

<IBM Customer>

Section 1

Business Analytics Software IBM Cognos BI v10 Upgrade Initiate Package Service Offering Description

<Date>



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1. Description of Services

IBM Business Analytics (BA) is pleased to submit this Service Description to <IBM Cust> also referred to as “customer”, “you” or “your”. <IBM Cust> has requested the following services from IBM:

➤ IBM Cognos BI v10 Upgrade Initiate Package (Package)

This Package provides experienced resources to establish an IBM Cognos BI v10 “Upgrade Environment” which reveals the benefits of IBM Cognos 10’s new features through the rapid upgrade of BI Content. The delivery of this Package provides a foundation for further exploration of the new features, which will help you uncover new opportunities to leverage your Business Intelligence investment throughout your organization.

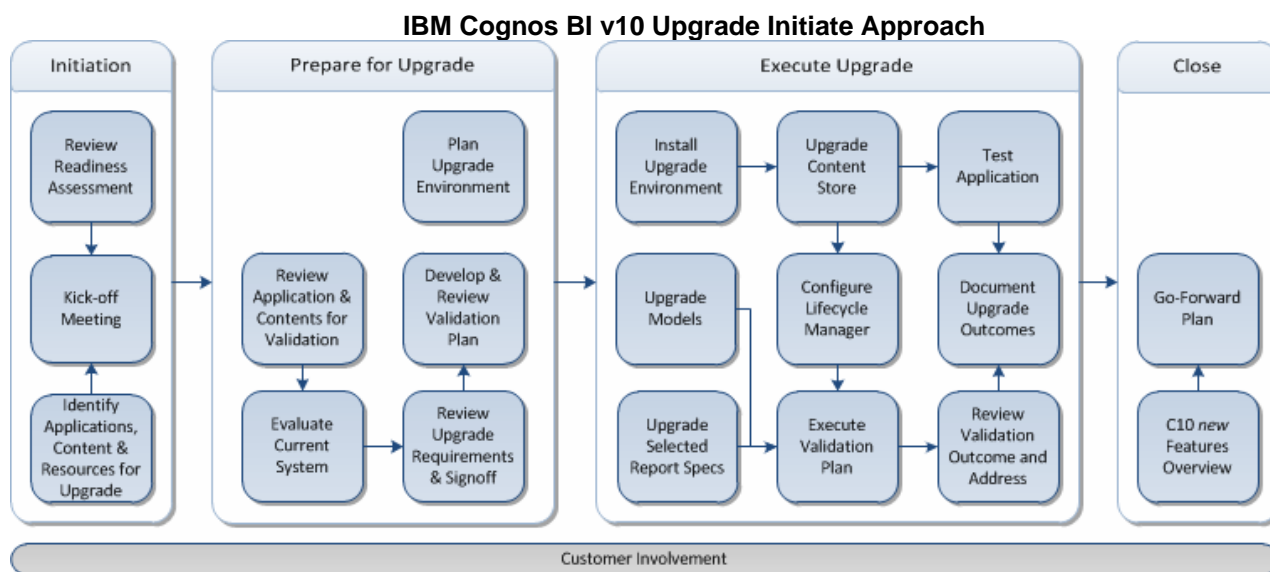
For this Package, IBM will provide a Field Delivery Consultant (FDC) and Technical Solution Architect (TSA) who are experienced at designing and creating IBM Cognos BI v10 solutions, and other supporting personnel as required. The FDC and TSA will provide assistance to address questions, recap key principles and provide IBM proven practices. The IBM Project Team will:

- Initiate your IBM Cognos BI v10 upgrade with confidence,
- Install and configure a IBM Cognos BI v10 Upgrade Environment,
- Assess and execute the appropriate upgrade strategy for your needs,
- Explore new IBM Cognos BI v10 capabilities in the context of your upgrade, and
- Provide proven practices from IBM product experts and provide knowledge sharing of the upgrade process.

The scope of this Package includes the following:

- Establishing an IBM Cognos BI v10 Upgrade Environment,
- Upgrading your existing IBM Cognos 8.3/8.4 Environment (Existing Cognos 8 Environment) BI Content Store (BI Content),
- Upgrading select package report specifications and validating select BI Content in your environment,
- Guiding you in exploring *new* IBM Cognos BI v10 functionality and opportunities, and
- Recommending a go forward strategy for maximizing your IBM Cognos 10 investment.

