

River North Solutions, Inc. is a private consulting firm with international scope that helps companies with change and configuration management processes, methodologies, tools, training, administration and infrastructure.

River North Change/Configuration Management (CCM) Services

The following River North services reflect decades of practical Change and Configuration Management experience in the analysis, design, implementation and usage of processes, methodologies and tools, including all facets of tool support, training and mentoring:

• Consulting Services

- CCM tools evaluation and selection
- CCM implementation
 - Environments
 - Storage
 - Process and methodology best practices
 - Failover
 - Backups
 - Release structure
 - Lifecycle definitions
 - Migration of code
- CCM for Developing
 - Training
 - 1 on 1 process definition
 - Build process
 - Integration process
 - Best practices
- CCM administration
 - Troubleshooting
 - Automation
 - Reporting
 - Logging
 - High-availability failover
 - Integration between change/configuration management tools
 - Integration with requirements management
 - Status accounting
 - Best practices
- Distributed CCM
 - Multi-site
 - Manual set up
 - Full documentation
 - Full automation
 - Troubleshooting
 - Full logging and reporting
 - Best practices
- Change, Issue, Action Management Implementation
 - Fully customized lifecycle documentation
 - Reporting/trend analysis
 - Logging

River North specializes in providing services for the following IBM Rational Change and Configuration Management tools:

- Change
- Synergy
- ClearCase
- ClearQuest

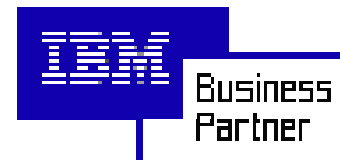
River North professionals bring process, methodology and supporting tools' best practices to bear on implementing and/or streamlining your Change and Configuration Management solutions.

If your organization needs to establish or optimize your existing Change and Configuration Management methodologies and/or infrastructure, River North professionals are ready to help.



RIVER NORTH
SOLUTIONS

Guiding the flow of change



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River North Change/Configuration Management Training

- **Developer quick start training**
 - 1-3 hours - Includes short SCCM (Software Change and Configuration Management) overview
- **Full Developer course**
 - 4-6 hours - Goes in depth to show why each operation is performed, and how each is organized in "A day in the life of a developer" format.
- **Build Manager course**
 - 2-4 hours - Includes conglomerate projects, integrating work from others, releases, and pushing changes out to the development community. When applicable, includes parallel development streams, as well as the effects of a Distributed CM implementation on the BM (build manager) duties.
- **Administrator course**
 - 2-5 hours - Includes the processes, and how they run. Troubleshooting, log files, commonly seen potholes, automation, and backups. If time allows, this can go into discussion of a full high availability failover type implementation. If applicable, this section would also cover distributed CM (DCM) functionality within Synergy and its possible uses.
- **Distributed Change/Configuration Management course**
 - 2-6 hours - Can be conducted separately on its own and can cover from as little as the administrator's role in a fully manual DCM system to a fully automated system that would require no attention, yet would have a noticeable effect on the BM and administrator's duties.

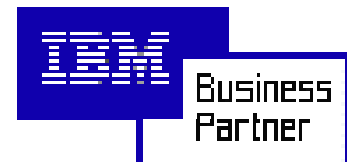
River North recommends customized courses for the above areas. This means that the material will be customized to fit the local environment as well as data. Times are flexible and depend on number of students. Laboratory work can be included with additional time, dependent upon available resources. Number of participants can be between 1 and about 20. Larger classes will take more time due to the interactive nature of the courses.

Visit http://www.rivernorthsolutions.com/change_config_mgmt_services.asp or inquire to sales@rivernorthsolutions.com for additional information.



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