Discovering the Value of IBM Rational Quality Manager

Welcome to the Technical Exploration Center

- Introductions
- Access restrictions
- Restrooms
- Emergency Exits
- Smoking Policy
- Breakfast/Lunch/ Snacks – location and times
- Special meal requirements?
TechWorks

Introductions

- Please introduce yourself
- Name and organization
- Current integration technologies/tools in use

What do you want out of this Exploration session?

TechWorks

Agenda

- Rational® Quality Manager Overview
- Test Management and Planning Overview
  - Lab 1: Test Management
  - Lab 2: Test Planning
- Test Development Overview
  - Lab 3: Test Creation
- Test Execution Overview
  - Lab 4: Test Execution
  - Lab 5: Test Suite
- Reporting Overview
  - Lab 6: Reporting
  - Lab 7: Create Baseline
- Requirements
  - Lab 8: Impact Analysis of a Requirement Change
  - Lab 9: Importing Requirements from Requisite Pro® (Optional)
Objectives

- Demonstrate how Rational Quality Manager:
  - Mitigates business risk: Catch defects earlier and keep the team in sync with dynamic process and activity-based workflows
  - Improves operational efficiency: Automate labor-intensive lifecycle processes and determine optimal plans addressing wide range of platforms and requirements
  - Provides greater visibility of metrics: Make reliable decisions with constant access to prioritized metrics tailored for individuals and teams

Rational Quality Manager Overview

An IBM Proof of Technology
The increasing costs of fixing a defect
80% of development costs are spent identifying and correcting defects!

During the requirements phase
$80/defect

During the design phase
$240/defect

During the QA/Testing phase
$960/defect

Once released as a product
$7,600/defect

The increasing costs of fixing a defect
80% of development costs are spent identifying and correcting defects!

Discovery in 4 Hr
1,484

Process-led Automation yields real savings
Examples of automation capabilities

<table>
<thead>
<tr>
<th>Asset</th>
<th>Developing repeatable industry test solutions</th>
<th>Advanced Defect Analysis</th>
<th>Developing repeated test process models applicable to future projects</th>
<th>Integrating end to end processes</th>
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<td>Test cases copied</td>
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<td>Defects</td>
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<td>Baseline &amp; migrate documentation</td>
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<td>Baseline artifacts</td>
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<td>Leveraging component Reuse</td>
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<tr>
<td></td>
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<td></td>
<td>Dynamic updates of test assets</td>
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<tr>
<td>Quantity</td>
<td>290</td>
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<td>1,178</td>
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<td>$37,700</td>
</tr>
</tbody>
</table>

Source: GBS Test Practices study over 855 projects
Average per project saving with automation and collaboration best practices calculated on a per asset task and process savings

Estimated hours saved per project: 4700 hours
IBM® Rational raises the bar for Quality management

Scenarios that show the difference

**Mitigate Business Risk**
- Collaborate
  - Collaborative, continuous, and comprehensive information sharing reduces defects, improves handoff and increases customer satisfaction

**Improve Operational Efficiency**
- Automate
  - Automating labor-intensive activities reduces time-to-market and increases predictability and consistency to improve return on investment

**Make confident decisions**
- Report
  - Moment by moment understanding of software quality metrics for immediate corrective action and release decisions addressing both business and IT needs

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**Mitigate business risk in an environment of constant change**

*What is needed:* Comprehensive quality impact analysis beyond walls of QA with lifecycle collaboration and process orchestration

- Live update across lifecycle assets across 4 projects
- Requirement modified with business stakeholder

**Rational Quality Manager**
- Review and approvals of tasks across projects
- Out of the box requirements integration
- Asset versioning with dynamic updates
- Advanced defect analysis prevents duplicates
- Upstream quality- Static code analysis

**Comprehensive risk mitigation and reduced rework cost by $900/defect**

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An IBM Proof of Technology

Go to "View > Header and Footer" to change this to match the event title
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Improve operational efficiency

What is needed: Team awareness of activities, clear ownership and simpler on-boarding

- Requirements, Application security
- Test iterations
- Rational Quality Manager
- Keep on schedule and under budget. Know what others are doing, what is expected of you.

