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## Highlights

- Initiate your IBM Cognos Business Intelligence v10 upgrade with confidence
  - Installation and configuration of an IBM Cognos Business Intelligence v10 Upgrade Environment
  - Assess and execute the appropriate upgrade strategy
  - Explore new capabilities in the context of your upgrade
  - Proven practices from IBM product experts with information transfer on the upgrade process
  - Suitable for existing IBM Cognos Business Intelligence v8 customers who are planning an upgrade to IBM Cognos Business Intelligence v10
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# IBM Cognos Business Intelligence v10 Upgrade Initiate Service

## Considerations

To fully benefit from the new architecture and functionality of IBM Cognos Business Intelligence v10, the upgrade process requires a thorough understanding of the differences between the two platforms and consideration of the strategy and plans for your upgrade. Questions that often arise include:

- What alternative upgrade strategies and approaches should be considered?
- Which applications could best take advantage of new features and functionality?
- What is the best means to compare and validate IBM Cognos Business Intelligence v8 and IBM Cognos Business Intelligence v10 content?
- How can IBM Cognos Lifecycle Manager provide for a smoother upgrade path?
- What are the latest proven practice standards for installing and configuring Cognos Business Intelligence v10?

## Overview

The IBM Cognos Business Intelligence v10 Upgrade Initiate Service combines our depth of knowledge on how best to upgrade to Cognos Business Intelligence v10 with our extensive installation and configuration experience. This Service accelerates your upgrade process by establishing a proven Upgrade Environment as a strong foundation to further explore new product features, which will help uncover new opportunities and leverage your investment throughout your organization.



The Service includes:

- Establishing an Upgrade Environment
- Determining your most suitable upgrade strategy
- Upgrading your existing Cognos Business Intelligence v8 content
- Validating a selected set of your Cognos Business Intelligence v10 content
- Exploring new functionality and opportunities
- Recommending a go forward strategy for maximizing your software investment

## Activities & Deliverables

The IBM Cognos Business Intelligence v10 Upgrade Initiate Service encompasses the following activities and deliverables:

### Scoping & Kickoff

In order to establish a clear scope of activities specific to your needs, this Service begins by discussing with key business and IT stakeholders the compelling reasons for upgrading to Cognos Business Intelligence v10, capturing and documenting those implementations that have high visibility, value, and complexity, and identifying where the opportunities exist to leverage new features after the upgrade environment is established.

We will work with your key stakeholders to:

- Discuss alternative upgrade strategies:
  - an all-at-once “Content Store upgrade” approach
  - a selected application “Deployment upgrade” approach
- Discuss objectives and priorities for the engagement

With a clear understanding of your upgrade alternatives, a formal kick-off meeting with appropriate sponsors, management and IT staff, together with the IBM team, will review the objectives and priorities, the proposed project plan, our mutual roles and responsibilities, any key assumptions or constraints, and the expected deliverables. This will set the delivery expectations and allow for the scheduling and staffing of the remaining tasks and activities.

There will then be two primary work streams that are aligned to prepare and execute the upgrade—the *Application Upgrade Work Stream* focusing on upgrading your Cognos Business Intelligence content and the *Establish Upgrade Environment Work Stream* to install, configure, tune and test your Upgrade Environment.

### Application Upgrade Work Stream

With a confirmed scope and requirements in hand, this work stream will review your existing Cognos Business Intelligence content, identify risks, and assess complexity for a successful upgrade. Working with your team, we will select a suitable Cognos Business Intelligence application, model, and content for subsequent validation and then refine and update your upgrade plan.

We will then execute the upgrade according to your selected strategy (Content Store upgrade or Deployment upgrade) and validate the selected application, reports, and IBM Cognos Framework Manager models using IBM Cognos Lifecycle Manager and compare the content between the two versions, addressing any concerns. We will document the validation outcomes as part of the *Upgrade Initiate Closure Document*.

Finally, we will conduct a Cognos Business Intelligence v10 Features Overview Session during which we will review appropriate features and capabilities such as Cognos Workspace, Cognos Workspace Advanced, and Cognos Active Reports in the context of your upgrade. This will provide valuable input for your *Education Recommendations Document*.

### Establish Upgrade Environment Work Stream

Technical experts will install and configure the Upgrade Environment including Cognos Lifecycle Manager. This will include pre-installation conformance checks, a system health and readiness assessment, a series of configurations (including auditing, basic authentication, notifications, and basic tuning) and post installation environment and function tests. You are provided with a comprehensive *IBM Cognos Business Intelligence v10 Installation Document* so your staff benefits from the insights and information transfer on proven practices employed for the environment.

## Project Completion

At the completion of the Service, you will have an installed and configured Upgrade Environment with selected Business Intelligence upgraded content as a starting point for exploring new features and capabilities. Deliverables include:

- An *IBM Cognos Business Intelligence v10 Installation Document* capturing and detailing the Upgrade Environment as configured by IBM.
- The *Upgrade Initiate Closure Document* providing observations and findings from the upgrade and validation process together with recommendations and a Go-Forward Plan to serve as a reference to realize the potential of Cognos Business Intelligence v10.
- An *Education Recommendations Document*, developed collaboratively by IBM education specialists, which will serve as a reference of available education options and programs, including a tailored training recommendation specific to your education needs.

## Engage Today

The IBM Cognos Business Intelligence v10 Upgrade Initiate Service is best for existing IBM Cognos Business Intelligence v8 customers who are currently planning to initiate an upgrade to Cognos Business Intelligence v10. This Service is available either as a Fixed-Fee service or as a Time-and-Material service. For the Fixed-Fee service, some limitations apply. Details are available from your IBM Business Analytics Lab Services sales representative.

If you wish instead to first start using IBM Cognos Business Intelligence v10 with a new implementation, rather than upgrade from an existing IBM Cognos Business Intelligence v8 environment, please use the *IBM Cognos Business Intelligence v10 Quick Start Service* located on [ibm.com](http://ibm.com).

## About IBM Business Analytics Lab 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.

## About IBM Business Analytics

IBM Business Analytics software delivers data-driven insights that help organizations work smarter and outperform their peers. This comprehensive portfolio includes solutions for business intelligence, predictive analytics and decision management, performance management, and risk management.

Business Analytics solutions enable companies to identify and visualize trends and patterns in areas, such as customer analytics, that can have a profound effect on business performance. They can compare scenarios, anticipate potential threats and opportunities, better plan, budget and forecast resources, balance risks against expected returns and work to meet regulatory requirements. By making analytics widely available, organizations can align tactical and strategic decision-making to achieve business goals.

### For more information

For further information, please visit [ibm.com/business-analytics](http://ibm.com/business-analytics).

### Request a call

To request a call or to ask a question, go to [ibm.com/business-analytics/contactus](http://ibm.com/business-analytics/contactus). An IBM representative will respond to your inquiry within two business days.



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