control by enforcing regulatory compliance and best practices

IT Service Management (ITSM) best practices recommend using a service desk for improved performance and control. CM helps organizations apply best practices and meet regulatory compliance requirements more easily by automating the management, capture, and tracking of IT functions. The software offers preconfigured issue status reports and detailed performance metrics, for immediate access to analysis of IT services. The resulting organizational alignment helps your business run more smoothly while ensuring regulatory compliance.

CM unifies your service desk with change and requirements management, linking it to your Application lifecycle Management (ALM) system. The built-in workflow engine routes the change requests as tasks and assigns them to appropriate staff members. CM automatically updates the task status and moves them into the next workflow stage. Users can easily track time, cost, and other pertinent information.
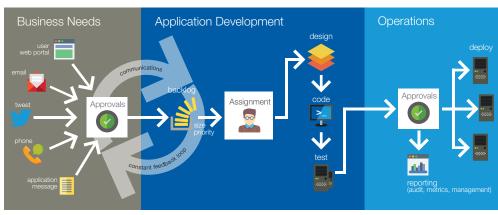

Figure 2: Link IT services for business success: multiple departments are involved in the application delivery process, from business needs, to application development, to operations.
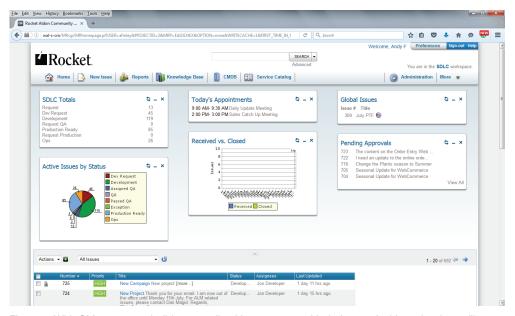
The CM home page displays assigned issues and information in tables and charts that can be customized for all types of business users. By creating their own custom home pages, users get the information they need to manage their designated tasks.

Figure 3: With CM, users can build personalized home pages with their own dashboards, views, filters, and reports.

The ALM Task feature integrates data between CM and Rocket Aldon Lifecycle Manager, allowing users to track multiplatform components through the development lifecycle from within a CM issue.
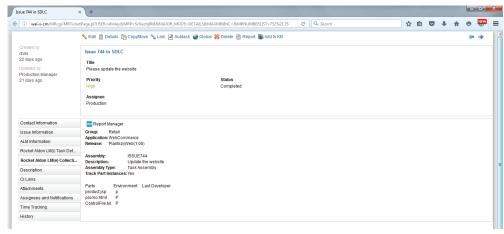

Figure 4: The ALM Task feature integrates data between CM and Aldon Lifecycle Manager, allowing users to track multiplatform components through the development lifecycle from within a CM issue.

Tech Specs

CLIENT REQUIREMENTS

- Microsoft Internet Explorer, Version 8, 9, 10*, or 11*
- Mozilla Firefox, Version 8 or later
- Google Chrome

* Internet Explorer 10 & 11 are supported in CM 11.6.02 or later

SERVER REQUIREMENTS
Minimum Requirements

- 4 GB RAM (with SQL Server on a different server)
- 5 - 8 GB RAM (with SQL Server on the same server)
- 20 GB free disk space

OPERATING SYSTEM

- Microsoft Windows 2003 Server (32GB)
- Microsoft Windows 2008 Server (32-bit and 64-bit)
- Microsoft Windows 2008 R2 (64-bit) Internet Server
- Microsoft Internet Information Server (IIS) v6-7.0
- Microsoft Windows Server 2008 R2 with IIS 7.5

DATABASES

- Microsoft SQL Server Express 2005/2008
- Microsoft SQL Server 2005/2008/2008 R2

EMAIL SOFTWARE

- SMTP for email notification, that is, as provided by Microsoft Exchange
- Lotus Domino POP/IMAP/IMAP SSL for Message Access
- Protocol (POP/IMAP) as provided by Microsoft Exchange incoming email processing, that is, as provided by Microsoft Exchange and Lotus Domino
- IBM Power Systems Connectivity

For use with Rocket Aldon Lifecycle Manager (IBM i Edition):

- IBM i Client Access ODBC Driver
- IBM i Access for Windows Version 4.1 or higher

MODULES
Rocket Aldon Community Manager is part of our Rocket family of ALM and DevOps solutions. In addition to helping protect and extend your IBM i investment, the Rocket family also includes solutions for other common enterprise platforms, including:

- Rocket® Aldon Lifecycle Manager (IBM i Edition)
  Bring enterprise ALM and DevOps automation to your IBM i platform, protecting your IBM i investment. Rocket Aldon LMi is the industry leader for ALM and DevOps.
- Rocket® Aldon Lifecycle Manager (Enterprise Edition)
  Bring enterprise ALM and DevOps automation to multiplatform development environments, including Windows, Linux, and UNIX.
- Rocket® Aldon Lifecycle Manager (MV Edition)
  Bring enterprise ALM and DevOps automation and comprehensive support to Rocket D3, UniVerse, and UniData MultiValue database users.
- Rocket® Aldon Lifecycle Manager for Mobile
  Bring enterprise and server ALM and DevOps automation to mobile development, keeping your mobile code deployment and server and enterprise development in sync.

Rocket Aldon Community Manager belongs to a family of Rocket solutions that maximize IBM i investments. In addition to helping IT departments monitor and report on storage environments, Rocket IBM i solutions include:

- **Rocket® Servergraph Professional for IBM i**, which gives you storage and data protection insights across your IBM i environment
- **Rocket® API,** which connects and integrates enterprise applications with web and mobile platforms
- **Rocket® Discover,** which brings IBM i data to life with self-service BI dashboards.
- **Rocket® LegaSuite**, a modernization solution for green-screen applications that reduces the time, expense, and risk associated with recoding or replacing
- **Rocket® iCluster,** which significantly reduces the amount of time a business is able to resume normal operations following an unexpected IBM i business system interruption

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