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Make confident decisions

What is needed: Always current metrics tailored by role for the right stage coupled with trends, best practices and proven assets to accelerate decision making

- Process and asset based predictive analytics
- On demand reporting for vital project information customizable by role

Project 95% confidence on coverage and cycle completion
Centralized test management offering allowing full lifecycle support across all types of testing and platforms.

**Rational Quality Manager**

**Quality Dashboard**

**Test Management and Execution**

Create Plan  
Build Tests  
Manage Test Lab  
Report Results

**Best Practice Processes**

**Open Platform**

Third party vendors  
Homegrown

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**TechWorks**

**PoT Lab Overview**

<table>
<thead>
<tr>
<th>Lab 1 – Test Management</th>
<th>Lab 2 – Test Planning</th>
<th>Lab 3 – Test Creation</th>
<th>Lab 4 – Test Execution</th>
<th>Lab 5 – Create Suite</th>
</tr>
</thead>
<tbody>
<tr>
<td>The QM Manager Amber</td>
<td>The QM Manager Amber</td>
<td>Tester Tom</td>
<td>Tester Tom</td>
<td>Tester Tom</td>
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<tr>
<td>User Dashboard</td>
<td>Review and Approval Process</td>
<td>Customizing Dashboard</td>
<td>Create Test Execution Record</td>
<td>Create Test Suite</td>
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<td>Creating Test Cases</td>
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<td>Setting up traceability</td>
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<td>Automated Testing</td>
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<td>of Test Cases to Requirements</td>
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<td>Creating Manual Test Case</td>
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<td>Data Driven Testing</td>
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<td>Leveraging Data-Driven Testing</td>
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<td>Test Results</td>
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<td>Keyword Driven Testing</td>
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</table>

<table>
<thead>
<tr>
<th>Lab 6 – Test Reporting</th>
<th>Lab 7 – Create Baseline</th>
<th>Lab 8 – Impact Analysis Of Requirement Change</th>
<th>Lab 9 – OPTIONAL Import Requirements from Requisite Pro</th>
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<td>The QM Manager Amber</td>
<td>The QM Manager Amber</td>
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<tr>
<td></td>
<td></td>
<td>Impact Analysis Of Requirement Change</td>
<td>Import Requirements from Requisite Pro</td>
</tr>
</tbody>
</table>
Test Management and Planning

Labs 1-2

Collaboration to synchronize team efficiency
People, not organizations, make great software

Promoting team synergy

- Clearly define roles and responsibilities
- Manage team activities with customized interface
- Create dynamic test plans
- Communicate project status efficiently
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**Up to date work progress information**

*Task management for individual and team*

**Challenge:** Assigning and coordinating test plan ownership and events across distributed teams

**Solution:** Visualize commitments, reduce rework, track tasks and monitor events

- Test Objectives, Case assignment and Signoff
- Requirements, Application security
- Test iterations
- Team event log
- Individual Task List

**Know what others are doing, know what others expect from you**

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**Proof of process**

**Challenge:** Centralized QA team works with multiple stakeholders across lines of business

**Solution:** Keeping version history and managing approval process at different phases

- All project stakeholders can review, refine and sign-off on all quality related artifacts

  - Project A: Analyst
  - Project B: Project Manager
  - Project C: Lab Manager

- QA team maintains accurate project history with detailed artifact versioning

**Artifact Reviews and Approvals**

<table>
<thead>
<tr>
<th>Artifacts</th>
<th>Status</th>
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<td>Test Cases</td>
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<tr>
<td>Requirements</td>
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<td>Test Objectives</td>
<td>Ready for Review</td>
<td>Ready for Release</td>
</tr>
</tbody>
</table>

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Go to 'View > Header and Footer' to change this to match the event title
A quality contract for the entire software delivery team

Comprehensive rich test plan

- Collect and track all test data
  - Central location for business objectives requirements, resources, platform and exit criteria to name a few
- Defined Responsibilities
  - Individual sections are assigned to team members to clearly establish ownership
- Goal Oriented
  - Formalized and documented exit criteria
- Extensible
  - Add sections, import custom data
- Keep track of changes
  - Snapshot version control to track plan history throughout the life of the project