The following diagram depicts the work flow of IBM’s responsibilities for this Package:



IBM will assist <IBM Cust> with your upgrade lifecycle by conducting an IBM Cognos BI v10 upgrade assessment. This assessment is the first step in assisting <IBM Cust> to:

- Validate <IBM Cust>'s selected Existing Cognos 8 Environment BI Content in the Upgrade Environment,
- Identify conformance items and other issues that will need to be factored into <IBM Cust>'s upgrade process, and
- Build internal expertise with <IBM Cust>'s resources, to identify and mitigate upgrade risks.

At the completion of the Package, <IBM Cust> will have an installed and configured Upgrade Environment with select IBM Cognos BI v10 upgraded content as a starting point for exploring IBM Cognos BI v10 New Features. The Upgrade Environment does not reflect comprehensive application requirements; represent an end state production configuration; or address sizing.

Any change in the scope of work defined in this Service Description requested by <IBM Cust> may result in additional costs and must be documented in a Project Change Request (PCR).

2. Product Training

<IBM Cust> should have one or more individuals successfully complete the following IBM training prior to start of the engagement. The material covered will expose your personnel to the IBM Cognos BI v10 features and will provide a good foundation for them to build upon during the project delivery. The IBM education recommended for this engagement is listed below.

IBM recommends the following classes for experienced Business Analytics Technical resources and the commensurate certifications and What's New training:

- Course Code: B5110 or J2110 – [IBM Cognos What's New \(V10.1\)](#)
- Cognos Certifications: [Business Analytics Certification](#)

IBM recommends the following foundation courses for new project members:

- Course Code : B5152 or O5152 or J2152 - [IBM Cognos Framework Manager: Design Metadata Models \(V10.1\)](#)
- Course Code : B5155 - [IBM Cognos BI Administration \(V10.1\)](#)
- Course Code : B5158 or O5158 or J2158 - [IBM Cognos Report Studio: Author Professional Reports Fundamentals \(V10.1\)](#)
- Course Code : B5159 or O5158 or J2159 - [IBM Cognos Report Studio: Author Professional Reports Advanced \(V10.1\)](#)
- Course Code: B5160 or O5158 or J2158 - IBM Cognos Report Studio: Author Professional Reports (V10.1)
- Course Code : B5181 - [IBM Cognos Business Insight Advanced: Author Self-Service Reports \(V10.1\)](#)
- Course Code : B5192 - [IBM Cognos Report Studio: Author Active Reports \(V10.1\)](#)

IBM may offer an equivalent Instructor Led Online (ILO) or self paced Virtual Classroom (SPVC) course which will also satisfy the training recommendations for this Package.

The cost for these training courses is not included in this Package. Please refer to the IBM Learning Services Web site for detailed information regarding class cost, schedules, course descriptions, ordering options, registration instructions, and relevant IBM Web site locations. <http://www-01.ibm.com/software/data/education/cognos.html>

For individual training recommendations, please reference the Business Analytics Training Paths. <http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=W113304M84371129>

For training recommendations for your entire organization, please contact the IBM Business Analytics Education Team via the IBM Learning Web Site - <http://www-01.ibm.com/software/data/education/cognos.html>

In the interest of quality education, IBM reserves the right to update training courses at any time.

3. Resources

The Package Project Team will consist of resources from the IBM Business Analytics Team, the <IBM Cust> business and technical staff and, when applicable, an IBM Business Partner. Examples of Project Team members are listed below.

3.1 IBM Business Analytics Team Resources

The IBM BA Solution Implementation Manager coordinates the appropriate BA resources as required and will have overall responsibility for the IBM BA resources and deliverables. The IBM BA Project Team typically includes the following members, where multiple roles may be filled by the one person:

- Solution Implementation Manager (SIM) – Project Lead
- Brand Solution Representative (BSR)
- Business Analytics Solution Specialist (BAS)
- Business Analytics Education Seller (BAES)
- Technical Solution Architect (TSA)
- Field Delivery Consultant (FDC)

3.2 <IBM Cust> Team Resources

<IBM Cust> will need to identify internal personnel to fill the roles of the <IBM Cust> Project Team. <IBM Cust> is responsible for selecting an internal Project Lead to share lead responsibilities with the SIM.

Depending upon the project the <IBM Cust> Project Team may include any of the following roles or groups. In some cases, one person might fill several of the listed roles. (Note: Given the short timeline and rapid nature of this Package the below resources may be required to participate in a full time capacity. It is the responsibility of <IBM Cust> to ensure appropriate resource availability for all work streams.)

