IBM Cognos Guardian Services

Delivering project success with the vendor-specific guidance you need to complement your internal or partner expertise

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Overview

There is no better way to ensure implementation success than to leverage both the expertise of the internal team or partner running your project, along with the deep technical knowledge and experience available from IBM.

IBM Cognos® Guardian Services offers the best of both worlds by letting you make use of IBM Cognos Professional Services when you need additional expertise, while allowing you to maintain leadership of your implementation.

Technical specifications
What you can get with Guardian Services Guardian Services include a range of services defined within two categories: *Review* work packages and *Realize* work packages. These work packages are delivered by highly qualified IBM Cognos consultants who can help you navigate through implementation issues, while leveraging IBM Cognos resources and tools.

Review work packages provide reviews and guidance at critical implementation milestones. IBM Cognos consultants leverage their knowledge and expertise to ensure transitions from one project phase to the next are accomplished– with a minimum of risk. The Review work packages include:

* **BI and Planning Design Review** provides IBM Cognos resources to help you perform an early assessment of how well your BI and/ or planning design is addressing your business objectives, while ensuring that tested IBM Cognos proven practices are implemented within the solution.

* **BI and Planning Model Review** provides early assurance that your meta data model is designed to support your planned BI and/or planning solution.

* **BI Reports and Application Review** ensures that the BI content meets both IBM Cognos proven practices and your own information delivery and usability requirements.

* **Planning Process Review** assesses the alignment of your planning processes in the context of the IBM Cognos Solutions Implementation Methodology (SIM) and its Planning Implementation Roadmap and proven practices; and delivers recommendations for actions required to further optimize the value of your IBM Cognos Planning solution.

* **BI and Planning Security Review** provides a comprehensive assessment of the access and control aspects of your BI and/or planning environment and implementation.

Cognos®
software

- **IBM Go! Mobile Readiness Review** assesses the IBM Cognos 8 BI and BlackBerry Server environments to detect any risks up front that may inhibit a successful implementation of IBM Cognos 8 Go! Mobile.
- **BI Upgrade Readiness Review** assists you in upgrading from one IBM Cognos Business Intelligence application to another, from project planning and monitoring, through multi-user testing and report validation.
- **IBM Cognos TM1 Review** provides a comprehensive review of your documented business requirements and proposed IBM Cognos TM1 application design.
- **IBM Cognos TM1 Performance Optimization Health Check** provides a detailed review of the application design as it relates to IBM Cognos proven practices and ensures the IBM Cognos TM1 application is optimized for current releases of complementary applications.

Realize work packages allow you to bring in IBM Cognos consultants with specific technical expertise to address all or part of the work that was identified as part of a Review work package. The Realize work packages include:

- **BI and Planning Design Expertise** enables you to understand, implement and validate IBM Cognos proven practices within your environment.

- **BI and Planning Model Optimization** provides the expertise you may need to carry out the recommendations from the BI and Planning Model Review.
- **BI Reports Optimization** provides the expertise you may need to implement the recommendations made during the BI Reports and Application Review, ensuring you get the best reporting results from your solution.
- **BI and Planning Security Optimization** provides the expertise you may require to carry out the recommendations made during the BI and Planning Security Review.
- **BI and Planning Architecture Design Lifecycle** ensures the required infrastructure is in place by the start of your BI and/ or planning implementation.
- **BI and Planning Installation and Configuration** ensures proper installation and configuration prior to the start of development work, testing, and the rollout of production systems.
- **BI and Planning Health Assessment** helps you quickly identify and resolve any unexpected behaviors in your technical environment.
- **BI and Planning Performance Tuning** helps you identify any system bottlenecks, and make adjustments to the solution with greater speed.

- **BI and Planning Operational and Architecture Design** gives you longer term support and direction, knowledge transfer, or provides additional support to your server administration staff.
- **IBM Cognos 8 Go! Mobile Installation and Configuration** ensures proper installation and configuration of the client and server aspects of IBM Cognos Go! Mobile to allow users to securely receive and interact with reports and analysis through their mobile devices.
- **IBM Cognos TM1 Technical Design** ensures your IBM Cognos TM1 implementation is aligned, configured, and optimized for your business needs.

Features and benefits
Guardian Services and the IBM Cognos Technical Account Manager (TAM)
With certified, experienced consultants –including your Technical Account Manager (TAM)–to collaborate with you, Guardian Services delivers the proactive assistance you need at critical implementation checkpoints through a range of services, or work packages.

The IBM Cognos Technical Account Manager provides a critical link between you, your partners and IBM. The TAM provides proactive business and technical management alongside client project managers and partners to ensure the provisioning of tools, methodologies, practices and strategies that meet your business needs.

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.
- Ensure the right knowledge and skills are included in the team.
- Obtain the correct and expedient resolution of IBM Cognos Support issues by managing the communication and escalation process.

