Serena Software

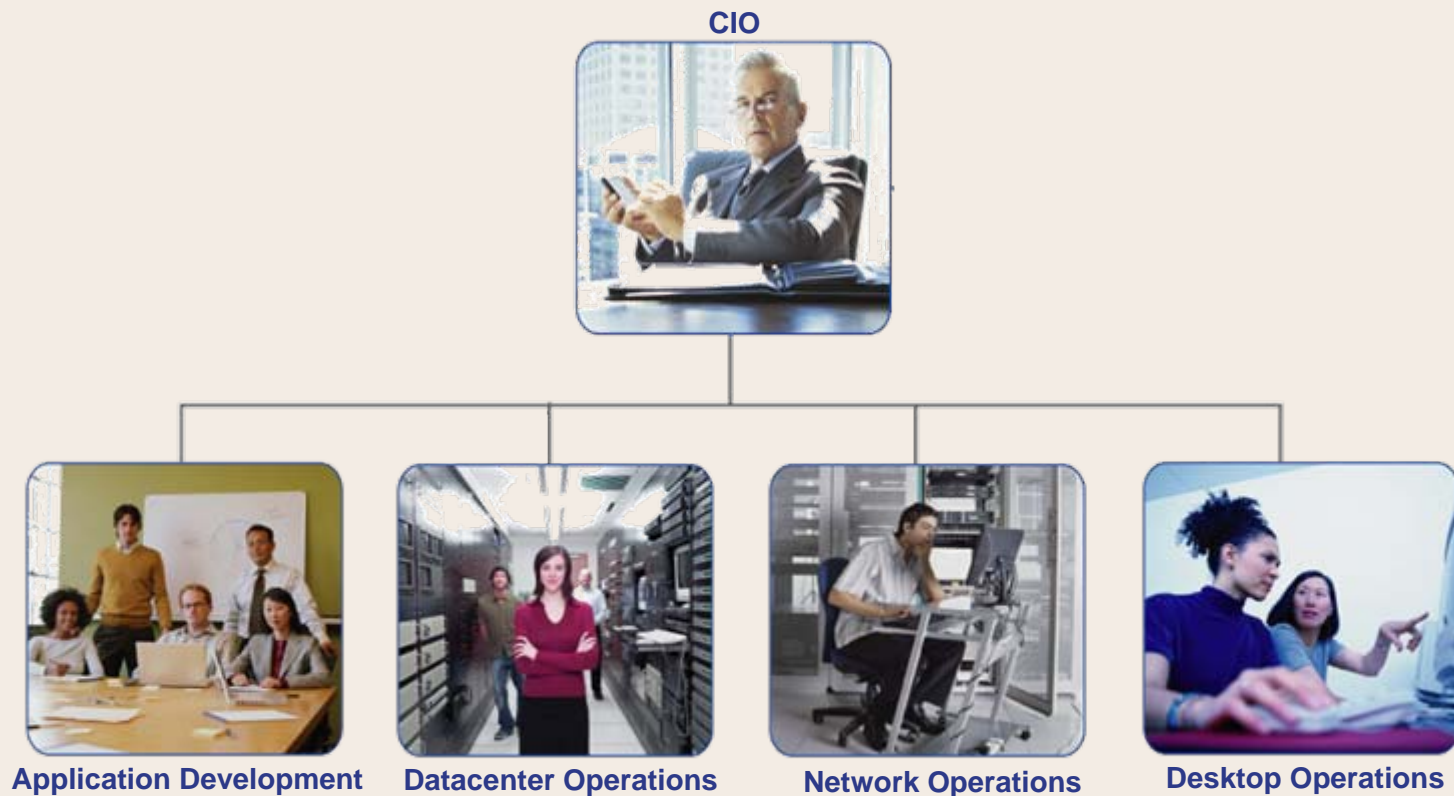## Enterprise Change Governance Solutions

Today's Business Challenge
Increased Regulatory Compliance

- Sarbanes Oxley

- 21CFRp11

- HIPAA

- CMMI

- Federal Enterprise Architecture

- DOD Architecture Framework

Managing IT Change
Change Management Required Across all Enterprise IT Assets

CIO

Application Development **Datacenter Operations** **Network Operations** **Desktop Operations**

What Makes TeamTrack Different?

- **Web Architecture** (no client install makes it easy to deploy and upgrade anywhere; no Java applets means it's light on the wire and truly cross platform)

- **Simple Yet Robust Process Engine** (quick to configure and make ongoing changes; integrates processes across multiple lifecycles by linking and relating items; ensures repeatability, ownership and accountability; capable of managing complex view and privilege sets)

- **Friendly User Interface** (can be extended to non-technical business users and customers; can be displayed in different languages)

- **Integrates Into the IT Environment**

  (**Serena**: VersionManager, ChangeMan ZMF, ChangeMan DS, Open API and Scripting, Dimensions coming; **Third Party**: SAP, ClearCase, CVS, Perforce, TestDirector, MS Project, Remedy coming; **IDE's**: Eclipse coming, .NET coming;)

Top 15 Business Problems Solved

- Allows geographically distributed teams to work together more efficiently
- Reduced a 120 day RMA process to 26 days
- Brought a product to market 3 months faster
- Accelerated a time to deployment by 6 months
- Assisted with achieving ISO certification
- Assisted with achieving CMM certification
- Assisted with passing Sarbanes Oxley audit
- Assisted with passing 21CFRp11 audit
- Provides process consistency across all facilities
- Makes manageable an offshoring effort with geographically distributed teams
- Integrates development and support into a single lifecycle and single repository
- Captures "Lessons learned"
- Manages RFP process
- Keeps tabs on "Hot customers"
- Prevents things from "falling through the cracks"

Key Benefits Summary

- *Fast* ROI
- Simple & quick
- Works the way you work
- No development required
- Works on any distributed platform