- Project Lead
- Technical Lead
- Cognos System Administrator
- Cognos BI Application Developer
- Business Analyst
- Web Master/Web Administrator
- Systems Engineer (Unix, Wintel, Linux)
- Network Administrator
- Corporate Security Administrator
- Application Server / Middleware Team
- Desktop Administrator
- Database Administrator

4. Role Definitions

<IBM Cust> will need to identify internal personnel to fill the roles as listed in Section 3, Resources. The following outlines the general roles for each of these individuals. Additional resources or specialized roles may be required at various phases of the Package execution. Likewise, some of the roles identified above may not be required.

Project Lead - This individual will represent customer resources and provide project coordination in conjunction with the SIM.

Technical Lead – This individual acts as an interface between the technical developers and the business users. The Technical Lead often works with the subject matter expert in translating requirements into technical terms. Whereas the subject matter expert often writes the functional business requirements, the technical lead often writes the technical requirements.

Cognos System Administrator – This individual will be the system administrator of the new Upgrade Environment once the Package has been delivered and the customer assumes responsibility for managing the Upgrade Environment.

Cognos BI Application Developer - This individual is responsible for development and ongoing maintenance of the BI Content that is being upgraded and validated, and will work with the IBM team to identify, document, establish and validate

the execution plan. This individual is also responsible for working with the IBM team to identify and take ownership of any open upgrade issues upon completion of the project for successful resolution.

Business Analyst – This individual will be familiar with the BI Content and / or act as a liaison between the owner and the Project Team to assist with the validation of the BI Content.

Web Master / Administrator – This individual will be responsible for providing guidance on the <IBM Cust> web server and web/portal standards. In addition, this resource will validate design considerations and assumptions made by the IBM team on how the various IBM Cognos components will integrate into the existing web server infrastructure.

Systems Engineer (Unix, Wintel, Linux) – This individual will be responsible for working with the IBM team in identifying all system software requirements as well as assuring that the IBM Cognos 10 Upgrade architecture conforms to internal <IBM Cust> OS standards and protocols.

Network Administrator – This individual will assume responsibility for <IBM Cust>'s network infrastructure.

Corporate Security Administrator – This individual will be responsible for working with the IBM team to identify all security requirements for the reference architecture. All integration points between the IBM Cognos BI v10 application software and <IBM Cust>'s enterprise security infrastructure will be owned by this individual.

Application Server / Middleware Team – This team often provides technical knowledge and completes some of the installation prerequisites. Access to this team can be very important during the product installation tasks.

Desktop Administrator – This individual will work with the IBM team to identify and validate all end-user workstation components. In the case of areas where the IBM Cognos BI Upgraded architecture is dependant upon specific versions of workstation software, such as MS Office, the Desktop Administrator will validate the standard requirements and ensure version conformance between customer corporate guidelines and the IBM Cognos version requirements.

Database Administrator - This individual will work with the IBM team to create and/or establish connectivity to the Cognos Content Store, Cognos Audit Store and corporate source data, create user ids, set passwords, grant access and privileges to the required databases.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

In order to facilitate a successful delivery, <IBM Cust> must provide the following:

a. Project Prerequisites

All prerequisites must be met before IBM can begin the execution of this Package.

1. Complete and return the following prerequisite questionnaires to IBM two (2) weeks prior to the engagement initiation:
 - i) Cognos BI v10 Installation Readiness Assessment
 - ii) Cognos BI v10 Upgrade Readiness Assessment
 - iii) Cognos BI v10 Upgrade Validation Requirements – Section A
 - iv) Cognos BI v10 Upgrade Validation Requirements
2. Perform a complete backup of the Existing Cognos 8 Environment Content Store Database as well as the full export using Deployment Export, onsite and available at the beginning and throughout the engagement.
3. Ensure all necessary hardware has been procured and is ready for IBM Cognos BI v10 Software installation.
4. Ensure all necessary third party software (database clients, drivers, etc.) have been installed on the Cognos BI v10 servers.
5. Download IBM Cognos BI v10 and supporting components and / or patches.

