

SERENA® TEAMTRACK® AND SERENA® DIMENSIONS™ RM

Managing every resource in the change process

END-TO-END EFFICIENCY

Employing Serena Dimensions RM (Requirements and Traceability Management) and Serena TeamTrack together enables efficient management of every aspect of a project, from day one. Dimensions RM makes it possible for users to easily visualize the project in terms of necessary requirements, while TeamTrack streamlines the orchestration of every phase of the project. And the graphical process designer in TeamTrack's interface complements the Word-based interface of Dimensions RM, keeping the Serena solution accessible to every participant and maximizing productivity and efficiency.

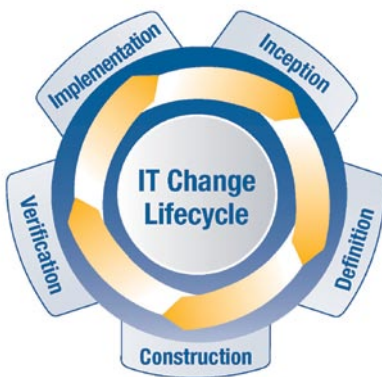
Most often, business projects share the same general goal: To meet expectations on time and within budget. To achieve this broad goal, decision-makers must define specific requirements before beginning a project and then monitor progress toward fulfilling those requirements. They must be able to track and change project requirements throughout the process, foster communication among all stakeholders, and manage resources effectively.

Serena Dimensions RM and Serena TeamTrack, used in tandem, form a secure, powerful suite of tools that can enable an enterprise to fulfill requirements and bring change management projects to a successful conclusion. Dimensions RM interfaces seamlessly with Microsoft® Word and Web browsers, and Serena TeamTrack also interfaces with any Web browser, enabling easy and efficient role-based utilization by stakeholders in a project. Both consolidate change processes into a coherent, standardized system with maximum communication among all participants. And once configured, the combination of TeamTrack and Dimensions RM will automatically update data bidirectionally, preventing confusion and misuse of resources.

Serena Dimensions RM automates traceability, collaboration, and change analysis for requirements, reducing the risk of miscommunication—or complete lack of communication—among stakeholders in the change process. Serena TeamTrack increases accountability and communication among participants in the change process, through an easy-to-use role-based interface that can be quickly understood by any constituent, from managers to developers to any other participant. With Dimensions RM and TeamTrack in use, every step is documented, requirements may be reused when necessary, and everyone can understand their role in the process of change.

IT CHANGE LIFECYCLE

Your data center constantly grows and changes with your business. Managing and tracing project requirements with Dimensions RM is integral to every phase of this lifecycle. From visualizing necessary elements of the project at inception, to tracking new requirements introduced during construction, to confirming the satisfaction of every requirement during verification—and then managing new requirements as users' needs evolve after implementation—Serena Dimensions RM brings it all together.



VERSATILITY

Serena TeamTrack is used worldwide for purposes as diverse as request management, help desk software, business process management, change request software, and more. TeamTrack can easily be adapted to your preferred process and business methods, keeping Best Practices at the same high level of quality in any situation. Serena Dimensions RM tracks any requirements needed to fulfill any project for any business. It meets a universal need, and in so doing, it prevents cost and inefficiency that would result from errors and miscommunications regarding project requirements. Yet TeamTrack is uniquely suited to change management projects transitioning the enterprise data center to new configurations.

VISIBILITY

Serena TeamTrack offers real-time dashboard information and helpful analytics that enable metrics comparisons and post-implementation analysis. Versioning can be a source of cost and inefficiency in the change process, as a breakdown in communication and organization can lead to lost resources and missed deadlines. From submittal to analysis to prioritization to assignment of resources, change orders are routed and recorded. TeamTrack increases visibility every step of the way, throughout the entire process and allows the team members to stay in step with one another and with every stakeholder involved in change.

Accessible, adaptable solutions Coordinated processes and requirements

Similarly, Serena Dimensions RM is built on principles of traceability: Requirements are defined for every participant in a project, and when changes are made to them in the course of business, every participant is updated and the changes are documented. The evolving nature of projects and processes is sustained and captured by the Serena solution, making them predictable, manageable, and reproducible.

