

# Jazz Admin as a Service

Managed services with an IBM Jazz  
purpose, the business case for JAaaS

A Thought Leadership Whitepaper

clear  
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# Introduction

## Managed services with an IBM Jazz Purpose

Let's face it. Being the administrator of IT systems and SaaS applications is an extremely demanding job. The days and weeks are long, upgrade cycles on the applications are never well aligned, and OS patching is far too manual and time-consuming.

Worse, it's all non-stop.

If you administer an IBM Jazz environment and the Rational software suite, ClearObject's Jazz Admin as a Service – JAaaS – takes monotonous admin and maintenance tasks off your plate. It lets you focus on more mission-critical assignments for the business. It can even help give you your weekends off.

As a managed service, JAaaS is all about making your life easier

**Productivity, efficiency, competency.** ClearObject's Jazz Admins are highly experienced. When a Jazz Admin is dedicated to your account, they work within your team, know your users and processes, and make your tools efficient to use for all team members. They rely on best practices and continuous training to improve operational efficiency. And because your Jazz Admin has "seen and done this" thousands of times before, they know what's required to keep productivity at max levels.

**Remote is an advantage.** Having someone onsite and "butt in seat" is not the way business is done anymore. Your dedicated Jazz Admin works behind the scenes to streamline IBM support, resolve problems quickly and keep your environment operating as you expect it to. By also reducing financial and logistical burdens, JAaaS allows your organization to be more progressive in innovating new ideas and products.

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Whatever industry you're in. Rational tools are used in industries of every kind. JAaaS therefore is structured for automakers, medical device manufacturers, the aerospace and defense industries, and financial services and insurance companies. Pharmaceutical companies, electronic OEMS, defense OEMS, semiconductor companies and even smartphone manufacturers can also realize the benefits of JAaaS. ClearObject has worked with customers in many of these sectors for the last 10 years.

We're here to support you. JAaaS is not a primary interface, and we're certainly not looking to take away your job. Plain and simple, the aim of JAaaS and your Jazz Admin is to support you in doing your job.

Call JAaaS white glove management. And call our Jazz Admins trusted Sherpas, doctors, or coaches – people to call for live and responsive help.

This paper is to help you make your own business case for Jazz Admin as a Service.

## The Cornerstones of JAaaS

### What it does and why

Implementations, fixes, updates and new app deployments are just part of maintaining the Jazz platform and Rational toolset. But system administrators also usually have a never-ending list of additional needs. "Pain points," if you will.

Therefore, to build the framework of Jazz Admin as a Service, we asked the question: What do you need?

Identified admin pain points	JAaaS & Jazz Admin Functions
<ul style="list-style-type: none"><li>• Improved work management</li><li>• Maintain/update tools</li><li>• Create projects</li><li>• Create and manage users</li><li>• Manage associations between tools during project creation</li><li>• Manage integrations to external tools</li><li>• Develop queries and reports</li><li>• Show value of tools in most current state</li></ul>	<b>Administration</b> Dedicated Jazz Admin handles all administration tasks including the creation of projects, user management, supported tool integrations, and reporting.
<ul style="list-style-type: none"><li>• Training, expertise and education</li><li>• Visualization/organization</li><li>• White-glove management, implementation</li><li>• Train first-time users on application uses and best practices to increase adoption</li><li>• Educate team on post-upgrades functionality</li><li>• Transition users from legacy platforms</li><li>• SME for all IBM products – help users maximize applications</li></ul>	<b>Enablement &amp; Implementation</b> Jazz Admin coordinates and conducts ongoing activities for user training and upskilling – virtual enablement sessions, best practices webinars, etc. SME for all IBM products.
<ul style="list-style-type: none"><li>• Implement industry-specific process templates (e.g. ASPICE, SAFe, Scrum)</li><li>• Develop new work items/related workflows</li><li>• Discuss, validate, implement changes to applications (change-control requests from various departments)</li><li>• Identify, integrate new tools to the application environment</li></ul>	<b>Customization</b> JAaaS resources are available to tailor process template implementations, work item workflow configurations, new tool integrations, etc. These resources can also validate and implement app changes in which customization is required.
<ul style="list-style-type: none"><li>• Back-end reporting</li><li>• Set-up internal application diagnostics</li><li>• Troubleshoot errors received via diagnostics alerts, proactively maintain operations</li></ul>	<b>Troubleshooting</b> Jazz Admin sets up diagnostics, troubleshoots errors, and monitors system performance to ensure uptime, including reporting.
<ul style="list-style-type: none"><li>• Accelerate support quickly</li><li>• Owner, PMR communications and resolution</li><li>• Dedicated test user, prep for upgrades</li><li>• 24/7 tiered-issue support</li><li>• Manage all audit and security controls</li></ul>	<b>Support</b> Dedicated Jazz Admin is your single point of contact for support – ticket and issue management, security controls management, upgrades prep/testing, etc.

