

FSA Proposed Business Justification

Initiative Name

Rational Tool Implementation Support Solution – CIO#15.5

Contact Information

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Strategic Plan Information

Initiative Type (Operations, Enhancement, Modernization): Operations	
FSA Priority (Number):	Total \$ Amount Requested: \$840,000

1. Please indicate a general description of the initiative and related scope of work:

The purpose of this initiative is to continue to support and promote the Rational Tool suite as the FSA standard tool suite used for development efforts across the FSA enterprise. The Rational Tool Implementation Support Solution, started as task order 51, established an effective and efficient tool support team. The team supports the FSA CIO implementation team, significantly reducing start-up time, cost, and effort for projects desiring to use the Rational tool suite of products. This team was funded as part of the overall CIO operations initiative to encourage the use of the Rational tool suite, while minimizing the cost to the acquisition effort. This CIO initiative aligns the Rational Tool suite with the FSA development environment (ITA) to further reduce time needed for start-up of software development environments. The Rational effort will also support all other components of CIO Initiative 15, including Enterprise Solution Life Cycle, Enterprise Configuration Management, Enterprise Release Management, and Enterprise Change Management.

This initiative has the following goals:

- Continue providing high quality support to existing Rational projects.
- Build a standard Rational solution and operating procedures that is available across the enterprise to be rolled out to all new or existing projects identifying a Rational tool need.
- Work with designated FSA resources to improve their knowledge on Rational tools and projects here at FSA and to help them support existing efforts.
- Enable projects to use Rational tools at no cost to the project team.

Initiatives:

- 1. Enhance the existing Rational tool support by working with the Integrated Technical Architecture (ITA) team to integrate Rational solutions enterprise-wide to jump-start projects.**
 - Build a standard configuration management solution that can support new projects from development to test to stage turnover and eventually to production.
 - Build a standardized repository for requirements for application teams.
 - Build and support an FSA standard defect and change management environment for all projects.
- 2. Provide operational updates, ongoing project support and monthly summary status of the Rational implementation project.**
- 3. Provide support to designated projects in the implementation and use of the Rational tool suite.**
 - Primary ClearCase (configuration management), ClearQuest (change management), and RequisitePro (requirements management) Administrator.
 - Support the ECM tool and ECM/GCARS integration VB Script.
 - Provide coaching, mentoring, support, and application rollout training to projects.
 - Evaluate and plan for ongoing operational needs.
 - Support all areas of CIO Initiative 15: ECM, Release Management, Configuration Management, and SLC.
- 4. Transition ongoing Rational Support Team support activities to designated FSA resources.**

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2. What business problem or opportunity is this initiative intended to address and what are the benefits?

Initiatives:

- 1. Enhance the existing Rational tool support by working with the Integrated Technical Architecture (ITA) team to integrate Rational solutions enterprise-wide to jump-start projects.**

Problem:

Currently Rational tool implementations are built on a project by project basis only when a project team identifies a Rational need.

Benefits:

- Standard solutions are integrated into the ITA environment for ClearCase, ClearQuest, RequisitePro, and Test tools.
- ITA works with all jump-start projects, enabling this initiative to work with projects from the beginning to build Rational tools into their initial planning efforts and increasing the use of Rational tools.
- Standardized solutions ensure consistency of implementations and reduces the amount of time needed to integrate a solution into a project.
- A standardized environment will make it easier to integrate the different Rational tools for projects to help with the entire development lifecycle.

- 2. Provide operational updates, ongoing project support and monthly summary status of the Rational implementation project.**

Problem:

As new projects start to use and integrate multiple Rational tools, there will be a need to track project progression as well as license usage.

Benefits:

- Monthly deliverable shall provide details on project status, planned projects, and what teams are using what tools.
- License usage statistics shall be tracked month by month to ensure FSA has sufficient licenses to handle all existing projects and new implementations and allow sufficient time to acquire new licenses if needed.

- 3. Provide support to designated projects in the implementation and use of the Rational tool suite.**

Problem:

The Rational Support Team (RST) currently handles administration of 19 Rational implementations and over 200 active users. FSA lacks the resources to support all these efforts and users.

Benefits:

- The RST enables projects to use Rational tools at no cost to the project and with a reduced start-up time.
- The RST has deep understanding of the projects and environment here at FSA.
- The RST handles all administration of the ECM tool and has since the beginning including the building of the tool. Their knowledge of the ECM tool is vital to the continuing ECM efforts and is not currently replicated by any FSA resources. The RST shall support the ECM/GCARS VB Script going forward, eliminating the cost for Rational technical consultants to support the script.
- The RST supports coaching, mentoring, and application rollout training to projects.
- The RST will support the infrastructure of all areas of CIO Initiative 15.

- 4. Transition ongoing RST Support activities to designated FSA resources.**

Problem:

The Integration Partner team for this initiative exclusively handles the project administration for all 19 current Rational solutions and is the primary user administrator for the over 200 active users.