- Grows **with** you
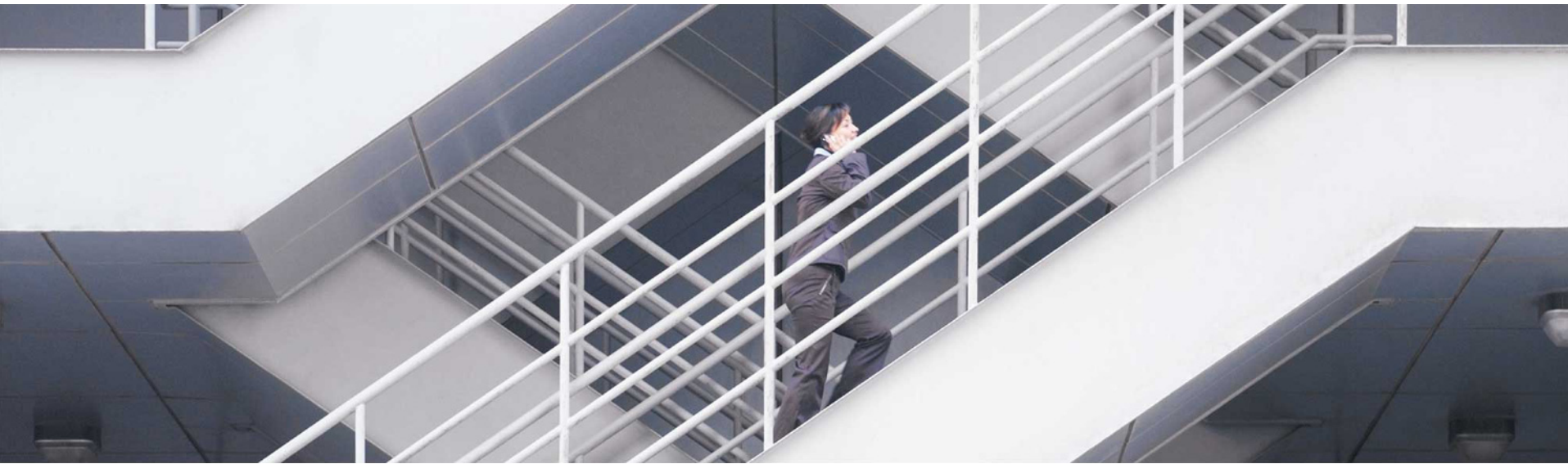
TeamTrack™ – Technical and Demo

TeamTrack Concepts
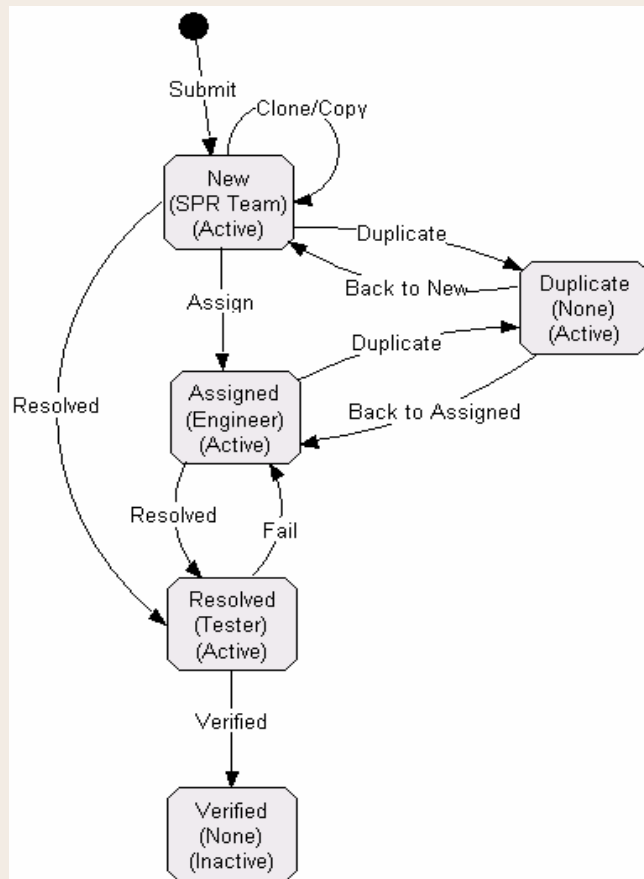
Workflow/Enterprise Business Process
– Any business process requiring people to collaborate with, in and across departmental and corporate boundaries where people make decisions, negotiate agreements, monitor performance and assess completed work

States
– Where specific tasks are performed

Transitions
– How requests move between States

Data Items (Fields)
– What information is captured during the process

Application Life Cycle Process
Role-Based Process Management
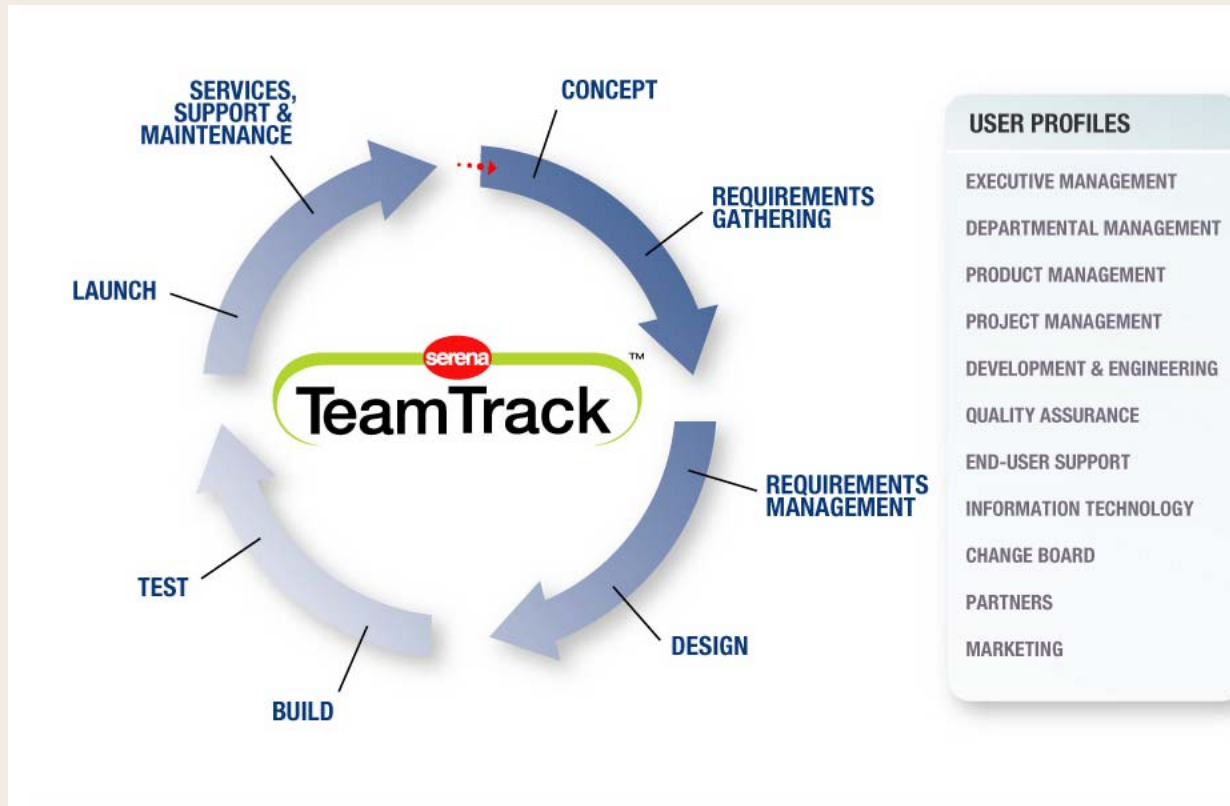
"We **eliminated one full week** of reconciling information
with TeamTrack's unified process."