GLOBAL ACCESSIBILITY

Both TeamTrack and Serena RM allow importation of requirements and data through Word or through a secure, Web-architected “zero footprint” interface. With this legacy-based accessibility, authorized users around the world can collaborate on processes in the same enterprise or across organizations with the maximum in efficiency. Access to the Serena solution itself, and to which actions and data, is defined by enterprise decision-makers.

ADAPTATION

Serena TeamTrack is extremely configurable, and may be adapted to existing methods and practices within your business. TeamTrack users define their change process step by step, targeting specific customer needs as necessary, and dependencies (parent-child-sibling, etc.) may be further defined. This results in easy management of change requests and deployments, singularly or in large numbers.

ESSENTIAL CAPABILITIES

Change Governance™ requires the capacity to visualize, orchestrate, and enforce change within the enterprise. Serena products supply these capabilities. Dimensions RM and TeamTrack help visualize change, enabling enterprises to manage and track the necessary resources of a change project. Serena Dimensions is designed to assist in enforcement of change. These and other Serena products provide businesses with the tools to govern change.

UNITY

A single point of visibility and management for changes in requirements allows Dimensions RM to save time and money for the enterprise, preventing duplication of efforts and costly delays due to misallocation of resources. Because TeamTrack brings together the stakeholders in a project in a structured, collaborative environment that automatically tracks and documents the steps in a process, it simplifies and streamlines any project. It saves time for every participant, because it requires fewer manual steps to manage, evaluate, and deploy changes within the process.

FASTER AND MORE-EFFECTIVE RESOLUTION OF CONFLICTS

Both Dimensions RM and TeamTrack quickly and easily identify bottlenecks within the process, resulting in fast resolution and improved efficiency. And because actions in the process are clearly and automatically outlined and documented, decisions are more likely to be effective.

MODEL EFFICIENCY

An example of the integration of Dimensions RM and TeamTrack is: a corporate help/service desk can use TeamTrack to initiate, monitor, and conclude projects, while feeding requirements from these projects into Dimensions RM. Such a help/service desk would be given greater efficiency by using TeamTrack to manage the business processes within the organization, as Dimensions RM managed the requirements for those processes.

Our example help/service desk can introduce requirements to Dimensions RM from any number of sources—help desk tickets, Excel files, Word files, Microsoft Project, e-mail, and more. Dimensions RM alone would be used to execute those requirements throughout the lifecycle of all the projects involved. But when Dimensions RM and TeamTrack are integrated, the system gains process-to-process capabilities that enable users to define tasks from these requirements—tasks that are comprehensively and economically managed end-to-end.

Dimensions RM and TeamTrack streamline operations Integrated end-to-end management

The example help/service desk can import a help ticket from a customer and route the requirements of the help ticket request into Dimensions RM, where the enterprise can intelligently and quickly apportion the requirements of the request. Integrated with TeamTrack, the help/service desk would also route that customer's request and its requirements to the appropriate personnel in orderly fashion and enable them to assign the tasks involved, track them, ensure they were carried out, and close the task when completed. A complex ticket dealing with several departments and diverse personnel might become an inert snarl of miscommunication and difficulty without the Dimensions RM/TeamTrack integration, but with it, the help/service desk coordinates every department and every resource to make the most of time, resources, and energy. The help/service desk finds it can declare "mission accomplished" every time.

The example here is a help/service desk, but it is only one of an unparalleled number of possibilities. A combination of Serena Dimensions RM and Serena TeamTrack can be an integral part of any business, with any business model, in any industry. The integration of TeamTrack and Dimensions RM streamlines and unifies the process of assigning, approving, escalating, orchestrating, and concluding tasks successfully throughout business projects from the largest to the smallest.

ACTION

Your business is in constant motion, and undergoing constant change. To govern that change and prosper, you need the advantage of the Serena solution. With products like Serena TeamTrack and Dimensions RM in place, enterprises can monitor and control the change within their organizations, and ultimately improve the quality and the delivery of the end product.

ABOUT SERENA

Serena Software, the Change Governance™ leader, helps more than 15,000 organizations around the world—including 96 of the Fortune 100 and 90 of the Global 100—turn change into a business advantage. Serena is headquartered in San Mateo, California, and has offices throughout the U.S., Europe, and Asia Pacific.

CONTACT

Learn more about the enterprise-wide power of Serena TeamTrack and Serena Dimensions RM by visiting www.serena.com or contacting one of our sales representatives in your area.

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