6. Ensure IBM resources will have access to the customer network at the beginning of engagement.
 7. Provide, to IBM, the IDs, passwords, and permissions defined for the existing data sources that will be used.
 8. Identify a Project Lead with sufficient authority to:
 - i) Represent <IBM Cust>'s interests.
 - ii) Serve as the focal point for all decisions and communications.
 - iii) Coordinate activities assigned to <IBM Cust> resources.
 - iv) Sign project-related documents.
- b. <IBM Cust> acknowledges that:
1. The Cognos BI v10 Upgrade Validation Requirements Document defines the selected upgrade strategy and the selected application BI content upgrade and validation requirements for the Package.
 2. IBM reserves the right to utilize any upgrade methods required during this service engagement.
 3. The existing Data Sources and Versions used by upgraded applications are compatible and supported by IBM Cognos BI v10.
 4. A Moratorium on all development / change requests will be enforced by the customer from the beginning of, and through completion of, all upgrade activities.
 5. All existing BI Contents to be upgraded are valid objects and produce output with no exceptions and / or errors in the Existing Cognos 8 Environment.
 6. IBM Cognos BI v10 Content upgraded will be in accordance with agreed upon and documented Cognos BI v10 Upgrade Validation Requirements.
 7. <IBM Cust> resources may be required to define requirements for BI Content, participate in unit testing, validation testing, conflict resolution and acceptance, if the FDC determines redevelopment of Content is required.
 8. Any inconsistencies that exist between the BI Models and BI Content in the Existing Cognos 8 Environment may impact <IBM Cust>'s ability to update and publish content in the Upgrade Environment.
 9. One (1) validation test case per selected object will be defined, documented and reconciled by the customer.
 10. The FDC may use IBM Cognos Lifecycle Manager or manually execute the reports to validate the upgraded BI Content.
 11. The FDC will validate only a selected number of reports that will execute and returns results in a reasonable and agreed upon timeframe.
 12. The FDC may choose to validate a selected number of long-running reports by scheduling them to run during off-peak hours or overnight.
 13. The data remains static during the reports validation to ensure successful validation.
 14. Although no loss of functionality is anticipated, there could be a minor loss of formatting and / or the look and feel of the report(s) might slightly change after upgrade.
 15. Report Validation is limited to on-site at a single customer location, and customer project resources will work side-by-side with the FDC. Customer resources involved in this will be required travel to the location to plan and execute the validation, on customer workstations.
 16. All required IBM software subscriptions and agreements are in place and active.
 17. In accordance with this Package, any unresolved IBM Cognos BI v10 Product related issues will be referred to IBM Cognos Support Team via Service Request(s) for resolution in accordance with IBM Software Subscription and Support Agreement.
- c. IBM may be required to engage offsite and / or remote resources to complete the tasks.
- d. Adequate facilities for the IBM resources; including cubicles, desks, telephone, hardware and Internet access service. (If applicable).
- e. <IBM Cust> will make available all required resources for this project in a timely manner. Any significant delays caused by <IBM Cust> resources not being available or project prerequisites not being met may result in schedule delays.

5.2 IBM Responsibilities

IBM's responsibilities are limited by the Package scope to upgrade <IBM Cust>'s Existing Cognos 8 Environment content to IBM Cognos BI v10.

IBM will provide resources to complete the following activities:

- a. Perform a review of the Cognos BI v10 Installation Readiness Assessment, Cognos BI v10 Upgrade Readiness Assessment, and Cognos BI v10 Upgrade Validation Requirements to ensure engagement readiness.
- b. Conduct a Kick-off Meeting
- c. Establish the Upgrade Environment
 1. Plan, install, configure, tune and function test one (1) IBM Cognos BI v10 Upgrade Environment (inclusive of the following products: IBM Cognos BI Server, IBM Cognos PowerPlay Studio, IBM Cognos Transformer, IBM Cognos Lifecycle Manager and IBM Cognos Framework Manager).
 2. Document the installed environment in the **Cognos BI v10 Installation Document**.
- d. Manage the Application Upgrade Work Stream
The activities encompassed in this work stream include the planning, upgrading and validation of <IBM Cust>'s Existing Cognos 8 Environment BI Content. These activities are:
 1. Review the selected application upgrade strategy and BI Content for upgrade and validation based on the Cognos BI v10 Upgrade Validation Requirements Document to evaluate the Existing Cognos 8 Environment.
 2. Refine the Upgrade Validation Plan
 3. Upgrade according to the selected strategy of either:
 - (1) an all-at-once "Content Store upgrade" or
 - (2) a selected application "Deployment upgrade"
 4. Install and configure IBM Cognos Lifecycle Manager
 5. Execute the Upgrade Validation Plan and document the upgrade outcomes within an **Upgrade Initiate Closure Document**.
- e. Conduct an IBM Cognos BI v10 features overview session.
- f. Conduct a Project Delivery Closure Meeting, during which we will deliver the **Upgrade Initiate Closure Document** and the **Education Recommendations Document**.
- g. Signify project completion by delivering the completed IBM Cognos BI v10 Upgrade Initiate Package Completion Checklist to <IBM Cust>.

