Rational ClearQuest™ is a flexible defect tracking system that scales to the needs of any project, for any size team. ClearQuest shortens development cycles by unifying all team members — project managers, testers, developers, analysts — in managing software development change.

**HIGHLIGHTS**
- Complete out-of-the-box solution includes automatic email submission and notification, Web interface, Crystal Reports, and Sybase SQL Anywhere
- Integrated with Rational Suite solutions for testers, developers, and analysts
- Provides a core component of Rational's Unified Change Management solution
- Integrates with software configuration management products including Rational ClearCase and Microsoft Visual SourceSafe
- Supports Oracle, Microsoft SQL Server, SQL Anywhere, and Microsoft Access databases
- Enables easy customization of request process lifecycle, database fields, and user interface
- Deploys on Windows and the Web

**Easily Adapts, Working the Way You Work**
In addition to supporting easy, out-of-the-box deployment, Rational ClearQuest enables comprehensive and easy-to-implement customization. You can use ClearQuest’s predefined process and associated rules right out-of-the-box or define your own. Powerful administrative tools allow you to tailor nearly every aspect of the system, including the request process lifecycle, database fields, user interface layout, reports, charts and queries. Some specific implementations for your team might include:

- Implementing one workflow process for defects, and another for enhancement requests
- Configuring the rules so only project managers can re-open a closed change request
- Requiring team members to fill in number of hours spent working on a problem before changing defect status

Most customizations can be implemented easily using the ClearQuest Designer, and ClearQuest also supports VBScript and Perl for more complex and cross-platform customizations.

**Deploys Anywhere for Any Size Team**
Rational ClearQuest simplifies coordination of change requests on large scale, distributed development teams. ClearQuest makes getting up and running easy by including SQL Anywhere and Microsoft Access databases in the box, and supports easy migration to Microsoft SQL Server and Oracle relational databases. And with native support for Windows and the Web, ClearQuest ensures all members of your team, including your customers and other key stakeholders, can stay involved in the change request process, regardless of platform or location.

**Provides Quick and Effective Metrics**
Rational ClearQuest’s comprehensive reporting and charting capabilities optimize the project manager’s ability to quickly and effectively assess project status at any point in the lifecycle. ClearQuest’s trend, aging and distribution charts deliver meaningful insights into the true status of your projects, providing clear answers to questions such as:

- Is anyone on the project overloaded with high-priority requests?
- How fast are existing change requests being resolved and new ones reported?

You can create your own view of data with ClearQuest’s flexible report templates, graphical query builder and customizable charting tools. Once defined, any report or query can be added to personal or public menus for fast, easy access. For example, team members can build personalized to-do lists to help maintain their focus on high priority items. ClearQuest uses Seagate Software’s Crystal Reports engine, and Crystal Reports is included.

Powerful built-in reporting and charting tools enable you to graphically view project status at any time.
Simplifying the Process of Change

Integrate with the Software Development Lifecycle

Rational ClearQuest makes it easier to manage and report on the inevitable changes that occur throughout development projects. Integration with practitioner tools is critical to this because it helps automate the coordination and resolution of change requests. ClearQuest is a key component of the Rational Suite™ and Unified Change Management solutions, which include solutions for software configuration management, testing, requirements management, visual modeling, and process guidance. In addition, ClearQuest provides a COM API for Visual Basic programs (and any program that supports OLE automation). This enables you to integrate call centers, front office, software testing and other third-party tools.

Simplify the Process of Change with Unified Change Management (UCM)

Rational ClearQuest is a key component of Rational’s Unified Change Management (UCM) solution, which combines an intuitive, activity-based, out-of-the-box process with Rational’s integrated configuration and defect tracking/change request management tool set. In addition to being easy to adopt, UCM automates team collaboration by streamlining project communications across teams of any size or scope, including cross-platform, distributed, and cross-functional project teams. UCM also accelerates e-business development with powerful features for facilitating Web development.

- Full Web support allows users to submit, query, modify, report and chart as they would from their native client machine.
- Staging and approval cycles, tracking updated content, and reducing time-to-Web.
- Even if you decide not to adopt Rational’s UCM solution today, you can still take advantage of Rational ClearQuest’s integration with software configuration management market leaders such as Rational ClearCase® and Microsoft Visual SourceSafe. These integrations enable you to relate change requests directly to changes in your evolving codebase, providing answers to such questions as:
  - What defects have been fixed in one release but not in another?
  - Which defects can be attributed to a specific release?

Unified Your Development Team with Rational Suite

Rational ClearQuest is the team-based change request management and defect tracking solution included in Rational Suite, a fully integrated set of Rational tools linked by a common set of team-unifying processes. Rational Suite is a comprehensive software development solution, with different versions specifically optimized for analysts, developers, and testing professionals. ClearQuest is included in Rational Suite AnalystStudio™ for analysts, Rational Suite TestStudio™ and Rational Suite PerformanceStudio™ for testing engineers, and Rational Suite DevelopmentStudio for architects and developers. These key integrations, when combined with team-unifying features such as automatic email notification and uncensored Web entry, make ClearQuest the ideal defect tracking solution for team-based, Internet-time development projects. Rational Professional Services accelerates your team’s ability to deliver complex software applications using Rational ClearQuest. Rational’s comprehensive worldwide services include individual and team training, QuickStart technology adoption, consulting, mentoring, assessments, and technical support.

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