

Smart Search for IBM Rational Clear Quest

Business problem

IBM Rational Clear Quest is well-known as one of the market leader solutions in the "bug tracking" and "trouble ticketing" sectors: customers appreciate the tool's flexibility and configurability which allow it to be integrated in the most complex organizational and application environments. The software does not currently provide a quick and simple search function for accessing the request database: sophisticated tools exist for reporting and extraction of the data, but there is no "Internet-like" tool available for performing "free text" searches.

Solution description

Smart Search for IBM Rational Clear Quest is a non-invasive "plug-in" that allows free searches to be performed on the database, operating just like "Google" and similar Internet search services.

Features

Main features of Smart Search for IBM Rational Clear Quest:

- The IBM Rational Clear Quest database is exported with an executable batch procedure when the main database is being used least
- Searches are performed on the exported copy and indexed
- The performance impact on the IBM Rational Clear Quest system is negligible
- Search performances on the exported database are extremely high as they are based on Internet-derived technology
- The IBM Rational Clear Quest database remains completely untouched by the plug-in: no additional tables or indexes are created
- The Smart Search for IBM Rational Clear Quest search engine can be easily integrated into the customer's intranet/extranet portal

IBM Rational
Clear Quest Server



Smart Search
for IBM Rational
Clear Quest Server



Example

The following screen shots demonstrate an example of integration in the PRIMEUR portal, where the plug-in is used for searching tickets on Rational Clear Quest: the first screen shows the search for an error code, while the second shows the ticket relating to this error.

The first screenshot shows the Primeur portal search results for 'abend and 0c4'. The search criteria are Match: All, Format: Long, Sort by: Score. The results list several tickets, including 'Abend 0C1 e relativa inattività del monitor e Abend 0C4 di FTO' and 'Abend 0C4 del Monitor Spazio2.1 sul modulo SPRBCCOMN seguito da altri Dum'. The second screenshot shows a detailed view of a defect ticket with the ID CQUU00002334. The subject is 'Abend 0C4 del Monitor Spazio2.1 sul modulo SPRBCCOMN seguito da altri Dum'. The problem state is 'Closed', and the submit date is 05/18/2005. The customer information includes the name 'Spazio' and the Primis code '011000043'.

Technology

The platform of reference for "Smart Search for IBM Rational Clear Quest" is a Linux/Apache server.

Who we are

Primeur is an Italian multinational company founded in Genova in 1988. We are now present in Europe, the US and South America as one of the leading vendors of middleware solutions for distributed and heterogeneous IT systems. Primeur has been focussing for years on the IBM WebSphere, Tivoli and Linux environments, becoming an IBM Premier Business Partner.

Our mission is to partner with our Customers in their journey towards successful implementation of SOA Technology and its business benefits, building SOA based technology components and privileging products that complement IBM's SOA reference architecture.

Primeur's flagship product, Spazio, has been constantly improved along the time to include the latest technologies and standards. Our solutions are available on the main hardware and software platforms such as: z/OS, AIX, UNIX, Windows, OS/400, Linux and z/Linux, VMS, Tandem.

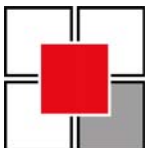
Primeur offers solutions in three areas of prime importance:

- Integration,
- Security
- System Management

Through a combination of products, services and qualified experience, Primeur solutions can also be tailored to meet the specific customer requirements

Primeur complies to a Quality Management System for Planning and Development of Software Products and Professional Service projects according to UNI EN ISO 9001:2000, certified by TÜV.

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