



DATASHEET

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 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.



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

“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.



The diagram illustrates the DevOps lifecycle across three main stages: Business Needs, Application Development, and Operations.

- Business Needs:** This stage receives various inputs from users and stakeholders, including "user web portal", "email", "tweet", "phone", and "application message". These inputs feed into an "Approvals" box, which features a green checkmark icon.
- Application Development:** This stage begins with a "backlog" (represented by a stack of yellow cards) and a "size priority" process. The "Approvals" from the previous stage feed into this process. The output is an "Assignment" (represented by a person icon). A large blue circular arrow labeled "constant feedback loop" surrounds the "backlog" and "Assignment" boxes. The "Assignment" leads to a sequence of steps: "design" (represented by a stack of yellow cards), "code" (represented by a computer monitor with a code editor), and "test" (represented by a server rack icon).
- Operations:** This stage receives input from the "test" step and feeds into another "Approvals" box (with a green checkmark). Below this box is a "reporting (audit, metrics, management)" box, represented by a bar chart icon. The final output is "deploy" (represented by three server rack icons).

Efile Edit View History Bookmarks Tools Help

Rocket Aldon Community ... +

(D) wal-scm/Mfrcgi/Mfhomepage.pl?USER=afinley&PROJECTID=3&MRP=E4I2GKEX&OPTION=none&WRITECACHE=1&FIRST_TIME_3_U | C Search

Welcome, Andy F Preferences Sign-out Help

Rocket.

Advanced

Home New Issue Reports Knowledge Base CMDB Service Catalog Administration More

You are in the SDLC workspace.

SDLC Totals

Request	13
Dev Request	45
Development	119
Request QA	0
Production Ready	85
Request Production	0
Ops	26

Today's Appointments

9:00 AM - 9:30 AM Daily Update Meeting
2:00 PM - 3:00 PM Sales Catch Up Meeting

Global Issues

Issue #	Title
309	Jury PITF

Active Issues by Status

A pie chart illustrating the distribution of active issues across different statuses. The legend includes Dev Request, Development, Assigned QA, QA, Passed QA, Exception, Production Ready, and Ops. The chart shows a large green slice for Development (119), a smaller blue slice for Dev Request (45), and several other smaller slices for other statuses.

Received vs. Closed

A line graph comparing the number of received and closed issues over time. The Y-axis represents the number of issues (0 to 10). The X-axis represents dates from July 1st to July 15th. The 'Received' series (blue line) shows a steady increase, while the 'Closed' series (yellow line) remains relatively flat.

Pending Approvals

723	The content on the Order Entry Web ...
722	I need an update to the online orde...
716	Change the Plants season to Summer
705	Seasonal Update for WebCommerce
704	Seasonal Update for WebCommerce

View All

Actions ▾ All Issues ▾

1 - 20 of 692 ➡

#	Number ▾	Priority	Title	Status	Assignees	Last Updated
	725	HIGH	New Campaign New project [more...]	Develop...	Jon Developer	1 day 11 hrs ago
	724	HIGH	New Project Thank you for your email. I am now out of the office until Monday 17th July. For ALM related issues, please contact Dan Magard. Regards,	Develop...	Jon Developer	1 day 15 hrs ago

Issue 744 in SDLC

[←](#)
[+](#)

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[📄 CopyMove](#)
[🔗 Link](#)
[📁 Subtask](#)
[🌐 Global](#)
[✖ Delete](#)
[📄 Report](#)
[➕ Add to KB](#)

[↩️](#)
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Created by

chris

22 days ago

Updated by

Production Manager

21 days ago

Issue 744 in SDLC

Title

Please update the website

Priority

High

Assignee

Production

Status

Completed

Contact Information

Report Manager

Issue Information

Group:

Retail

ALM Information

Application:

WebCommerce

Rocket Aldon LM(i) Task Det...

Release:

PlantsbyWeb(1.00)

Rocket Aldon LM(e) Collec...

Assembly:

ISSUE744

Description

Description:

Update the website

CI Links

Assembly Type:

Task Assembly

Attachments

Track Part Instances:

Yes

Assignees and Notifications

Parts

Environmet

Last Developer

Time Tracking

product.jsp

P

History

promo.html

P

ControlFile.txt

P

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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