



## Our Mission

*IBM Rational Lab Services is a global organization of over 300 senior expert consultants and architects experienced in deploying Rational Solutions to improve your **Software & System Development and Delivery capabilities**.*

*Our unique capabilities **Accelerate your Deployment** of IBM Rational technologies to maximize your ROI.*

*Our team has direct access to experts in our Development Labs across IBM in addition to our own Business partner ecosystem to deliver your Rational solution on any scale.*

- Our **1-2-3 services delivery approach** is based on our proven experience and industry best practices:
  - **1. Assess and Plan** - Tailored solutions to meet specific business needs
  - **2. Adopt** - Expertise to prove and accelerate adoption of business processes and development capabilities
  - **3. Rollout and Scale** - Efficient rollout of your proven solutions across the organization



## Governance of Application Development for Outsourcing (GADO)

*Enabling global software development and delivery by leveraging customer adopted best practices and frameworks*

**Proven techniques and best practices to gain the competitive edge from modern software development approaches and models, mitigating the associated risk and pitfalls of outsourcing, while driving the delivery of the desired business results.**

- **Leverage suppliers earlier in the lifecycle** - share innovation know-how, feasibility assessments and high level estimates/timelines.
- **Increase transparency across organizations** - collaborate on detailed requirements, release plans and acceptance criteria
- **Release work incrementally** - continuously refine scope, balance assignments, agree on success metrics



# GADO Services Offerings from Rational Lab Services

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## ASSESS



### Assessment and Planning (1-2 weeks\*)

- Understand your strategy, goals and constraints and provide recommendations
- Understand business drivers, current integration capabilities and pain points. Identify and prioritize candidate projects.

2

## ADOPT



### Quick win Pilot (6-12 weeks\*)

- Prepare your core team
- Define your usage model
- Implement a set of capabilities by taking a project team through the full solution life cycle

3

## ROLLOUT AND SCALE



### Consulting Services (3-6 months\*)

- Execute the enterprise deployment plan to implement the solution across the organization
- Typical activities include creating centers of excellence, project mentoring, and train-the-trainer workshops

## ONGOING MANAGEMENT AND SUPPORT



### Accelerated Value Program (AVP)

- Transition to AVP for Proactive, Preventative and Personalized Services

# GADO Assessment and Planning



The Assessment and Planning offering will aim to capture sufficient information to make specific recommendations and plans for implementation of your solution. IBM will collaborate with you to understand your current situation, goals and constraints.



- **Intended Audience:**
  - Key leadership from practice areas and stakeholder organizations
  - Key pilot team stakeholders
- **Value Proposition**
  - Confirm and critique business plans for software delivery initiatives with IBM’s “expert testimony”
  - Benchmark your software capability improvement plans and targets with industry norms
  - Quantify your “as-is” performance and set “to-be” targets with incremental milestones of improvement
- **Activities**
  - Planning Workshop
  - GADO Assessment Workshop
  - Collaborative discussion on current status, future goals and adoption requirements
- **Deliverables**
  - Capability Improvement Recommendations
  - GADO architecture
  - Adoption Roadmap
- **Resources**
  - Typically 2 IBM Consultants

# GADO Quick Win Pilot



The Quick Win Pilot follows a prescriptive approach which will implement and prove out the optimum usage model for your organization. IBM will review best practices, provide expert advice, and mentoring to your core team based on worldwide industry and client experiences.



- **Intended Audience:**
  - Development organization and CIO
- **Value Proposition**
  - Scope out the right amount of change and initiate pilot projects with high impact
  - Quantify pilot project expectations, timeframes and uncertainties
  - Ensure that pilot project is a catalyst for longer-term measured improvements
- **Activities**
  - Mentor your core adoption team
  - Define Usage Model, Configure Solution, Migrate a defined set of existing data
  - Pilot GADO solution with your core team
  - Measure outcomes and adjust solution to optimize value
- **Deliverables**
  - Initial implementation of GADO usage model
  - Enabled core team
  - Instantiated GADO environment
  - Repeatable process
- **Resources**
  - Typically 2 IBM Consultants

# GADO Consulting Services



Our IBM experts will collaborate with your team to understand your scaling needs. The rollout will drive incremental enterprise-wide deployment of the solution leading to enhanced productivity, better collaboration and increased product value.



