BI Health Assessment

Overview

The BI Health Assessment work package ensures that your environment is configured to IBM Cognos® proven practice standards. The BI Health Assessment helps you identify environmental weaknesses or deficiencies so that plans can be made to mitigate their associated risks. This service is particularly valuable when you are faced with configuration concerns, environment instability or resource utilization issues that may put your project at risk.

Technical specifications

What you get with the BI Health Assessment work package
This work package results in the delivery of a standardized Health Check document covering the results of the Health Check assessments and associated recommendations.

Features and benefits

How the BI Health Assessment works
An IBM Cognos technical architect can be helpful in identifying and resolving environment instability along with unexpected behaviors in your technical architecture. As part of the BI Health Assessment work package, analyses are conducted along the process chain to locate the source of problems. Once the source is identified, possible solutions are discussed and verified by IBM Cognos Professional Services experts so that solutions can be planned and implemented. These activities can help you build and maintain a healthier more robust BI ecosystem, keep your implementation on track, and reduce project risks, roll-out delays and unnecessary costs.

These activities may be included in the BI Health Assessment work package:

- Conformance and validation check
- Hardware and software configuration validation
- Configuration review
  - Configure/validate tuneable parameters
  - Basic function test of IBM Cognos 8 product(s)
  - Fail over test
- Log analysis for errors pertaining to architecture design and are customer facing
- Advanced troubleshooting

How BI Health Assessment drives better ROI
This work package provides valuable insight into problems that may exist within your BI system infrastructure, supporting applications or environment. It provides recommendations on how deficiencies can be resolved and provides valuable insights on how future problems may be avoided. This insight and knowledge can help you keep your BI infrastructure healthy and on track, mitigating future risks and reducing unnecessary project costs.

Cognos®
software

Feature overview

What is the BI Health Assessment work package?

As one of the Realize work packages under IBM Cognos Guardian Services, the BI Health Assessment provides a dedicated resource to help you locate the sources of problems in your BI environment. It can help you when you need additional advanced knowledge to determine the source of a problem, identify environmental weaknesses and help you plan for resolution. By providing a technical architect with extensive BI infrastructure experience to perform this analysis, this service can help you determine if there are irregularities in your environment, and provide recommendations on resolving them.

Proven methodology

The BI Health Assessment work package is delivered as a part of the proven IBM Cognos Solutions Implementation Methodology (SIM). This process was designed to ensure successful and repeatable IBM Cognos deployments. It's a step-by-step guide used throughout the implementation lifecycle by our consultants, partners, and customers around the globe to efficiently and successfully implement IBM Cognos solutions.

The IBM Cognos SIM is based on five project phases – Analyze, Design, Build, Deploy, Operate – and incorporates a project management component. The BI Health Assessment work package can be delivered at the Build, Deploy, and Operate phases of this lifecycle.

Contact us

For more information about how IBM Cognos Professional Services can assist you with your BI implementation or migration, contact your local Service Manager or Account Manager. To have a local Service Manager contact you, fill out the Services Request form on our Web site (http://support.cognos. com/en/consulting/about/request.html) or e-mail us at Cognos.Professional. Services@ca.ibm.com.

IBM Cognos Guardian Services

Internal teams or partners implementing an IBM Cognos solution can benefit from vendor-specific guidance and technical knowledge to ensure project success. IBM Cognos Guardian Services provide this valuable expertise. BI Health Assessment is just one offering in a full range of IBM Cognos Guardian Services work packages.

Guardian Services were developed to provide IBM Cognos expertise at critical points of your implementation. They allow you to choose specific services or work packages, as required, to complement your existing capabilities and project requirements. This helps you protect your software investment, and enables you to:

- Reduce risk
- Realize business value and maximize ROI
- Enable faster adoption

Working with Your Technical Account Manager

Guardian Services allow you to make use of IBM Cognos Technical Account Managers (TAMs). TAMs are technical resources with deep expertise in IBM Cognos technology, performance management, implementation and best practices, and can help you navigate through available service offerings, while leveraging IBM Cognos resources, tools, and proven practices.

The TAM helps you maximize your valuable application investment, helping you:

- Manage risk to facilitate IBM Cognos implementation success
- Transform business requirements into tangible solutions
- Ensure the correct and expedient resolution of any support issues

**About IBM Cognos BI
and Performance Management:**

IBM Cognos business intelligence (BI) and performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

For further information or to reach a representative: www.ibm.com/cognos

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To request a call or to ask a question, go to www.ibm.com/cognos/contactus. An IBM Cognos representative will respond to your enquiry within two business days.