IBM Cognos Jump-Start Services
Ensuring first-time deployment success

Overview

An organization's first business intelligence project will set the stage for future BI and performance management plans, deployments, and successes.

IBM Cognos® Jump-Start Services are custom-tailored for new IBM Cognos customers, designed to ensure early deployment success.

Technical specifications

Jump-Start Services provide you with specific, predefined IBM Cognos expertise and project management through five crucial project phases: analysis, design, build, deployment and operation.

Analysis phase

IBM works with you to co-author and define a roadmap for staged BI projects, leveraging our experience with other IBM Cognos customers. An IBM Cognos technical architect, a BI consultant, and a project manager will mentor you in project planning and the use of the IBM Cognos Solutions Implementation Methodology (SIM).

Outcomes and deliverables:
- Readiness assessment
- Scope analysis
- Detailed project requirements

Key milestones: Document, present, validate, approve, Transition

You can complement your project team readiness with the IBM Cognos Blended Learning Education Pack.

Design phase

Following the IBM Cognos SIM, IBM Cognos experts oversee the solution design, verification and validation against business objectives.

Outcomes and deliverables:
- Installation, configuration and testing
- Metadata design and validation
- Report and model design and testing
- Security infrastructure design
- Operations procedures and portal design

Key milestones: Verify and validate solution design, approve, Transition

Build phase

Based on the validated and approved solution design, we work with you to build the solution deliverables following IBM Cognos SIM best practices.

Outcomes and deliverables:
- Solution framework/metadata build, validation and testing
- Metadata model validation
- Production reports build and test
- Pilot OLAP models
- Report validation against business objectives
- System test
- User acceptance testing and fixes

Key milestones: Verify and validate solution design, approve, Transition

Cognos®
software

Deployment phase

Building on the successes of pilots conducted during the build phase, the solution is deployed into production for all users.

Outcomes and deliverables:

- Solution deployment and promotion to users
- Application walk-through
- Deployment

Key milestones: Fully deployed application promoted to production and deployed to the users

You can complement your user readiness with the IBM Cognos Blended Learning Education Pack.

Operation phase

Throughout the initial operation period, we work with the client to ensure the system is continuously optimized and that users receive appropriate support.

Outcomes and deliverables:

- System operation
- Scheduled onsite quality assurance checkups
- Infrastructure optimization
- User support through rollout

Key milestones: Optimized application, moving forward roadmap and plan

Features and benefits

These right-sized service packages take you from initial software deployment to successful business results quickly and cost-effectively.

Successful BI and PM projects require four key elements – IBM Jump-Start Services help to ensure that first time customers reap the benefits of these:

- Rapid initial project deployment, enabling you to demonstrate fast ROI, increase enterprise buy-in for BI initiatives, and expand their deployments.
- An implementation roadmap that defines future BI projects and keeps the BI initiative progressing.
- Quality assurance and risk reduction, with user acceptance, testing, and validation built in to every phase of the project.
- Initial training for application development and support teams, and application users ensures proper development practices, user adoption and support.

Each IBM Cognos customer engagement is a partnership and the IBM Cognos Solutions Implementation Methodology enables us to bring the right people, processes and knowledge to initial new-customer implementations. Our goal is to work with you to ensure their immediate and long-term success through first-project mentoring and knowledge transfer.

Proven methodology leads to successful Implementations

IBM Cognos Jump-Start Services are delivered as 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.

Feature overview

Jump-Start services are one of the Project Services from IBM Cognos Professional Services – with one unique difference: they focused to achieve fast ROI on your initial software deployment. Through the planning, design, development and deployment of a fixed set of targeted deliverables you will receive proven IBM Cognos expertise to ensure your first BI project starts and finishes on time, on target and within budget.

How the Jump-Start service works

IBM Cognos Jump-Start Services are offered in three convenient prepaid packages based on our experience with many thousands of deployments of all sizes:

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.

	Service Hours	Price Examples ($USD)
Jump-Start Service Small	200	$49,000
Jump-Start Service Medium	450	$99,000
Jump-Start Service Large	1,000	$189,000

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: **ibm.com**/cognos

Request a call

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

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