– LookSmart
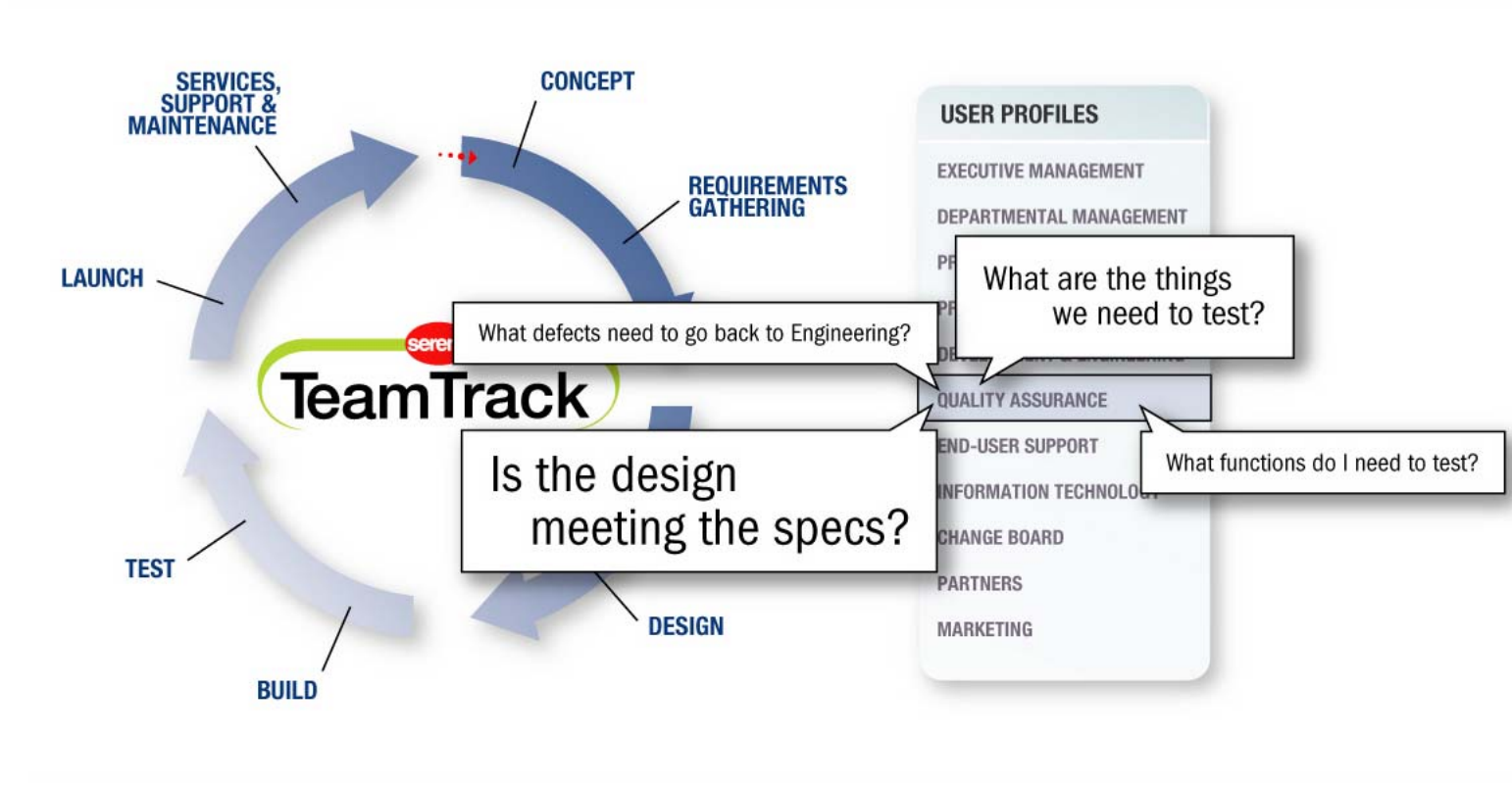
Executive Management
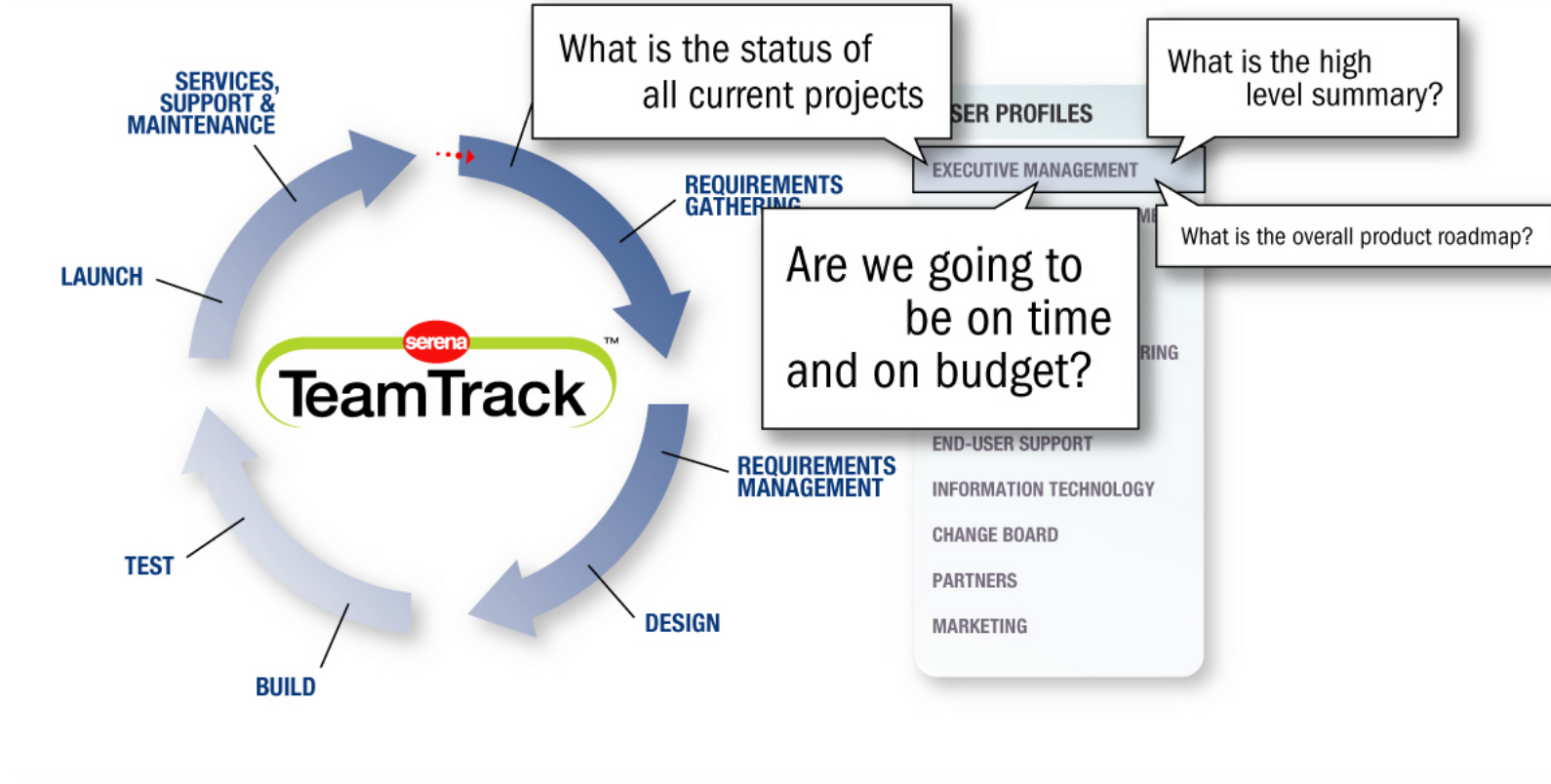
Department Managers
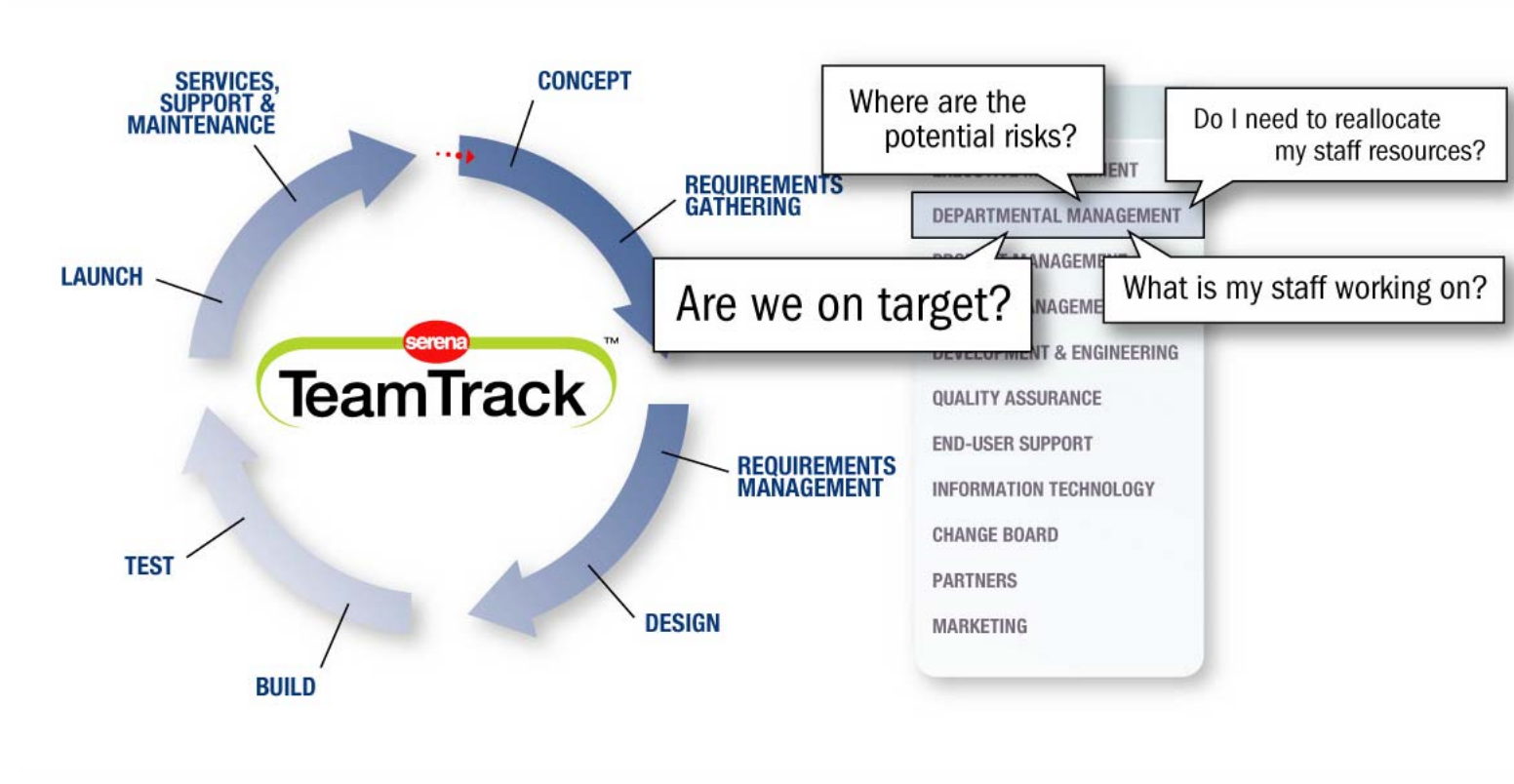