Discovering the Value of IBM Rational Quality Manager

Comprehensive dynamic planning and updates

Process flow, not artifacts drives team activities

- Live dynamic documentation
- Defines test process and strategy
- Defines responsibilities
- Activity based versus hierarchy
- Business level reporting against quality objectives
Collaborative and adaptive test plan management

Test plans that are easy to create and evolve with our projects

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PoT Lab Overview

Lab 1 – Test Management
- The GM Manager Amber
  - User Dashboard
  - Review and Approval Process

Lab 2 – Test Planning
- The GM Manager Amber
  - Creating Test Plan Information
  - Adding Requirements to Test Plan
  - Generating Test Environment

Lab 3 – Test Execution
- Customizing Dashboard
- Creating Test Cases
- Setting up traceability of Test Cases to Requirements
- Creating Manual Test Case
- Leveraging Data Driven Testing
- Keyword Driven Testing

Lab 4 – Test Execution
- Creating Test Execution Record
- Test Suite Creation
- Test Execution
- Automated Manual Testing
- Assisted Data Entry
- Data Driven testing
- Test Results
- Weights
- Arranging Test Defect

Lab 5 – Create Suite
- Test Case
- Create Suite

Lab 6 – Test Reporting
- Entering Test Defect

Lab 7 – Create Baseline
- Out of the box reports

Lab 8 – Impact Analysis Of Requirement Change
- Defect Reporting

Lab 9 – OPTIONAL Import Requirements from Requisite Pro
- Test Plan Versioning - Creating Baselines

Go to 'View > Header and Footer' to change this to match the event title
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Complete Labs 1-2

- Identify the Lab Workbook and where to start (page #), where to stop (page #)
Lab #3

Test Creation

An IBM Proof of Technology

Automate to accelerate test creation and execution

Quality at the speed of business

- Run manual and automated test execution for rapid quality cycles
- Enact test coverage optimization
- Streamline test lab management
Integrated manual test authoring and execution

Track execution results and defects from manual test efforts

Manual test author and execute

- Step by step capture and execution of manual tests
- Keyword support for integrated manual and automated testing
- Rich defect capture during execution, including screenshot and attachments
- Simple intuitive interface for quick test execution
Complete Lab 3

- Identify the Lab Workbook and where to start (page #), where to stop (page #)
Configuration aware testing

Test the right cases instead of everything. Plan optimal execution

800 Total Combinations

- 10 different CPU Types
- DB2®
- Oracle®
- MySQL®
- Derby
- Windows® XP
- Win XP SP2
- Win Vista
- SLES 10
- Win 2003

Pairwise Optimizations

Less than 20 Combinations

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<tr>
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<th>DBMS</th>
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Configuration awareness

Plan for test execution across all of your target environments

Improve visibility and tracking of defects

Challenge: Identifying the same defect being worked by several different sources

Solution: Automated identification of suspect duplicates to minimize rework

Typical Scenario

- 7 defects
- 13, 11, 9, 8, 2
- 72, 9, 7, 4, 2
- 11, 7, 2
- 13, 9, 7, 6, 4, 2
- 11

Ideal Scenario

- 6 defects
- 13, 8, 7, 6, 4, 2
- 12, 9
- 11

Developing repeatable industry best solutions

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<tr>
<th>Asset</th>
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<td>Defects</td>
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<td>Quantity</td>
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<td>$103,387</td>
<td>$175,452</td>
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Source: GBS Test Practices study, 2005-2008, over 546 projects

Reduce project cost and time from duplicates rework
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PoT Lab Overview

Lab 1 – Test Management
- QM Manager: Amber
- Tasks:
  - User Dashboard
  - Review and Approval Process

Lab 2 – Test Planning
- QM Manager: Amber
- Tasks:
  - Creating Test Plan Information
  - Adding Requirements to Test Plan
  - Generating Test Environment

Lab 3 – Test Creation
- QM Manager: Amber
- Tasks:
  - Customizing Dashboard
  - Creating Test Cases
  - Setting up Traceability of Test Cases to Requirements
  - Creating Manual Test Case
  - Leveraging Data Driven Testing
  - Leveraging Keyword Driven Testing

Lab 4 – Test Execution
- QM Manager: Amber
- Tasks:
  - Testing Test Execution Record
  - Test Suite Creation
  - Test Execution
  - Automated Manual Testing
  - Assisted Data Entry
  - Data driven manual testing
  - Test Results
  - Test Defects