- **Intended Audience:**
  - Accelerate time to value: Reduce project ramp-up times
  - Your core team and Domain, Program and Project organizations
- **Value Proposition**
  - Transform software practitioner duty cycles from 60/40 (productive work/overhead work) to 80/20
  - Transform to quantified economic governance with honest, transparent measurement and collaboration
  - Add expertise that improves the predictability of successful outcomes
- **Activities**
  - Customized adoption planning services supporting implementation of transformational, enterprise solution
  - Organization change leadership, mentoring, asset development and learning continuum
  - Establish distributed core team and social network
- **Deliverables**
  - Prescribed strategy for adoption, migration, on-boarding, measuring and learning
  - Repeatable Adoption Framework
  - Scaling Architecture Recommendations
- **Resources**
  - 2+\* IBM Consultants

# GADO Services Offerings from Rational Lab Services

*Lowering risks associated with outsourcing part or all of the application development process*

Helping you provide governance to address your Application Development Outsourcing challenges:

- **Assess and Plan** - Determine requirements, constraints, usage model and success criteria; define high level solution architecture; and plan for integration needs
- **Adopt** - Pilot, mentor, measure & adjust
- **Rollout and Scale** - Incrementally scale your solution across the organization





# IBM Software Accelerated Value Program



We provide personalized, proactive and preventative services for customers who are looking for more than standard support.

AVP offers a technical advisory service that assists clients to more efficiently accelerate from software purchase to software ROI

- **Intended Audience:**
  - Your core team
  
- **Value Proposition**
  - Personalized
    - Trusted Advisor, SPoC
    - Virtual Team Member
    - Continuity
  - Proactive
    - Filter Information
    - Advice through Product Lifecycle
    - Knowledge Transfer/Best Practices
  - Preventative
    - Early notifications of potential critical situations
    - Circumvent technical problems
    - Risk mitigation, fix advice and diagnostic coaching
  
- **Activities**
  - Customized coverage on product families
  - AVP Support Portal, Knowledge Sharing Calls
  
- **Resources**
  - % FTE of Trusted Advisor
  - Executive Sponsor

## IBM Rational Lab Services Client Stories

| GADO



*A global communications services provider increases collaboration and productivity, reduces risk and improves time to market*

<b>Need</b>	The client environment demands quick adoption of latest technology to remain competitive, operate efficiently and offer a better user experience. The company's software development team was siloed and disorganized leading to delays in product releases. The company needed a solution that could improve organization of its software development process and increase productivity so it could remain competitive and increase profitability.
<b>Solution</b>	Governance of Application Development Outsourcing (GADO) offering with Focal Point and Rational Team Concert
<b>Implementation</b>	By implementing a suite of IBM Rational Software supported by Rational Lab Services, the client gained centralized software development processes and created a common delivery framework.
<b>Value</b>	Increased collaboration, productivity and transparency as well as reduced time to market
<b>Feedback</b>	Rational Lab Services provided a Proof of Concept (PoC). When coupled with Rational Services, the client was convinced that the IBM Rational solution was the best option to meet its business needs.

## IBM Rational Lab Services Client Stories

| GADO



### *A large scale communication infrastructure provider deploying national broadband networks*

<b>Need</b>	The client was looking for an end to end solution to handle the planning and execution for its IT Strategic Roadmap: to deploy country-wide fiber-optics with objectives to reach 90% of homes.
<b>Solution</b>	Governance of Application Development Outsourcing (GADO) offering with Focal Point, RTC, RQM and RRC
<b>Implementation</b>	Rational Lab Services worked with the client to extend the agile mindset/culture within the organization. An enterprise level Rational CLM solution was developed and implemented to support release and iteration cycles.
<b>Value</b>	A more transparent model where the business can readily understand the consequences of decisions and changes and development teams understand business commitments and where they may be in jeopardy if problems occur.
<b>Feedback</b>	“...The GADO workflow helped me understand how CLM fits together” (Executive on Client Team)



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