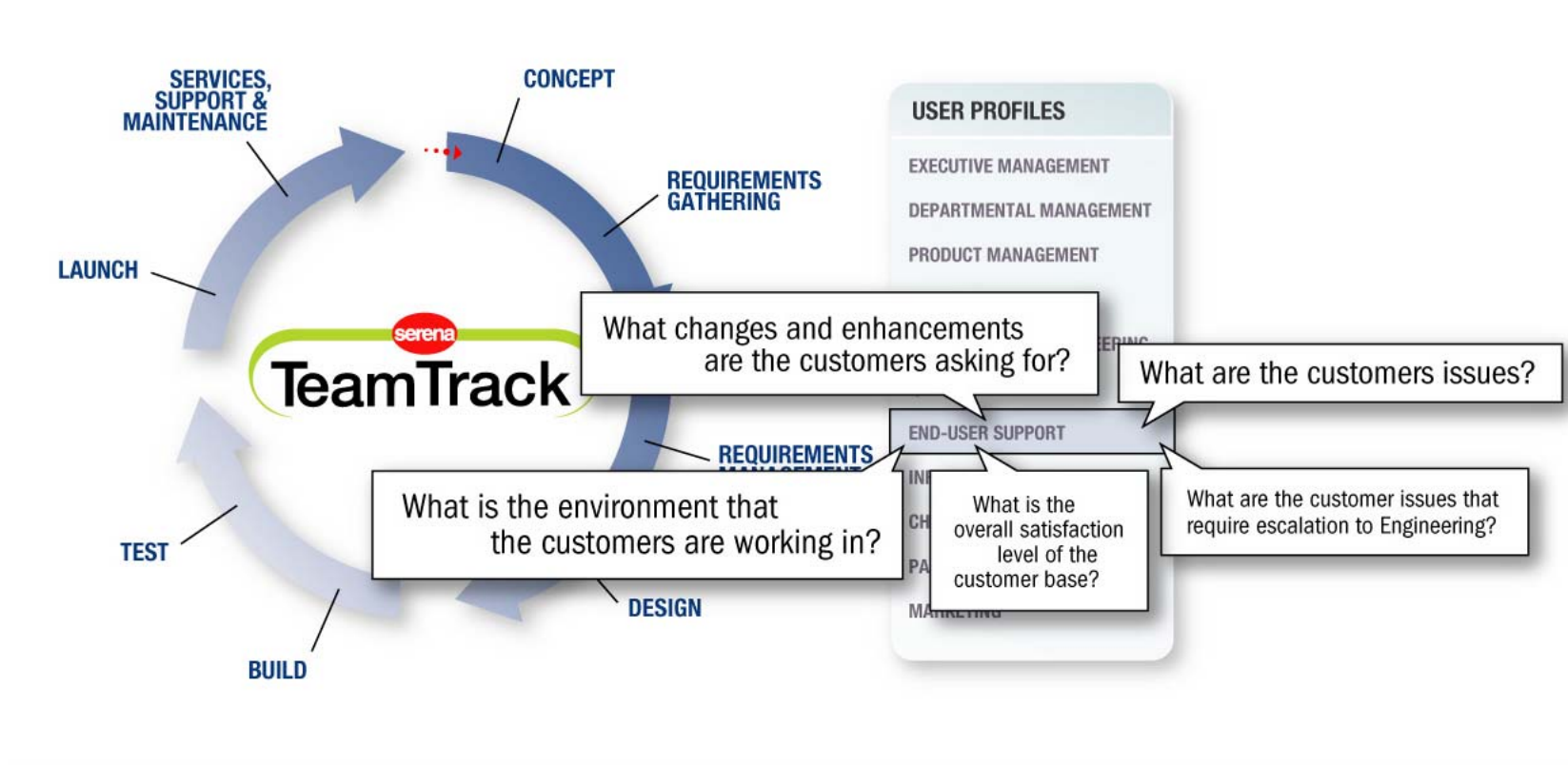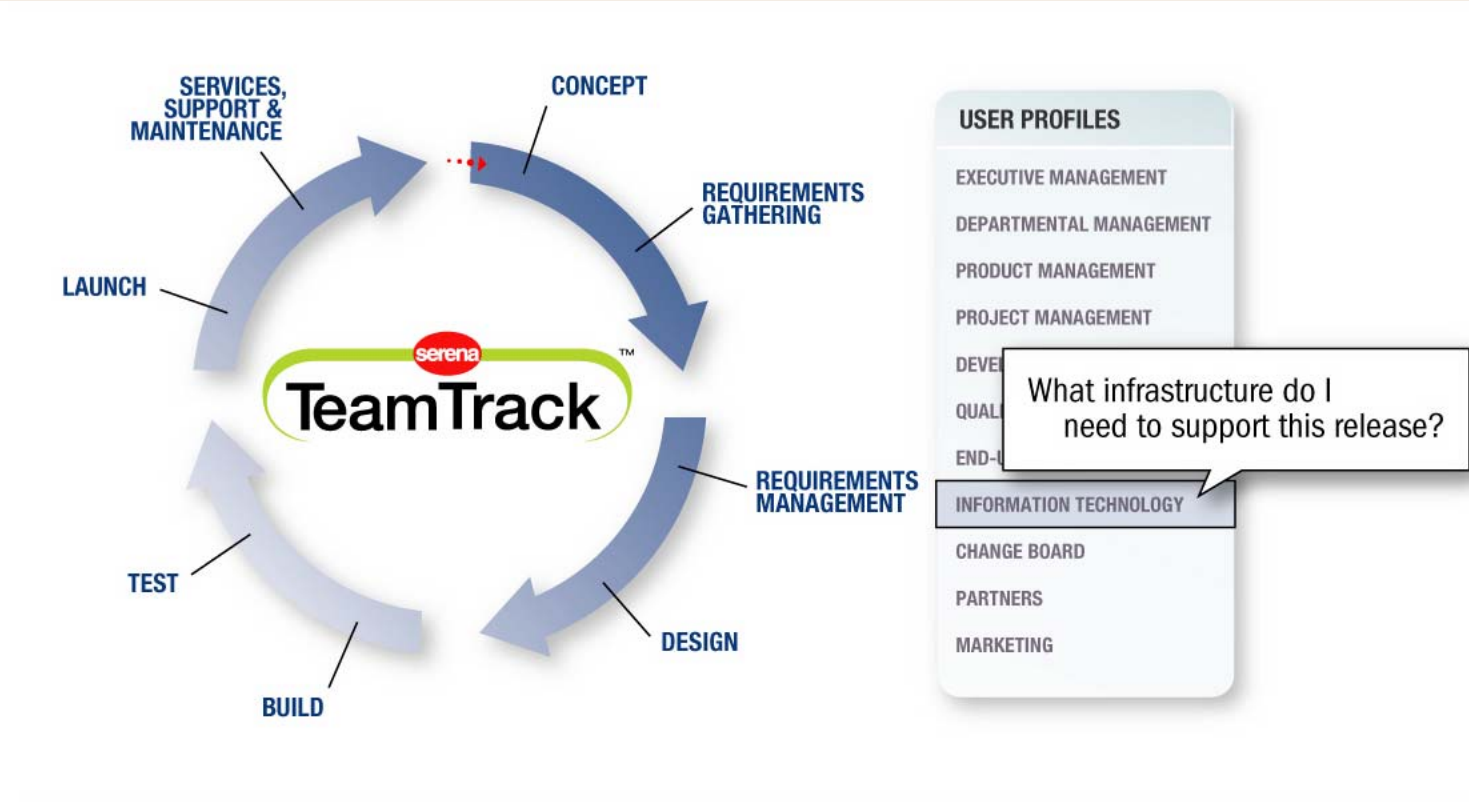# Product Managers
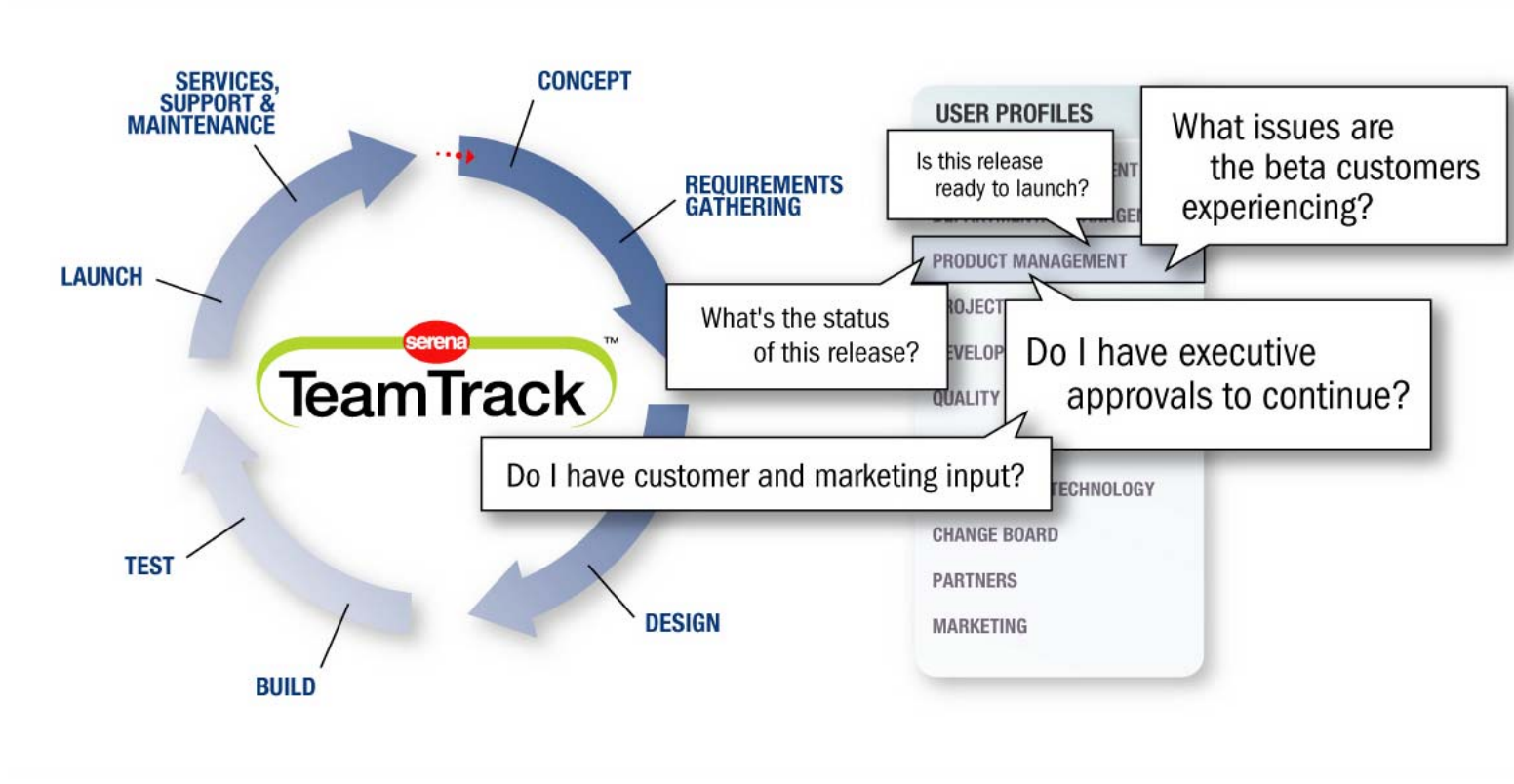
Project Managers