Lab 5 – Create Suite
- QM Manager: Amber
- Tasks:
  - Create Suite

Lab 6 – Test Reporting
- QM Manager: Amber
- Tasks:
  - User Dashboard

Lab 7 – Create Baseline
- QM Manager: Amber
- Tasks:

Lab 8 – Impact Analysis Of Requirement Change
- QM Manager: Amber
- Tasks:

Lab 9 – OPTIMAL Import Requirements from Requisite Pro
- QM Manager: Amber
- Tasks:

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Complete Labs 4-5

- Identify the Lab Workbook and where to start (page #), where to stop (page #)
Reporting

Lab 6

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On demand reporting for instant project status

Moment by moment grasp of project information for decision making

- Measure progress with extensive query, reporting facilities and dashboard
- Address needs of QA and stakeholders
Reduce risk with constant access to quality metrics

Lifecyle quality perspective to proactively manage risk

Quality Manager Dashboard

- Manual and functional test automation results available
- Performance risks are always visible and quickly resolved
- Testing of requirements can be tracked to assure business needs are realized
- Change management and defect tracking fully integrated to assure all changes to production are tested

On demand reporting

Snapshot views of project status from multiple perspectives

Customizable reporting enables sharing and communication of vital project information.
PoT Lab Overview

Lab 1 – Test Management
- User Dashboard
- Review and Approval Process

Lab 2 – Test Planning
- Creating Test Plan Information
- Adding Requirements to Test Plan
- Generating Test Environment

Lab 3 – Test Creation
- Creating Test Cases
- Setting up Traceability of Test Cases to Requirements
- Creating Manual Test Case
- Leveraging Data Driven Testing
- Keyword Driven Testing

Lab 4 – Test Execution
- Create Test Execution Record
- Automated Manual Testing
- Captured Data Entry
- Data Driven Manual Testing
- Test Results
- Test Defects
- Creating Test Defect

Lab 5 – Create Suite
- Create Suite

Lab 6 – Test Reporting
- The QM Manager

Lab 7 – Create Baseline
- The QM Manager

Lab 8 – Impact Analysis Of Requirement Change
- The QM Manager

Lab 9 – OPTIONAL Import Requirements from Requisite Pro
- The QM Manager

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Complete Labs 6

- Identify the Lab Workbook and where to start (page #), where to stop (page #)
Baselines

Lab 7

An IBM Proof of Technology

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PoT Lab Overview

Lab 1 – Test Management
- User Dashboard
- Review and Approval Process

Lab 2 – Test Planning
- Customizing Dashboard
- Creating Test Cases
- Adding Requirements to Test Plan
- Adding Requirements to Test Cases to Requirements
- Creating Manual Test Case
- Launching Data Driven Testing
- Keyword Driven Testing

Lab 3 – Test Creation
- Creating Test Execution Records
- Test Execution
- Automated Manual Testing
- Assisted Data Entry
- Data Driven manual testing
- Test Results
- Weight
- Launching Test Defect

Lab 4 – Test Execution
- Create Test Execution Records
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- Test Execution
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Lab 5 – Create Suite
- Create Test Execution Records
- Test Suite Creation
- Test Execution
- Automated Manual Testing
- Assisted Data Entry
- Data Driven manual testing
- Test Results
- Weight
- Launching Test Defect

Lab 6 – Test Reporting
- Tester Fern

Lab 7 – Create Baseline
- Tester Fern

Lab 8 – Impact Analysis Of Requirement Change
- Tester Fern

Lab 9 – OPTIONAL Import Requirements from Requisite Pro
- Tester Fern

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Complete Labs 7

- Identify the Lab Workbook and where to start (page #), where to stop (page #)

Requirements Coverage and Impact Analysis

Lab 8

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PoT Lab Overview

Lab 1 – Test Management
- The QM Manager
  - Amber
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Lab 2 – Test Planning
- The QM Manager
  - Amber
  - Test Suite Creation

Lab 3 – Test Creation
- The QM Manager
  - Amber
  - Generating Test Environment
  - Discovering the Value of IBM Rational Quality Manager©