# Justifying JAaaS

## Why to consider it

To reiterate, Jazz Admin as a Service and the managed services it offers can help alleviate a lot of pain points. But what other reasons are there to use it? Consider three typical use cases.

Time is a commodity in short supply

Many applications and IT systems administrators bemoan a lack of time as the single biggest challenge they face. There are a variety of reasons for this, but chief among them are:

- Increased workloads
- Special projects
- Resources are constrained
- Busy seasons
- Vacations

While JAaaS can't add more hours to your day, it can take some of the burden off your shoulders. With our highly skilled Jazz Admins and the scope of managed services they provide for the IBM Jazz environment, you can offload some of the more tedious activities of onboarding users, managing permissions, creating projects, modifying process templates, and so on. And with these tasks no longer taking up cycles, you can focus on tackling the more mission-critical tasks of your business.

### Any impacts to users must be minimized

In most businesses, IT professionals must stay late and go in on the weekend. IT admins face a challenge akin to performing highly skilled operations “without waking the patients” during normal business hours. Given these realities, managed services like JAaaS become an even more inviting option.

JAaaS is not a magic wand to prevent you from inhibiting your users in the middle of the production day, nor can it craft an invisibility cloak. What our Jazz Admins can do is schedule off-hours services to help you make it to your kid's band concert.

Whether upgrading your IBM Jazz applications or performing some other service after business hours, a dedicated Jazz Admin gives you the highly skilled resource you require to perform these tasks.

Other times, the impact to your users is not in taking the system down. It's the result of long wait times for action to be taken. Because the amount of work on an admin's plate is massive, the reality is that a particular issue might not be the highest priority in their queue.

ClearObject's Jazz Admins can seamlessly integrate with your existing admins to support them. This will help you deliver a higher quality of service to your constituency. Whether it's doing the heavy lifting for IBM Jazz or knocking out some quick hitters, our Jazz Admins take it all in stride and help you create happy end-users.

### Staying on top of everything is hard

IT admins make every effort to be proactive and plan ahead. However, they also must respond to the day-to-day issues from the user base and the needs of the business. Again, managed services such as JAaaS can help.

With our Jazz Admin as your frontline support, you have more time available to get your planning done. You're able to focus on those things you need to do to set your users up for success in the future. But while you'll be shielded from the front line, JAaaS always ensures you'll never be out of the loop. Our Jazz Admins keep an open channel of communication so you can maintain complete situational awareness.

## Other quantifiable benefits

### A “concierge” for IBM support issues

Leave the IBM Support process to your dedicated Jazz Admin, who serves as your single point of contact for managing support tickets, security controls, prep and testing for upgrades, and more. As an IBM Gold Business Partner, ClearObject has worked extensively with IBM Support for more than a decade and understands the inner-workings of their support processes. For JAaaS, our Jazz Admins “speak IBM's language” to help get your issues resolved.

