

Migration to Dimensions RM

QP-SQ4-09

This Service Package "Migration to Dimensions RM" will bring your existing Requirements Management in particular to an advanced level of conformity in a very short time. With comprehensive, up-to-date software architecture you will be able to elevate the quality of your application lifecycle processes. With a set of best practices methods, a well-tested migration model will be implemented by an experienced expert from QualityPark.

Advantages:

- Comprehensive, automated data migration to target environment in a very short timeframe
- Frictionless tool integration into existing development environment due to timely architecture (SOA, Web-Services)
- Protection of your investments and strong alignment of IT-Governance, Traceability and Conformity.
- Helpdesk ensures the post-installation support. A high qualified and experienced expert is available to answer your questions

Services and Deliverables:

Services and deliverables follow the reliable QualityPark Methodology:

| | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Assessment | Pre-migration checkup and startup readiness. |
| Data Migration | Migration of your Requirements Management Data to Dimensions RM: <ul style="list-style-type: none"> • Transfer of all information without loss of data • Keep your defined process |
| Training | Feature-oriented, role-specific training sessions for your Requirements Management Specialists: <ul style="list-style-type: none"> • End user training (web-based) • Admin training |
| Helpdesk (16 hrs credit) | Available as a service credit. Dimensions RM specific questions will be handled via phone for the credited amount of time. The service credit is valid for a maximum of 30 days. |
| Dimensions RM license | User license for Dimensions RM according to terms and conditions of Serena Software. |

Prerequisites:

For successful delivery of this service following prerequisites must be complete:

- Access to Software Environment including Operating Systems and Databases pertaining to the Service Assessment
- System prerequisites according to Serena Dimensions RM installation guide
- Running environment of a Requirements Management System
- Availability of a system administrator

Optional Services (available on request):

Process optimization: Optional process consulting for Requirements Management based on best practise methods and QualityPark's extensive field experience.

Maintenance: High quality product support including updates, helpdesk (according to terms and conditions of Serena Software)

Premium Support (QP-MS1-07): Premium quality service for customers using integrated and/or customized solutions including health checks and solution hotline in German or English.

Training DimensionsRM (QP-TS1-07): Generic, role-based requirements management training for basic user, advanced user and administrators. In addition to our web-based training sessions our training portfolio also incorporates on-site training and train-the-trainer concepts.