Lab 4 – Test Execution
- Tester Fern
  - Creating Test Execution

Lab 5 – Create Suite
- Tester Fern
  - Create Test Execution

Lab 6 – Test Reporting
- The QM Manager
  - Amber

Lab 7 – Create Baseline
- The QM Manager
  - Amber

Lab 8 – Impact Analysis
- Lab 8 – Impact Analysis

Lab 9 – OPTIONAL
- Import Requirements from Requisite Pro
- The QM Manager
  - Amber

Complete Lab 8

- Identify the Lab Workbook and where to start (page #), where to stop (page #)
Integrations

Lab #9 Optional - Importing Requirements from Requisite Pro

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Traceable requirements definition and management

Challenge: Managing a shared understanding of requirements, business and delivery risks

Solution: Reduce rework, focus meetings, and reuse requirements artifacts on future projects

Accelerate project delivery with history and context that team members need
Execution of Automated Tests from Rational Quality Manager

Ability to execute Rational Performance Tester (RPT), Web Service Tests, Security Tests, etc.

Lab 1 – Test Management
The QM Manager Amber
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Lab 2 – Test Planning
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- Creating Test Plans
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- Generating Test Environment

Lab 3 – Test Creation
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- Setting up traceability of Test Cases to Requirements
- Creating Manual Test Cases
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- Keyword Driven Testing

Lab 4 – Test Execution
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- Test Execution
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- Test Results
- Weight
- Allowing Test Defect

Lab 5 – Create Suite
Tester Farm
- Create Suite

Lab 6 – Test Reporting
The QM Manager Amber

Lab 7 – Create Baseline
The QM Manager Amber

Lab 8 – Impact Analysis Of Requirement Change
The QM Manager Amber

Lab 9 – OPTIONAL Import Requirements from Requisite Pro
The QM Manager Amber
Complete Lab 9

- Identify the Lab Workbook and where to start (page #), where to stop (page #)

Session summary

*This is the summary of the entire session.*
A central hub for business-driven software quality

Delivering innovation into the hands of quality professionals

Mitigate business risk and reduce cost by catching quality issues early
- Stakeholder and team coordination
  Fewer meetings, less rework using a dynamic test plan
- Automated process workflow
  Reduce labor-intensive tasks, improve cycle time
- Upstream and downstream quality
  Enforce standards at coding and deployment

Improve operational efficiency and accelerate time to market
- Lab efficiency and asset utilization
  Save 30-40% testing time overall
- Test coverage optimization across environments
  95% confidence on optimal coverage
- Industry leading environment and lifecycle coverage
  System z®, System i®, SAP® and .Net

Make confident decisions with effortless reporting
- Ongoing process improvement and analytics
  Version history and trending within and across projects
- Proactive risk management and decision-making
  Automated, filtered and prioritized reporting
- Protect existing investments, deliver greater predictability
  Adopt successful deployment patterns, map to operational KPIs

Session summary

Rational Quality Manager:
- Mitigates business risk: Catch defects earlier and keep the team in synch with dynamic process and activity-based workflows
- Improves operational efficiency: Automate labor-intensive lifecycle processes and determine optimal plans addressing wide range of platforms and requirements
- Provides greater visibility of metrics: Make reliable decisions with constant access to prioritized metrics tailored for individuals and teams
Questions

Additional resources

- Find out more about Rational Quality Manager
- Download the Rational Quality Manager Trial – Q4
- Learning resources - Webcasts/Telcons/Podcasts.
  - Quality In Action: The Rational Quality Management v8.0 Portfolio – The Shape of Things to Come, Hosted by the Global Rational User Group Community
  - Quality In Action: Managing the Test Lab, Hosted by the Global Rational User Group Community
  - Ensuring Lifecycle Quality through RQM integration capabilities
- Blog with us Rational Quality Manager Blog & Rational Tester Blog
- Facebook, Rational Quality Manager
- Videos and quick demos (IBM TV, YouTube)
  - Rational Quality Manager Preview
  - Star East 2008: Taking a holistic approach to quality management
  - Next Generation Requirements-driven Software Quality
  - R-Heroes Episode 5: QM – Put to the Test
  - Rational Quality Manager in Three Minutes
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