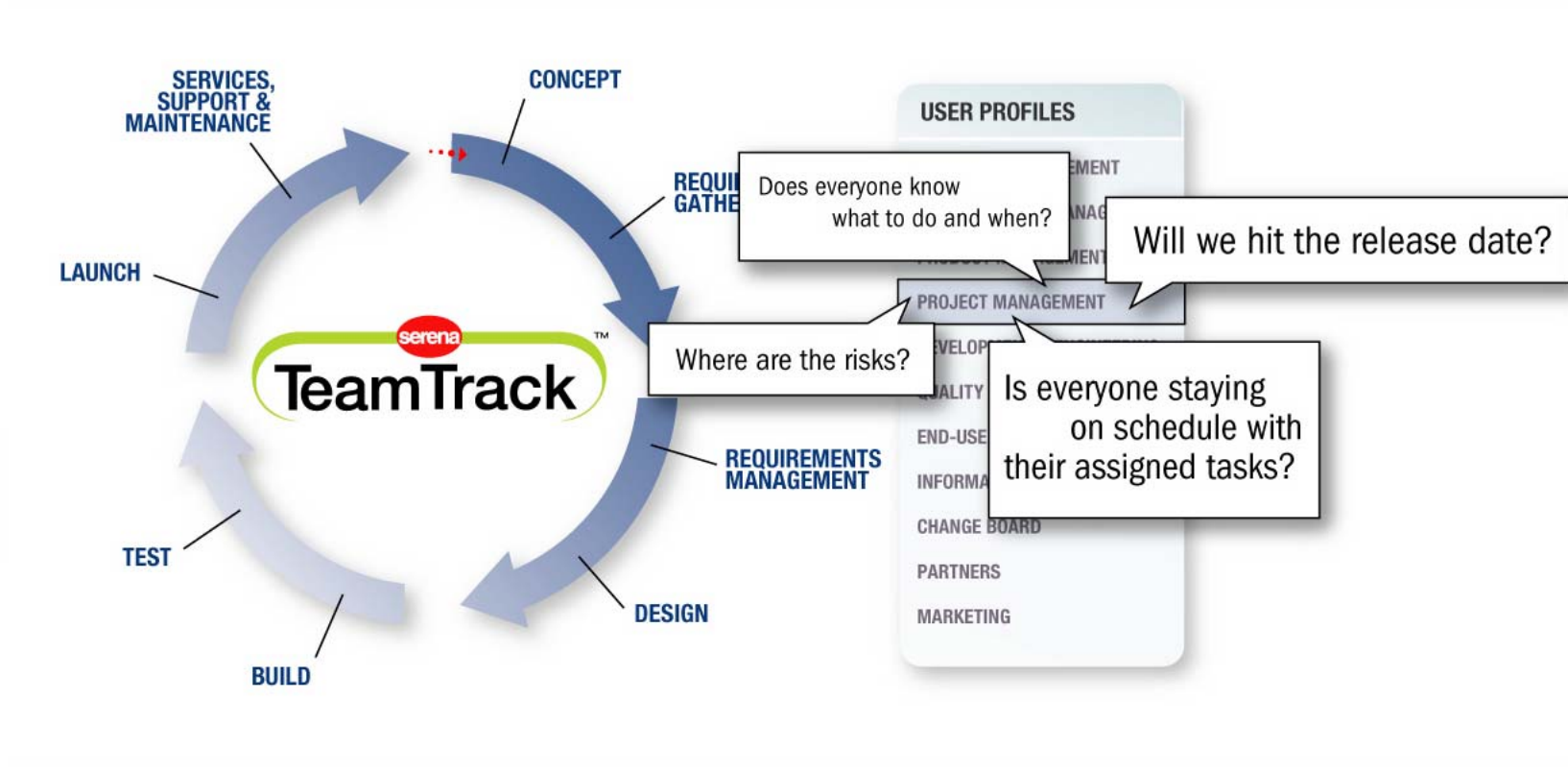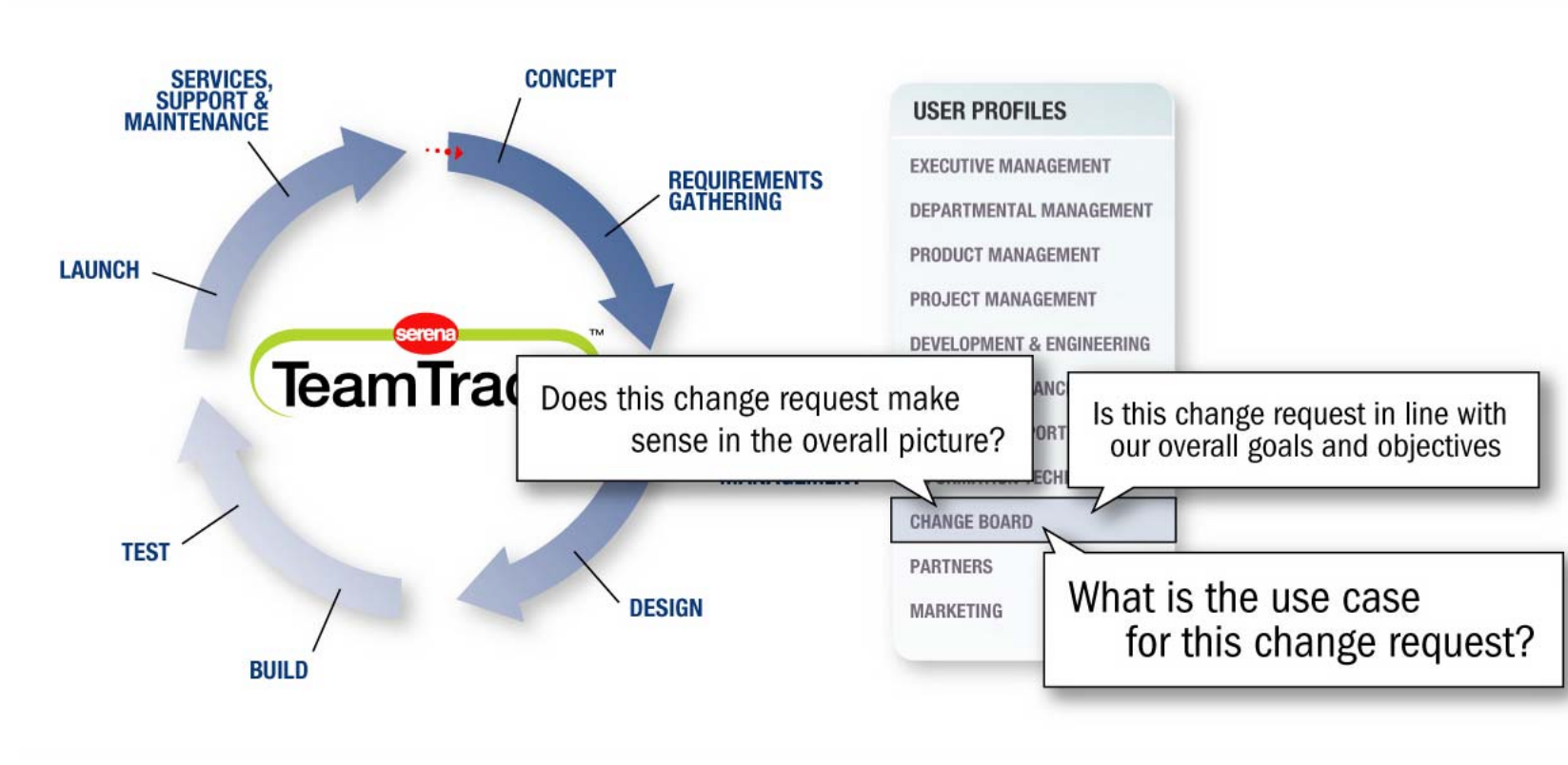
Developers & Engineers
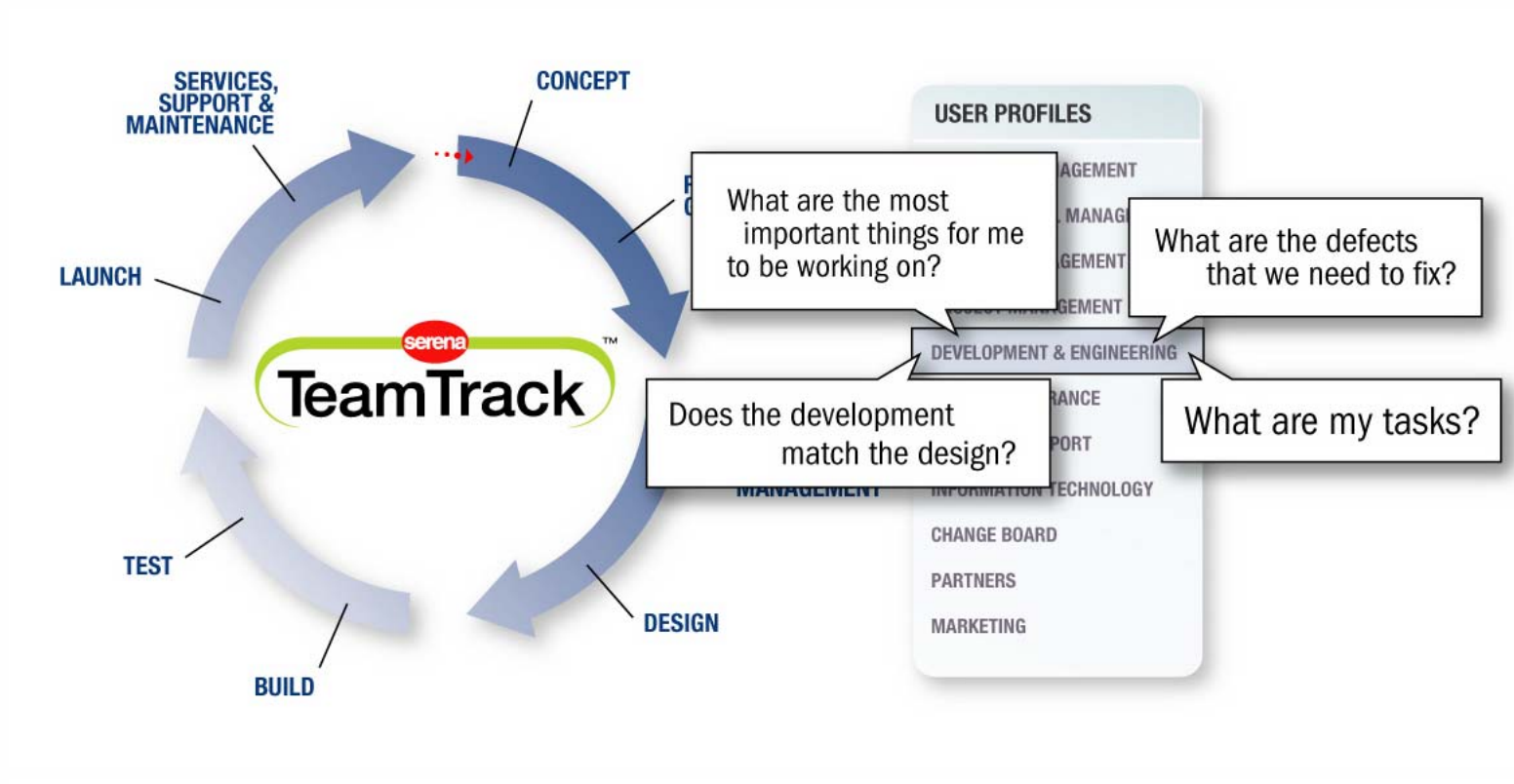
Quality Assurance Testers
