Rocket

Rocket Aldon ALM Product Upgrade Services

Rocket Software Professional Services can provide the level of service that best suits your organizational needs, from planning and completing the upgrade for you, to developing a customized checklist for your team. Project scope and approach can be tailored to fit your requirements, using the below options as a guideline for planning.

Option 1 - Rocket Professional Services performs upgrade

This is a great option for customers who do not have a resource familiar with the environment, or cannot allocate a resource to the task. A customer resource is required to provide access to servers and Rocket ALM software.

- Rocket examines the current ALM environment in order to prepare the planning and execution checklist
- Rocket coordinates completion of pre-requisite action items with designated customer resource
- Rocket performs the product upgrade
- Rocket validates upgrade results, followed by review with designated customer resource
- Estimated services scope is **twenty (20) hours***

Option 2 - Rocket Professional Services guides upgrade

This option works well when resources have limited experience with Rocket ALM product upgrades, or there are multiple concurrent upgrades to be completed. Your designated resource will perform the upgrade under the guidance of Rocket product experts.

- Rocket examines the current ALM environment in order to prepare the planning and execution checklist
- Rocket coordinates completion of pre-requisite action items with designated customer resource
- Rocket guides the designated resource through the product upgrade, and is online during key milestones throughout the process
- Rocket assists the designated resource in validating upgrade results
- Estimated services scope is **sixteen (16) hours***

Option 3 - Rocket Professional Services plans upgrade

- Rocket examines the current ALM environment in order to prepare the planning and execution checklist
- Rocket reviews the checklist and upgrade instructions with the designated resource, ensuring understanding and readiness
- Rocket conducts a readiness check with the designated resource prior to the commencement of the upgrade
- Estimated services scope is **eight (8) hours***

Rocket Professional Services

*Services scope is per Rocket ALM product