

Rocket Aldon® Community Manager

Improving productivity and efficiency
while reducing cost and risk



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.

Product benefit list

- 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

“

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

Improve software delivery and reduce risk by managing software requirements

Aldon Community Manager (Aldon CM) 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

Aldon 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, Aldon CM helps to significantly improve your development team's overall productivity and efficiency.

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. Aldon 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, providing immediate access to analysis of IT services. The resulting organizational alignment helps your business run more smoothly while ensuring regulatory compliance.



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



Aldon 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.

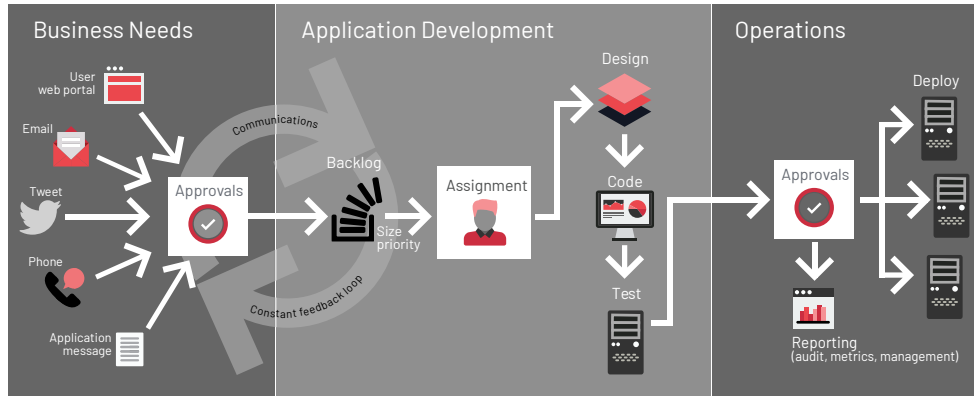


Figure 2: Link IT services for business success: multiple departments are involved in the application delivery process, from business needs, to application development, to operations.

The Aldon 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.

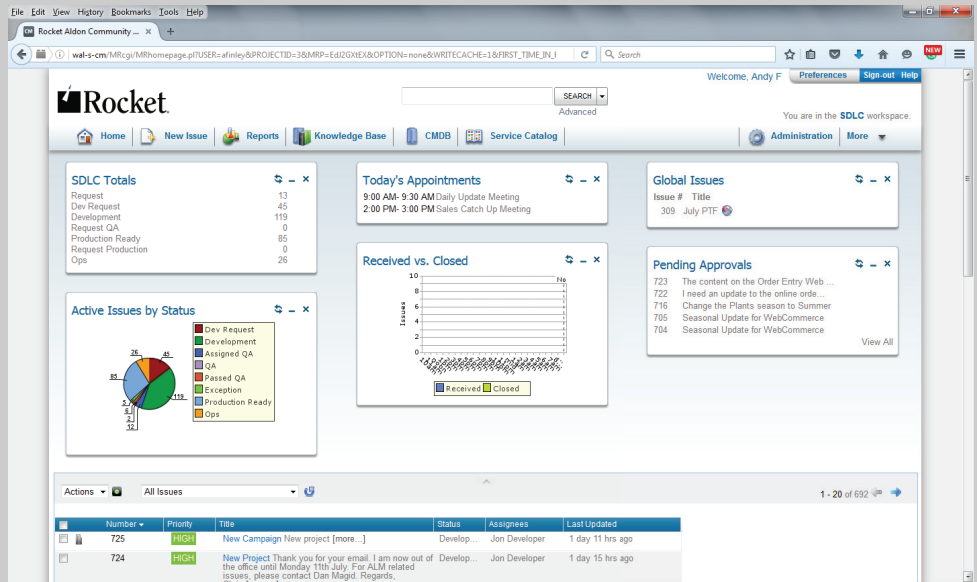


Figure 3: With Aldon CM, users can build personalized home pages with their own dashboards, views, filters, and reports.