Benefits:

- Increase FSA in-house resource knowledge and expertise of Rational tools.
- Increase FSA in-house resource knowledge of Rational tool implementations in the VDC and FSA environments.
- Gradually turn support efforts of projects over to FSA.

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3. What core business area does this initiative address?

This initiative affects the 19 project implementations supported by the RST. It also affects the 3 ClearQuest web servers, RequisitePro web server, ClearCase web server, and ClearCase hosts supported by the RST.

4. What action items are addressed by this initiative?

This initiative addresses Action Item CIO#15.

5. How does this initiative contribute to achieving a clean audit?

This initiative provides support for a standardized tool suite. CIO operations has encouraged the use of the Rational tool suite, and the RST accomplishes this goal while minimizing the cost to the projects. Clearly defined processes and tools assist in consistent development of requirements, change requests, and configuration management builds, while also providing a central repository to store this project information.

6. How does this initiative contribute to reducing high-risk status?

The RST contributes to the reduction of high-risk status by providing the process, procedures, application rollout training, templates, and expertise for all projects supported by the RST engaging in Rational activities. It specifically helps with HR-3.3 by supporting the availability of required data and information systems.

7. What objectives and strategies are supported by this initiative? (Please “x” those applicable)

Objectives	
O1	X
O2	X
O3	X
O4	
O5	X

Strategies			
S1		S8	
S2	X	S9	X
S3		S10	X
S4	X	S11	
S5		S12	X
S6	X	S13	
S7		S14	X

8. What are the Enterprise dependencies? (IT, Non-IT, Workforce, Within ED or External to ED, etc.)

All FSA Technical Enterprise Stakeholders are affected. The RST supports FSA and Integration Partner projects while also supporting the repositories and web servers that house the tools at the VDC. Standardizing the use of Rational tools across FSA and its partners allows all projects to have a common tool solution while minimizing the cost to the projects.

The RST implemented and fully supports the Enterprise Change Management (ECM) tool in ClearQuest. The ECM tool is the enterprise wide standard for change and release management.

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9. What are the total costs and savings of the initiative?

	FY2003	FY2004	FY2005	FY2006	FY2007	Total
Development						
Operations	\$840,000					
Total	\$840,000					

	FY2003	FY2004	FY2005	FY2006	FY2007	Total
Savings						

The RST saves projects money by implementing Rational solutions customized to meet the projects' needs. This provides cost savings across the enterprise as processes and procedures are reused, as well as reducing the start-up costs to get Rational tools in place and getting the expertise.

The requested funding is detailed on the next page.

The funding need is \$840,000 (including \$140,000 for Rational license renewal) for this initiative starting on March 1, 2003 and continuing through December 31, 2003.

11. What will be the initiative measures of success?

The purpose of this task is to realize the value of the Rational Tool Implementation Support Solution. As such, the measures of success for this initiative are:

- Full FSA awareness, buy-in, and participation in the Rational Tool Implementation Support Solution.
- Improved awareness to Rational activity supported by the RST across the enterprise.
- An enterprise-wide solution that can be easily integrated into the structure of start-up projects.
- Continued support to projects identifying a need for Rational implementations.
- Successful transition of the RST supported efforts to FSA resources

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12. What are the impacts of not funding this initiative?

- Loss of critical support resources from the RST that hold the institutional, technical, and process knowledge of the Rational tool suite, the 19 implementations supported by the RST, and the Rational tool environment, including support of the ECM tool built and supported by the RST in ClearQuest.
- Going forward, the ECM tool is scheduled to handle Enterprise Release Management (ERM) in addition to enterprise-wide change management, so support of ECM will be critical. The RST will also support the ECM/GCARS integration VB Script under this initiative, eliminating the cost of Rational technical consultants to manage the script.
- Loss of the RST's product and project knowledge could cause user and project dissatisfaction due to increased turn around time of issues and requested enhancements. The RST's deep understanding of how the Rational products are implemented and stored on the VDC would need to be transitioned or else possible system outages could arise and become critical due to lack of knowledge on how to resolve the issues. FSA does not have the resources or tool knowledge at this time to support the 19 applications and the Rational environment at the VDC, let alone also be able to implement new solutions to projects identifying Rational needs and provide application rollout training. The RST will transition knowledge to FSA over a designated time period. This will enable the activities to occur in a monitored and managed state and will prevent any unnecessary risk that may result from an immediate transition.
- The RST has also begun planning to work with the ITA team to setup an enterprise-wide solution that could be easily integrated into all new start-up projects. This would implement a standardized solution to store code for configuration management, change requests and defects, and requirements. It will allow projects to easily integrate Rational tools into their team and help them get from development to production more effectively while using Rational. This will in turn improve program, project management, and internal controls by implementing common environments and tools. This enables FSA CIO resources to improve their understanding of all systems developed and support channels in project oversight more effectively. Common processes and tools will simplify FSA's ability to integrate solutions, and further reduce operating costs. Without the RST, this integration with ITA would likely not be able to be put in place.