IBM Cognos BI Health Check Service

Highlights

- Comprehensive post-implementation assessment of IBM Cognos BI applications.

- Application design recommendations for increased user adoption and self-service.

- Improved performance and scalability to help increase user satisfaction.

- Improved application and platform security to help mitigate risk.

- Streamlined maintenance, administration, and support processes for lower cost of ownership.

- Proven practices from Cognos BI product experts with information transfer to your team.

Considerations

IBM Cognos BI offers a powerful range of capabilities so it is important to evaluate your Cognos BI applications from time to time within the context of your evolving business requirements and identify opportunities to improve the design, performance, security, and maintenance of the applications with IBM Cognos Proven Practices. Some questions that often arise include:

- How can the Cognos BI applications and platform performance be improved?
- Is the Cognos BI architecture appropriate for scalability, stability, and future growth?
- What application design proven practices would increase user adoption and self-service?
- How can data-level security, authentication, or auditing be improved?
- How can maintenance, administration, and support be streamlined for lower cost of ownership?
- What skill gaps exist and how can those gaps be addressed for future success?
- How can the organization be more effective sharing best practices and establishing common standards?

Overview

The IBM Cognos BI Health Check Service provides a comprehensive post-implementation review and assessment of your Cognos BI applications and environment including areas such as performance, application design, security, maintenance, administration, and organizational effectiveness.

With flexibility in mind, the scope of the Service can cover a wide range of topics to help ensure your Cognos BI optimization goals are met. For example, evaluation focal points might include the following:

Performance Assessment	Application Design
• Performance evaluation • Product tuning recommendations • Scalability for large user communities • Server sizing • Load balancing	• Report and Model design review • Data Flow optimization • Work Flow • Reporting design • Environment review
Security	**Maintenance & Administration**
• SSO and integration with other Cognos products • Data-level security and authentication • Role management processes • Implementation and maintenance processes • Audit preparedness • Administration proven practices	• Backup, Recovery, and Disaster Planning • Internal support & Issue tracking processes • Change Management processes • Quality Assurance processes • Migration and upgrade considerations
Organizational Effectiveness	
• Skills review and end-user training needs • Proven practice sharing processes & management • Standards management • Project lifecycle methodology review	

At the conclusion of the Service, IBM will deliver a detailed *Findings and Recommendations Document* and *Go Forward Plan*, together with an *Education Recommendations Document*, outlining key findings, risks, and opportunities to better leverage your investment in Cognos BI.

Activities & Deliverables

With a mutually agreed scope of evaluation topics, the IBM Cognos BI Health Check Service delivers value through a comprehensive set of activities and deliverables. We will first assess your performance requirements, then conduct an application and environment review, and conclude with the delivery of our findings.

During the assessment phase, IBM will perform the following activities:

- Review your documents related to your BI functional and technical design to quickly understand your applications.
- Interview key business and technical stakeholders to clarify expectations, define objectives, confirm application areas for review, discuss business requirements, and understand performance requirements.
- Using an iterative approach, conduct the application review to evaluate the functional environment, applications, cubes, dimensions, security, metadata, user interfaces and application management.
- Conduct an architecture review to assess the physical Architecture and software installation.
- Conduct an organizational review related to sharing best practices, standards management, and methodology.

At the conclusion of the Service, IBM will provide the following deliverables:

- A *Findings and Recommendations Document* that includes:
  – Detailed findings and risk assessment of your applications, environment, and processes.
  – Recommendations for improvement in areas such as performance, design, security, administration, maintenance, and support with IBM Cognos Proven Practices.
  – An assessment of the complexity for recommended modifications moving forward.
- An *Education Recommendations Document* which includes an analysis of your skill gaps and education needs for your team and suggested IBM courses to successfully implement, support, use, and maintain the Cognos BI applications.
- A jointly developed *Go Forward Plan* which includes prioritization of the recommended changes, guidance on how to implement those changes, and a schedule and resource plan.

Engage Today

The IBM Cognos BI Health Check Service is designed as a post-implementation assessment for one or more existing BI applications already in production. The Service can also be used near the end of a project lifecycle to provide a holistic review prior to a production deployment. This Service is available on a Time-and-Materials basis. Details are available from your IBM Business Analytics Lab Services Sales representative.

For BI report, application and model reviews during an on-going project lifecycle, you may also consider the IBM Cognos BI Report and Application Design Review or IBM Cognos BI Model Design Review Services.

About IBM Business Analytics Software Services

As an integral part of Business Analytics software division within IBM Software Group, the Business Analytics Software Services organization provides education and expert services exclusively focused on the Business Analytics product portfolio. Our depth of experience and extensive proven practices help customers maximize their software investment, mitigate risks, raise the quality of their implementations, and build valuable skills. We have provided training, guidance, advice, reviews, assessments, and assistance to thousands of clients around the world helping to ensure their business analytics implementations are optimized to take full advantage of our product capabilities.

For more information about how IBM Cognos Software Services can assist you, complete the Services Request form **ibm.com**/cognos/contactus on our website. An IBM Cognos representative will respond to your inquiry within two business days.

About IBM Business Analytics

IBM Business Analytics software delivers actionable insights decision-makers need to achieve better business performance. IBM offers a comprehensive, unified portfolio of business intelligence, predictive and advanced analytics, financial performance and strategy management, governance, risk and compliance and analytic applications.

With IBM software, companies can spot trends, patterns and anomalies, compare "what if" scenarios, predict potential threats and opportunities, identify and manage key business risks and plan, budget and forecast resources. With these deep analytic capabilities our customers around the world can better understand, anticipate and shape business outcomes.

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Business Analytics software