The resources required for this project will include both the IBM and <IBM Cust> personnel in order to successfully coordinate meetings, define requirements, and provide feedback. Throughout the process, collaboration is expected across both teams to accomplish our project goals in a timely manner.

6. Limitations

6.1 Service Limitations

The Package does not: (1) include logical/physical architecture of source data, (2) represent production end state configuration (3) address sizing or capacity planning (4) provide troubleshooting or testing of performance or (5) include repairs to existing IBM Cognos infrastructures or development of break-fixes to any of the existing contents. Any IBM involvement for such activities will be charged on a Time-and-Materials (T&M) basis under a separate Statement of Work. The Package is subject to the following limitations:

- a. Hardware Upgrade:
 1. Up to two (2) dedicated servers with a single instance of the following if applicable: IBM Cognos BI Server, IBM Cognos PowerPlay Studio, IBM Cognos Transformer

2. Up to two (2) Workstations with a single instance of the following if applicable: IBM Cognos Lifecycle Manager and IBM Cognos Framework Manager.
 3. IBM Cognos BI v10 10 Supported Operating Systems excluding Z-OS and Z-Linux.
 4. Security configuration is limited to basic authentication only.
 5. Configuration of Strong Encryption Providers, Project Repositories, SDK, and Portal Customization are not in scope of this Package.
- b. Content Store Upgrade:
1. The FDC will upgrade all the reports within the selected IBM Cognos Framework Manager Package and validate only a specific number of reports as defined in the Cognos BI v10 Upgrade Validation Requirements.
 2. Existing My Pages, Dashboards, schedules will be upgraded as part of content store upgrade and <IBM Cust> is responsible for validation and addressing any issues thereof.
- c. Deployment Upgrade:
1. The upgrade is limited to a specific IBM Cognos Framework Manager Package.
 2. Only the contents that exist in the Public Folder will be upgraded.
 3. Upgrading of My Folders contents will be the responsibility of <IBM Cust>.
 4. Any existing end user objects that are not part of Public Folders will not be upgraded.
- d. The upgrade is limited to:
1. IBM Cognos Report Studio, IBM Cognos Query Studio and IBM Cognos Analysis Studio and their associated objects.
 2. IBM Cognos BI supported out of the box capabilities.
- e. The security in the new Upgrade Environment will be identical to Existing Cognos 8 Environment security.
- f. The validation is limited to one (1) IBM Cognos Framework Manager model, one (1) IBM Cognos Transformer model, one (1) IBM Cognos PowerPlay Cube with no security, and up to thirty (30) reporting and analysis objects associated with the Package.
- g. The actual number of reports validated will be based on the following:
1. Reports validation priority set by customer and agreed upon by the FDC.
 2. Reporting and analysis objects are limited to those whose execution time is one (1) hour or less in the Upgrade Environment.
- h. For additional Package exclusions refer to Appendix A of this document.
- i. Any changes to the Service Limitations described herein will result in additional costs and must be documented in a PCR.

IBM resources will be provided Monday through Friday from 8:00 a.m. to 5:00 p.m. local time, excluding holidays and vacation time. Specific details regarding schedules will be mutually agreed upon prior to the project start date.

6.2 Travel & Living Expenses

This Package does not include includes travel and living expenses incurred by IBM resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this Package.

While the travel dates and times of the IBM BA Team are negotiable, it is recommended that the FDC and / or TSA be onsite for at least the kick off meeting and the first week of delivery to establish effective communication between the teams. It is intended that status meetings and collaborative work sessions will be held via conference calls and web sessions, as needed, so that any off site resources can participate.

IBM will invoice <IBM Cust> for travel and living expenses and other reasonable expenses incurred in connection with the Package delivery. Amounts are due upon receipt of invoice and payable within 30 days. <IBM Cust> agrees to pay accordingly, including any late payment fee. <IBM Cust> does not have to pay any amount disputed in good faith while it is being investigated, but <IBM Cust> remains obligated to pay any amount not in dispute.

7. Project Tasks & Deliverables

The Project Team will perform the following tasks. Deliverables for each task are detailed within the task descriptions.

7.1 Task 1: Kick-off Meeting

The purpose of this meeting is to prepare both the <IBM Cust> team and the IBM team for the IBM Cognos BI v10 Upgrade Initiate Project. Topics of discussion will include review of the scope, prerequisites, schedule, roles and responsibilities, project documentation and documents to be used for various tasks. IBM will assist <IBM Cust> to complete the project contact list, work plan and meeting schedule, roles and responsibilities and engagement documents where appropriate.