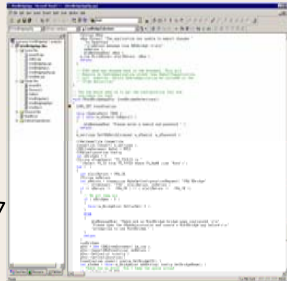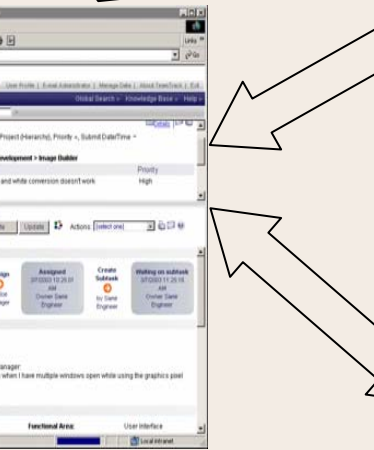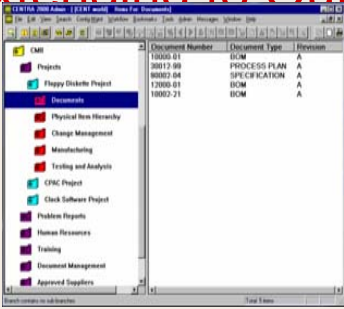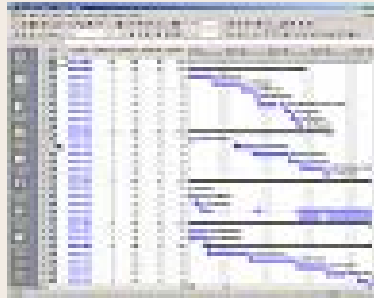
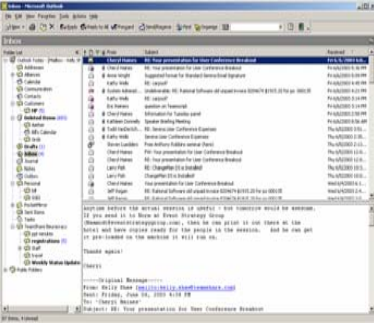# End-User Support Agents

Information Technology

Change Board

Extending to Outside Systems

Integrations with
IDE's and
Version Control Packages

Integration with Change and
Configuration Management Systems,
Project Management Tasks, Testing
Defects, Support Incidents, SAP
Requests…