Rocket® Aldon

Community Manager - Capture. Automate. Approve.

Achieves regulatory compliance and streamlines best practices

Accelerates workflow and approval procedures

Manages problem, incident, change, and release processes with ITIL templates

Defines and manages software requirements from implementation to production

Successfully meets and maintains Service Level Agreements (SLAs)

Interprets key performance indicators with metrics and reports

Accesses a robust Configuration Management Database (CMDB) and ITIL v3 Service Catalogs

new feature request

software problems

maintenance requests

server problems

user inquiries

enhancement requests

network problems

bug fixes

incident reports

Rocket Aldon Community Manager
Workflow Automation and Service Desk

IT Services Workflow & Approvals

> Incident Reports
> Server & Network Problems
> Hardware / Software Issues
> Purchasing Requests
> Maintenance Requests

Application Development Workflow & Approvals

> Bug Fixes
> Requirements
> Enhancement Requests
> New Feature Requests

Integrated Service Desk for IT Workflow Automation

Rocket® Aldon Community Manager (CM) is an IT workflow automation solution for unifying your service desk with change and requirements management. Aldon CM automatically captures, tracks, manages, and governs your IT organization's responses to all business, technical, and operational issues. It offers full end-to-end traceability of the services delivery and software development lifecycles, letting you manage change requests, enforce approval processes, establish requirements, manage IT projects, and automate workflow and reporting. This in turn enables your IT services and development teams to respond to changes quickly in coordination with the business, while ensuring industry best practices and compliance.

Information is always at your fingertips via any Web-enabled browser. You can easily view data from dashboards or through built-in or custom reports. Our service desk makes it possible to run IT like a business, successfully managing service levels from a customer experience perspective while improving operational efficiencies and reducing costs.

Achieves Regulatory Compliance and Streamline Best Practices

IT Service Management (ITSM) best practices recommend a service desk for improved performance and control. Aldon CM helps organizations apply best practices and easily achieve regulatory compliance

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by managing, capturing, and tracking all IT functions. Our software offers pre-configured issue status reports and detailed performance metrics, providing immediate access and analysis of IT services. The resulting organizational alignment will ensure your business will meet regulations and run smoothly.

Accelerates Workflows and Approval Processes

Aldon CM automates workflow and approval procedures, enforcing standardized processes and reducing mistakes, delays, and cost overruns. Complex decision points within processes are handled by escalation rules and field level permissions, enabling fine-grained control. Participants in the process are notified by email as specified within the workflow. By automating change management processes and only allowing approved actions, our software significantly improves overall productivity.

Manages Problem, Incident, Change, and Release Processes with ITIL Templates

Compliance regulations and best practice methodologies such as ITIL and CMMI recommend establishing clearly defined processes. Aldon CM provides a

central location in which to manage incidents and oversee change requests, ensuring proper authorization, establishing requirements, and monitoring progress. ITIL templates help organizations understand core processes such as incident, problem, change, and release management. Our software provides a single point of control and the visibility needed for effective IT service management.

Defines and Manages Software Requirements From Implementation to Production

Aldon CM helps teams accurately establish requirements at the outset and tracks them from implementation through testing and production—ensuring that organizations get the right software delivered at the right time. Requirements are clearly tied to related issues, change requests, and tasks. Automated approval processes and centralized management facilitate greater team collaboration, impact analysis, and communication throughout the entire software development lifecycle.
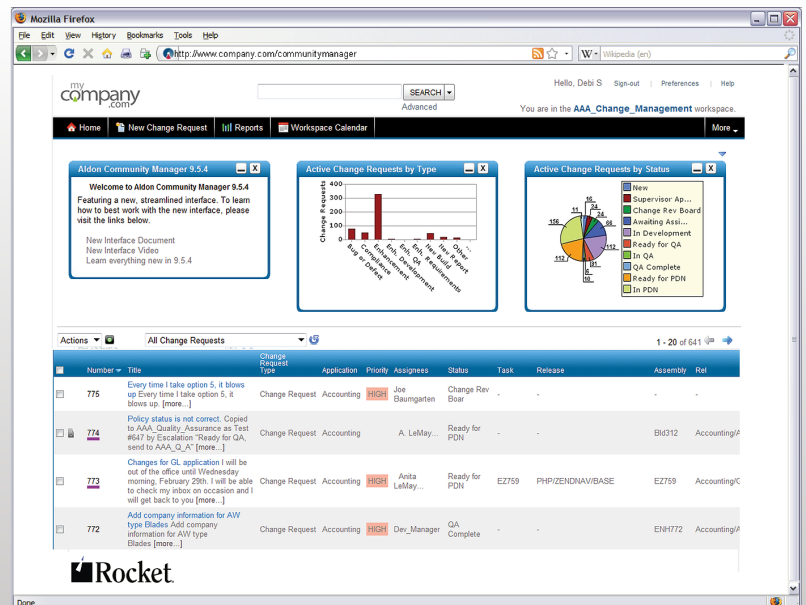
Aldon Community Manager's customizable home page for a service desk project, with dashboard, views, filters, and reports.

how

How Rocket Aldon CM Works

Rocket Aldon Community Manager enters all change requests, incident reports, and requirements into a central repository through a browser-based interface. Its built-in workflow engine routes those change requests as tasks and assigns them to appropriate staff members. As these tasks are completed, Aldon CM automatically updates the status and moves them into the next workflow stage. You are able to easily track time, cost, and other pertinent information.

Interprets Key Performance Indicators with Metrics and Reports

Aldon Community Manager's customizable dashboards offer managers real-time overviews of issue creation, change requests, and key performance indicators. Reports summarize productivity, application development progress, incident resolution statistics, and other historical data for ongoing process monitoring.

Successfully Meets and Maintains Service Level Agreements (SLAs)

Aldon CM offers a number of features that ensure organizations comply with the contractual obligations of their SLAs. Reports analyze real-time service levels, including response and resolution times. Automated workflows escalate service processes, allowing corrective action to be taken before response levels decline below an accepted limit. Automated escalation processes notify the right people when necessary.

Streamline the Development, Deployment, and Management of IT Services

Our support of ITIL v3 Service Catalog enables IT organizations to offer a menu of services customized for their business customers. You can streamline the management of your IT service offerings and provide full end-to-end service request management from service design to customer request fulfillment.

Technical Specifications

Client Requirements

- ❖ Microsoft Internet Explorer V8 or V9
- ❖ Mozilla Firefox V8.
- ❖ Google Chrome

Server Requirements

- ❖ Minimum requirements
  - • 4 GB RAM (with SQL Server on a different server)
  - • 4 - 8 GB RAM (with SQL Server on the same server)
  - • 20 GB free disk space
- ❖ Operating System
  - • Microsoft Windows 2003 Server (32GB)
  - • Microsoft Windows 2008 Server (32-bit and 64-bit)
  - • Microsoft Windows 2008 R2 (64-bit)
- ❖ Internet Server
  - • Microsoft Internet Information Server (IIS) v6-7.0
  - • Microsoft Windows Server 2008 R2 with IIS 7.5
- ❖ Database
  - • Microsoft SQL Server Express 2005/2008
  - • Microsoft SQL Server 2005/2008/2008 R2

- ❖ Email Software
  - • Any Simple Mail Transfer Protocol (SMTP) compliant product
  - • Any Post Office Protocol / Internet Message Access Protocol (POP/IMAP) compliant product
- ❖ IBM Power Systems Connectivity
  - • For use with Aldon Lifecycle Manager (IBM i Edition):
    - ❖ IBM i Client Access ODBC Driver
    - ❖ IBM i Access for Windows Version 4.1 or higher

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