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

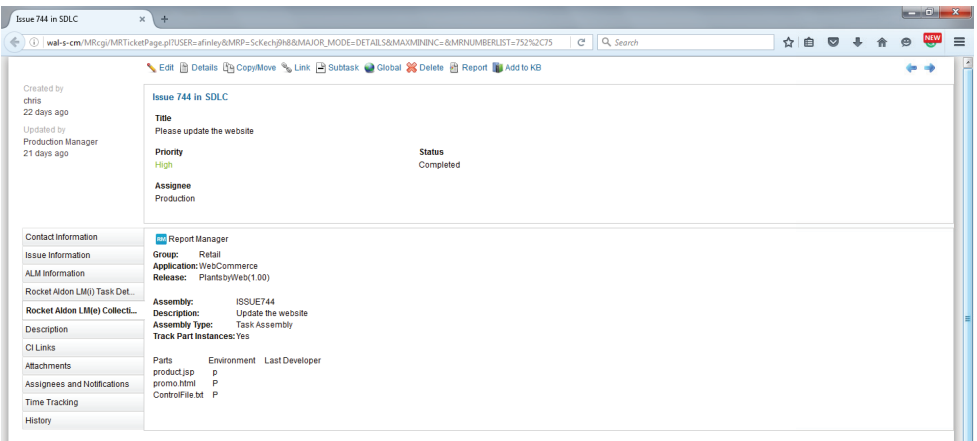


Figure 4: The ALM Task feature integrates data between Aldon CM and Aldon Lifecycle Manager, allowing users to track multiplatform components through the development lifecycle from within a Aldon CM issue.



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Client Requirements

Any supported web browser listed below:

- Microsoft Internet Explorer V8 or V9
- Mozilla Firefox V8.0x
- Google Chrome Server Platform

Server Platform

- Windows Server 2008 (32-bit and 64-bit)
- Windows Server 2008 R2 (64-bit)
- Windows Server 2012 R2 (64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2019 (64-bit)

File System

- NTFS-formatted hard drive

Web Server

Microsoft Internet Information Server (IIS) v6.-7.0 and Windows Server 2008 R2 with IIS 7.5

Database

- Microsoft SQL Server 2008/2008 R2/2012/2016
- Microsoft SQL Server Express 2005/2008/2012/2016

Hardware

- 1-20 Users, SQL Server on the same server
 - 4-8 GB RAM
 - 1 Xeon or Opteron 2.4 GHz processor or better
 - 20 GB disk space
- 21-50 Users, SQL Server on a different server
 - 4 GB RAM
 - 2 Xeon or Opteron 2.4 GHz processor or better
 - 40 GB disk space
- 51-150 users
 - 8 GB RAM
 - 4 Xeon or Opteron 2.4 GHz processor or better
- 151-249 users
 - 8 GB RAM
 - 8 Xeon or Opteron 2.4 GHz processor or better
- 250-500 users
 - 16 GB RAM
 - 16 Xeon or Opteron 2.4 GHz processor or better
- 501+ users
 - 32 GB RAM
 - 32 Xeon or Opteron 2.4 GHz processor or better
- SMTP for email notification (e.g. as provided by Microsoft Exchange and Lotus Notes)
- POP/IMAP/IMAP-SSL for incoming email processing (e.g. as provided by Microsoft Exchange and Lotus Notes)

Rocket Aldon Family

Rocket Aldon Community Manager belongs to our Rocket family of ALM and DevOps solutions and modules. The Rocket family also includes enhancement modules and solutions for other common enterprise platforms, including:

Rocket Aldon® Lifecycle Manager (IBM i Edition)	Bring enterprise Application Lifecycle Management and DevOps automation to your IBM I platform, protecting and extending your IBM I investment. Rocket Aldon LMI is the industry leader for ALM and DevOps.
Rocket Aldon® Lifecycle Manager (Enterprise Edition)	Bring enterprise Application Lifecycle Management and DevOps automation and comprehensive support to Rocket D3®, UniVerse, and UniData® MultiValue database users.
Rocket Aldon® Lifecycle Manager (MultiValue Edition)	Bring enterprise Application Lifecycle Management and DevOps automation and comprehensive support to Rocket D3®, UniVerse, and UniData® MultiValue database users.
Rocket Aldon® Deployment Manager (module)	Automatically package and distribute application components or content files to designated targets. Aldon Deployment Manager is automatically included with any new Lifecycle Manager IBM I and Enterprise editions.
Rocket Aldon® Lifecycle Manager Ops Portal (module)	Provide the convenience of anytime, anywhere access from mobile devices, letting users monitor and manage change management tasks, including promotions and deployments from mobile devices.
Rocket Aldon® Report Manager (module)	Simplify audit preparation with predefined web-based reports using this automated reporting solution. Aldon Report Manager is automatically included with both Lifecycle Manager IBM i and Enterprise editions.

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	Gives you storage and data protection insights across your IBM i environment
Rocket® API	Connects and integrates enterprise applications with web and mobile platforms
Rocket LegaSuite®	A modernization solution for green-screen applications that reduces the time, expense, and risk associated with recoding or replacing
Rocket iCluster®	Significantly reduces the amount of time a business is able to resume normal operations following an unexpected IBM i business system interruption