The agenda includes:

- Introductions
- Review Roles and Responsibilities
- Review Objectives and Priorities
- Review of Service Description
- Review Engagement Deliverables
- Key Assumptions and Constraints
- Establish Meeting Schedules and Define/Review Project Plan
- Establish Project Status Reporting Schedule and Distribution List
- Logistics (e.g. Building Access, Computers & Network Access, etc.)
- Q&A

7.1.1 Review of the Cognos BI v10 Installation Readiness Assessment, Cognos BI v10 Upgrade Readiness Assessment, and Cognos BI v10 Upgrade Validation Requirements Document for Engagement

The purpose of the Cognos BI v10 Installation Readiness Assessment, Cognos BI v10 Upgrade Readiness Assessment, and Cognos BI v10 Upgrade Validation Requirements Document review is to ensure that <IBM Cust> completed all of the prerequisites in a timely fashion for the successful start of the project.

7.1.2 Review the Service Description

The SIM will review the Service Description, the tasks, and the roles and responsibilities with <IBM Cust>'s Project Team.

7.1.3 Review the Engagement Deliverables

This Package contains the core set of documents and deliverables used during the course of the project. The SIM and/or FDC and <IBM Cust> team will work together to complete these documents as necessary throughout the project. It contains the following documents:

- Cognos BI v10 Installation Readiness Assessment
- Cognos BI v10 Installation / Architecture Questionnaire
- Cognos BI v10 Upgrade Readiness Assessment
- **Cognos BI v10 Installation Document**
- Cognos BI v10 Upgrade Validation Requirements Document
- Project Plan
- Kick-off Meeting Agenda
- Contact List
- Meeting Schedule
- Project Status Report
- **Upgrade Initiate Closure Document**
- **Education Recommendations Document**

- **IBM Cognos BI v10 Upgrade Initiate Package Completion Checklist**

7.1.4 Select Application and Content for Validation

The FDC will work with <IBM Cust> assigned individuals to review the Cognos BI Application and specific IBM Cognos Framework Manager Package Contents within the Upgraded Content for validation. The FDC will also assist <IBM Cust> in completing the Cognos BI v10 Upgrade Validation Requirements Document.

7.2 Task 2: Establish the Upgrade Environment

The TSA will install, configure, tune and test:

- Up to two (2) dedicated servers with a single instance of the following if applicable: IBM Cognos BI Server, IBM Cognos PowerPlay Studio, IBM Cognos Transformer.
- Up to two (2) Workstations with a single instance of the following if applicable: IBM Cognos Lifecycle Manager and IBM Cognos Framework Manager.

7.2.1 Plan the Upgrade Assessment

The technical planning meeting is an opportunity for collaboration between the TSA and <IBM Cust>'s technical resources to review prerequisites and plan for the actual IBM Cognos BI v10 product installation. We will:

- Review the Cognos BI v10 Installation Readiness Assessment – This assessment is essentially a hardware and software environment enablement document. It helps to ensure that known roadblocks are removed prior to the start of the installation engagement. A failure to complete the steps contained in this document will likely cause a false start to the project and may result in additional costs and / or delays.
- Complete the Cognos BI v10 Installation / Architecture Questionnaire with <IBM Cust> - This questionnaire is designed to enable the installation decision process for hardware topography and to collect information regarding the necessary integration points between IBM Cognos BI components and the supporting architecture. Example discussion topics include hardware configuration, Content Store locations and Security connections.

Whether the Upgrade Environment will be “In Place”, “In Parallel”, or on new hardware, it is important to review, document and back up the previous BI environment. The TSA will:

- Reaffirm that <IBM Cust>'s DBA has a backup of existing Content Store Database
- Backup the File Structure
- Export the Cognos Configuration
- Export the Content Store from IBM Cognos Connection (if applicable)

7.2.2 Install the Upgrade Environment

Installation of the Upgrade Environment consists of:

- Conformance Check - The conformance check is designed to help ensure that the IBM Cognos BI products are installed into a hardware / software environment that conforms to supportability standards.
- System Health and Readiness Check - Reaffirms that the hardware and software environment is ready for installation.
- Installation of Applicable IBM Cognos 10 Software Components - Installation is performed and data is collected for completion of the installation documentation.