Your TAM delivers value
Your TAM brings a deep understanding of IBM Cognos technology, performance management, implementation and IBM Cognos Proven Practices to your project. Not only do TAMs act as your advocate and advisor; they also deliver the tangible results you need to drive a successful implementation.

Success plans – The TAM will work with the senior project sponsors to develop, document and manage an overall success plan. This is a proactive step toward ensuring alignment to the project goals throughout the project lifecycle.

Risk assessments – These are conducted on a regular, on-going basis, with the depth and frequency depending on the current level of activity for your project. These assessments result in a qualitative assessment of the overall project at each phase of the implementation and recommendations for mitigating the risk.

Recommendations for additional work packages – As one of the services and advice they provide, Technical Account Managers are responsible for ensuring that Guardian Service customers select the right work packages to focus on their most critical activities and meet their business needs. The TAM will also manage the delivery of these work packages.

Best practice advice and guidance – IBM Cognos tools and proven practices are leveraged, including:
- The IBM Cognos Solutions Implementation Methodology (SIM) and associated implementation roadmaps (BI, BI Migration, BI Conversion, Planning, Controller)
- Solution accelerators, such as Performance Applications and Blueprints
- Additional proven methodologies and resources such as BICCs are leveraged
- Appropriate project team training (planned for through the right mix of Cognos Education)
- Issue resolution

In addition, the TAM ensures project quality by monitoring projects and providing:

- Solution advice and engagement reviews
- Project steering and status review participation

- Unique IBM Cognos experience and skills for project scoping, planning and delivery
- IBM Cognos resources and work packages
- Quick issue identification, escalation and resolution

An IBM Cognos Technical Account Manager also brings:

- A thorough knowledge of relevant methodologies and best practices –including the IBM Cognos Solutions Implementation Methodology–to identify and validate the solution requirements
- In-depth product and implementation knowledge
- Demonstrated, in-depth grasp of business, IT and product issues
- Years of relevant experience

Feature overview
Guardian Services drive business value
Guardian Services allow you to get the most from your IBM Cognos implementation, opening up opportunities to streamline your implementation, while leveraging valuable IBM Cognos resources and tools. This enables you to protect your software investment, and allows you to:

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

It delivers these benefits by enabling you to:

- Apply IBM Cognos proven practices and the IBM Cognos Solutions Implementation Methodology to take a *'right the first time'* approach to delivery
- Deploy proactive assistance at critical points
- Utilize IBM Cognos expertise while maintaining ownership of your implementation
- Build a lasting partnership with IBM
- Leverage mentoring and knowledge transfer

Contact Us

For more information about how IBM Cognos Professional Services can assist you with your IBM Cognos project, 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 send us e-mail at Cognos. Professional.Services@ca.ibm.com.

Proven methodology leads to successful implementations

Used by our customers, partners, and employees around the globe, the IBM Cognos Solutions Implementation Methodology (SIM) is a step-by-step guide to the complete implementation lifecycle. The IBM Cognos SIM is based on the five project phases–*Analyze, Design, Build, Deploy, Operate*–and includes a project management layer.

The scalable implementation methodology features proven tools, guidelines, templates, techniques, and role definitions for the activities, tasks, and deliverables in each phase. The project management function helps project managers complete all planning tasks and monitor and manage all activities, outcomes, risks, schedules, and budgets.

Because configuration and deployment procedures vary according to product line, particularly in the design and build phases, IBM has developed different implementation roadmaps. They include roadmaps for BI, BI migration, BI conversion, planning, and Controller.

IBM Cognos Solutions Implementation Methodology

| Analyze | Design | Build | Deploy | Operate |

Project Management

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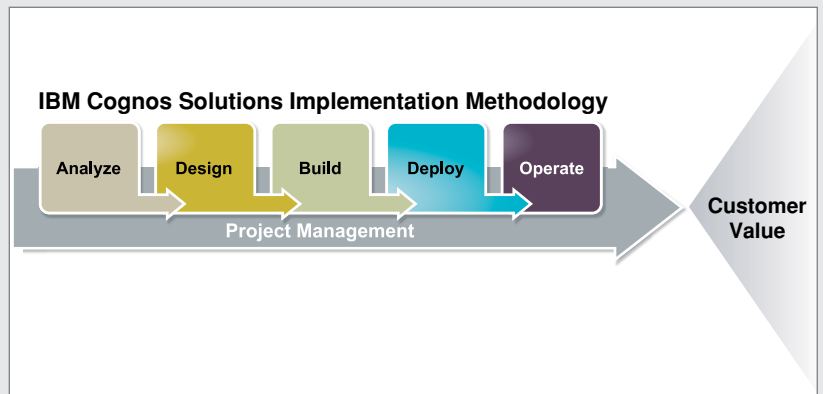
**About IBM Cognos BI
and Performance Management:**

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.

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representative: **ibm.com**/cognos

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Cognos representative will respond to
your enquiry within two business days.