## Training, training, and more training

It's well known that Jazz has its quirks, and it's equally recognized that early versions of Rational DOORS and DOORS Next Generation are different animals. And of course, there are always new users. But using these apps "in anger" or as a novice doesn't accomplish anything.

To increase knowledge levels and user adoption, our Jazz Admins and other experts in the JAaaS partner network are also skilled educators. They can train existing users on post-upgrades functionality, and first-time users on application uses and best practices. Or users can get web-based training sessions on demand. This all falls under the Enablement & Implementation category of JAaaS.

## Reporting that actually reports

Problematic reporting in the Jazz environment is another issue that might not be what you think. IBM's reporting mechanisms are well-devised and work just fine. If there's a problem to be had, it's in report creation and troubleshooting (and perhaps not finding a proper fix in the Jazz Forum).

Back to the JAaaS service for Troubleshooting, our Jazz Admins set up diagnostics, troubleshoot errors, and monitor system performance to ensure uptime – including reporting.

## Knowledge in numbers

JAaaS leverages our experiences from more than 150 ClearObject customers, for whom we're already providing managed services for their IBM environment. IBM Jazz is part of that fabric. And the benefit isn't just improved response times and greater efficiency. The bigger benefit of Jazz Admin as a Service is learning the same best practices we've developed over the years from across our customer base. Being Jazz Admins is our full-time job. It's what we do.

# Getting started with JAaaS

If you decide Jazz Admin as a Service is in your future, getting started is easy. First, you partner with a ClearObject consultant to determine how many hours of support you'll need per month. This process pinpoints the issues you want a Jazz Admin to manage, the anticipated time each task requires, and the pricing package that works best for your organization. Compared to your existing admin expenses internally, JAaaS managed services can effectively reduce your costs.

Next, we assign a dedicated Jazz Administrator as your resident expert for the IBM Rational toolset. Along with implementing, customizing and supporting your specific suite of Rational tools, your assigned Jazz Admin performs all other tasks you've defined, as scheduled or whenever needed.

## Common questions

**Q: If I don't use the full monthly allotment of hours I purchased for JAaaS, do hours roll over?**

A: If hours aren't utilized, you can roll-over up to 10 service hours from one month to the next. For example, if you have signed up for 40 hours, but only use 30, those 10 remaining hours can be rolled over to the next month. We will also monitor your usage to provide better ways to get the full benefit of your hours month-to-month.

**Q: What happens if my designated Jazz Admin is unavailable?**

A: We designate a primary Admin plus backup Admins, along with a named Service Delivery Manager to manage escalations and special requests.

**Q: What happens if I have a special project coming up that requires additional work hours?**

A: Sometimes our customers experience a surge in project work that exceeds their committed service tier. Our Service Delivery Managers have access to a large team of skilled engineers and can also arrange for additional muscle when you need it.

**Q: Is this a 24/7 service?**

A: Our Jazz Admins are available during standard local business hours. After-hours planned work can be accommodated with advanced notice on a best effort basis. We will work with you to ensure that your distributed groups have coverage during their standard business hours.

About ClearObject

ClearObject is a digital transformation leader in Internet of Things (IoT) Engineering and Analytics. As IBM Watson IoT and Google Cloud Business Partners, we deliver global embedded software development environments for our customers, and design and deliver unique data analytics digital products that help them recognize the value of their data. Our objective is clear: help the world's best companies build intelligence into their products and gain intelligence from them. *The future is clear. Do you see it?*

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About the Authors

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**Jason Epstein** is a Systems Engineer for ClearObject’s Managed Services Operations and has worked in the IT field for more than 20 years. For the past 17 years, he has specialized in the IBM Rational tool suite as a Rational administrator and consultant. Prior to those roles, he provided support for 400+ users of the Rational software as a technical analyst. Jason is both Scrum Fundamentals Certified and Scrum Master Certified. His industry experience spans federal and state governments, defense, banking, insurance, the automotive sector, and NASA.

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