7.2.3 Install and Configure IBM Cognos Lifecycle Manager

The TSA will install and configure IBM Cognos Lifecycle Manager to interoperate with both the Existing Cognos 8 BI Environment and Upgrade Environment. (If Applicable)

7.2.4 Configure the Upgrade Environment

Configuration of the Upgrade Environment consists of:

- a. Configure IBM Cognos 10 BI Server – Configuration of the IBM Cognos BI products for proper function and interoperability through the Cognos Configuration user interfaced.
- b. Configure Audit Store Connection (Optional) – Configuration and testing of the connection to the Audit Store Database if applicable.
- c. Import Audit Reports (Optional) – Import of the BI Audit report package.
- d. Configure Security Connection – Configure basic authentication connection for the IBM Cognos BI environment.
- e. Configure Notifications (SMTP Connection) (Optional) – Set the SMPT Mail server connection for notification services.
- f. Configure IBM Cognos PowerPlay Transformer (If Applicable) – Configure IBM Cognos PowerPlay Transformer if applicable. Applicability depends on use and installation location.
- g. Perform Custom Tuning – Tune the IBM Cognos BI Server environment to proven practice standards as appropriate for hardware and usage.

7.2.5 Upgrade Content Store

The TSA will upgrade the Existing Cognos 8 Environment BI Content Store to the Upgrade Environment, if applicable, depending on the upgrade approach selected by IBM.

7.2.6 Execute Environment Test on Upgrade Environment

Environment Tests are performed to ensure that the installation has been successful and that components function and interoperate as expected.

Function Tests include:

- a. Test IBM Cognos Connection Studios,
- b. Test <IBM Cust>'s Data Source Connectivity,
- c. Test General Administration Functions,
- d. Test IBM Cognos Framework Manager Connection, and
- e. Test IBM Cognos Lifecycle Manager Connection.

7.2.7 Document the Installation and Configuration of the Upgrade Environment

The TSA will complete and deliver the **Cognos BI v10 Installation Document** at the conclusion of the IBM Cognos BI v10 Upgrade Installation. Upon delivery of this document the TSA and <IBM Cust>'s Project Lead will jointly review its contents.

7.3 Task 3: Application Work Stream Kick-off Meeting

The FDC will conduct a Kick-Off Meeting with the IBM Project Team to begin the necessary steps towards upgrading the BI Content. The participants may include <IBM Cust>'s Subject Matter Experts, Cognos System Administrator, Cognos Application Developer(s), the Project Lead, and others.

7.4 Task 4: Evaluate the Current System

The FDC will review Existing Cognos BI Environment, select Existing Cognos 8 BI Environment BI Content, identify risks, and assess complexity for the successful IBM Cognos BI v10 upgrade.

7.5 Task 5: Review Upgrade Validation Requirements

The FDC will review the Cognos BI v10 Upgrade Validation Requirements for selected IBM Framework Manager Package and work with <IBM Cust> to update the Cognos BI v10 Upgrade Validation Requirements Document for the selected BI Content objects to be validated.

7.6 Task 6: Update the Package Project Plan

The IBM Project Team and <IBM Cust> team will work to customize the sample Project Plan that best fits <IBM Cust>'s schedule and regional meeting needs. The plan is designed to successfully complete the Package in the shortest possible timeframe. Each task is assigned a resource and a time window based on the effort required to complete the task. IBM strongly encourages the practice of joint task assignments as an excellent means of training and knowledge transfer for the team members.

7.7 Task 7: Upgrade the BI Models

The FDC will upgrade a select number of IBM Cognos Framework Manager and / or IBM Cognos Transformer models.

7.8 Task 8: Upgrade the Report Specifications

The FDC will jointly with customer's resource to upgrade the report specifications of the reports associated with the selected IBM Cognos Framework Manager Packages.

7.9 Task 9: Configure the IBM Cognos Lifecycle Manager Project

The FDC will configure the IBM Cognos Lifecycle Manager Project to facilitate the migration and validation between the Existing Cognos 8 Environment and the Upgrade Environment.

7.10 Task 10: Execute Validation Plan

The FDC will validate the selected Upgraded Application, Reports, IBM Cognos Framework Manager models in the new Upgrade Environment and address issues, if any. The upgrade outcome will be documented in the Cognos BI v10 Upgrade Validation Requirements Document.

This task will require collaboration between the FDC and the <IBM Cust>. The <IBM Cust> resources must be readily available to assist, answer questions and sign-off.

7.11 Task 11: Conduct the IBM Cognos BI v10 Features Overview Session

The BAS will conduct an overview session to discuss the new features of IBM Cognos BI v10. Topics will include:

- a. IBM Cognos Business Insight
- b. IBM Cognos Business Insight Advanced
- c. IBM Cognos Active Reports
- d. Enhanced Charting Functionalities in IBM Cognos BI v10

7.12 Task 12: Project Closure

The **Upgrade Initiate Closure Document** will be prepared jointly by the IBM Project Team and <IBM Cust>'s Project Lead. This document provides for a formal understanding of what has been accomplished, observations, findings, recommendations and the 'Go-Forward Plan' to serve as a reference to realize the potential of IBM Cognos 10.

The **Education Recommendations Document** will be prepared by the IBM BAES Team and reviewed with the <IBM Cust> Team. This document serves as a reference of available education options and programs, including a tailored training recommendation specific to your educational needs.

7.13 Task 13: Project Completion

The Package will be considered complete when IBM delivers the **Upgrade Initiate Closure Document**, the **Education Recommendations Document** and the **IBM Cognos BI v10 Upgrade Initiate Package Completion Checklist** to <IBM Cust>'s Project /Engagement Sponsor or delegate for review.

If issues arise after delivery of the **IBM Cognos BI v10 Upgrade Initiate Package Completion Checklist**, <IBM Cust> should contact IBM Customer Support by using the IBM toll free Customer Service telephone number 1-800-426-7378 or 1-800-IBM-SERV.

Appendix A: Upgrade Initiate Package Exclusions

The following table contains exclusions of this Package which may be purchased with a PCR or separate Statement of Work.

Category	Item	
Upgrading IBM Cognos BI content using these as data sources	<ul style="list-style-type: none"> • IBM Cognos Enterprise Planning • IBM Cognos Finance • IBM Cognos Controller 	<ul style="list-style-type: none"> • IBM DB2 Cubing Services • IBM Cognos TM1 with CAM (Cognos Access manager) Security
Upgrading any of these IBM Cognos BI products or components	<ul style="list-style-type: none"> • IBM Cognos 8 BI Metric Designer • IBM Cognos 8 Data Manager • IBM Cognos 8 BI Analysis for Microsoft Excel® • IBM Cognos 8 Business Viewpoint • IBM Cognos Content Analytics • IBM Cognos 8 Mashup Service 	<ul style="list-style-type: none"> • IBM Cognos 8 Go! Dashboard • IBM Cognos 8 Go! Office • IBM Cognos 8 Go! Mobile • IBM Cognos 8 Go! Search • IBM Cognos Now! • IBM Cognos ReportNet
Installing or configuring any of these IBM Cognos or IBM SPSS products or components	<ul style="list-style-type: none"> • IBM Cognos Business Viewpoint • IBM Cognos Metric Studio • IBM Cognos Metric Designer • IBM Cognos Mashup Services • IBM Cognos Data Manager • IBM Cognos SDK • IBM Cognos Statistics • IBM Cognos Real-time Monitoring 	<ul style="list-style-type: none"> • IBM Cognos Mobile feature • IBM Cognos Collaboration • IBM Cognos TM1 • IBM Cognos Enterprise Planning • IBM Cognos Finance • IBM Cognos Controller • IBM Cognos Analytic Applications • IBM Content Analytics • IBM SPSS (all products)
Upgrade Environment configuration for these products or features	<ul style="list-style-type: none"> • Sybase • Oracle Web logic Application server • SAP Net Weaver • Use of Custom Security Providers / Trusted Security Providers • Single Sign On / CA Site minder / Strong Encryption Providers • Portal Customizations 	<ul style="list-style-type: none"> • Project Repositories • 3rd Party Metadata sources for Framework Manager • Lineage or Glossary Providers • Custom fonts • Embedded Image File Locations
General Exclusions	<ul style="list-style-type: none"> • Upgrading existing Portal Customizations • Use of Java Scripting / HTML Coding • Use of Hard Coded External References • Use of XML Report Customer Templates • Use of Custom SQL within reports • IBM Cognos Transformer models security • Any Data Cleansing or Extraction-Transformation-Load (ETL) of data • Performance, Load or Scale Testing • Pre-existing Issues in Models, Reports and Metadata 	<ul style="list-style-type: none"> • Any Custom Scripts (including IBM Cognos Transformer cube building script(s), MDL Scripts, Java Scripts, HTML, SDK to added/remove security settings in IBM Cognos Connection, Web Services) • Migration Services for IBM Cognos Series 7 products • Architecture Planning and Design Services • Capacity Planning Services • Installations on zLinux or zOS • Installations of IBM Smart Analytics System (ISAS)