

IBM Cognos Learning Assessment

Customized strategies for education and user adoption

Overview

Software application training can contribute greatly to the internal productivity of an organization. The IBM Cognos® Learning Assessment work package extends the value of IBM Cognos business intelligence and performance management solutions with a strategy to educate your various users to the level of skill that each requires.

As one of the Review work packages under IBM Cognos Guardian Services, the IBM Cognos Learning Assessment work package delivers a customized education plan to functional users (model developers, authors and application architects), technical users (administrators, application developers and technical architects) and business users (project managers, executives, and end users).

This customized education plan is supported by the IBM Cognos Capability model – an education continuum that maps the level of skill each user requires to their learning need, from basic to intermediate to advanced (see Figure 1). This ensures that your training initiatives link directly with the business strategy and performance goals of your organization.

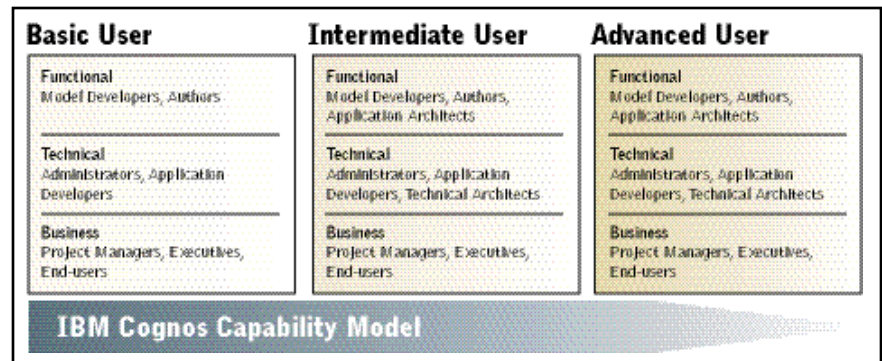


Figure 1: IBM Cognos Capability Model

Technical Specifications

What you get with the Learning Assessment work package

Upon completion of the assessments and associated reviews, IBM Cognos experts will provide you with a comprehensive review document, as well as a presentation for internal communication to stakeholders and sponsors. This will include the customized education plan and recommendations on the following areas:

- **Education delivery methodology** and **deployment approach** tailored to your unique requirements. The delivery method could include any of the IBM Cognos Education solutions, including public classroom, onsite classroom or computer-based training.

- A **certification map**, which links the recommended education to IBM Cognos certification levels.
- An **education timeline** aligned with the IBM Cognos Solutions Implementation Methodology (SIM)
- **Role-based education** recommendations that include role definitions and role prerequisites
- **User adoption** recommendations
- **Certification and curriculum paths**, including course descriptions
- A review of **historical education consumption** and recommendations for consolidation and cost savings (existing clients only)

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Internalizing education

Organizations looking to internalize their training functions can extend their Learning Assessment to include the following areas:

- **Infrastructure deployment strategies** — Covering hardware requirements by product, installation guides, image creation guidance, course configuration instructions, and CBT deployment guidance
- **Enterprise licensing** — Receive electronic modifiable copies of instructor led and self directed materials for unlimited internal use
- **Internal communication and messaging strategies** — Covering curriculum paths, skills assessments by role, role and course descriptions, internal marketing support, logistics and resource identification, and setting up an Education Advisory Board
- **Change management** — Receive a skills and knowledge gap analysis, pre-and post-deployment testing and evaluation, best practices for education advisory boards, and sample project workflows
- **Customization** — Learn customization and curriculum creation best practices for instructor-led and computer based training
- **Mentoring and train-the-trainer planning** — Attend public or internal training courses led by IBM Cognos instructors, earn appropriate certifications, and receive train-the-trainer workshops
- **Administration and operations** — Learn best practices and receive forms and templates for enrollment, registration confirmation, cancellation processes

Features and Benefits

What is the Learning Assessment work package?

The Learning Assessment work package ensures that education objectives and requirements are captured and communicated, and that customer-tested proven practices are implemented into your education plan.

How the Learning Assessment drives value

The Learning Assessment work package offers complete strategies for education and user adoption to help your organization:

- Enable **faster solution adoption, increase productivity** and **decrease** support requirements
- **Mitigate risk** and ensure **business value realization** of your adopted solution
- Maximize **return on business investment**
- Determine whether **foundation knowledge** has been obtained by your user community
- Ensure that the **right training** goes to the right people at the right time

The package will also help you determine your organizational understanding of new or proposed solutions by addressing the following topics:

- Your organization preparedness for the proposed solution deployment and adoption
- Factors, barriers or constraints that may put your ability to adopt the proposed solution at risk

- How you will sustain and qualify in-house knowledge over the long term

How the Learning Assessment works

Through the Learning Assessment work package, your organization can collaborate with IBM Cognos experts who will leverage IBM Cognos tools to help you plan your education and training activities. Specifically, these IBM Cognos subject matter experts will perform the following reviews:

- Skills and knowledge needs assessment
- Environment, system and process needs assessment
- Schedule and delivery needs assessment

Feature Overview

What to expect from an IBM Cognos education solution

Your customized IBM Cognos education solution will deliver the performance, information, and business advantages that you need, when you need it. IBM ensures a successful and efficient deployment plan that is tightly integrated with your implementation rollout, and which correlates to the proven IBM Cognos Solutions Implementation Methodology (SIM).

Training will be critical for success at each of three key phases: analysis and design; building and deployment; operation. The following outlines the training goals and IBM Cognos offerings for each role.

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Phase 1: Analyze and Design

To help prepare for the first phases of your project, your project team will need initial training on core product competencies and best practices. This will enable them to better understand the development, implementation and deployment requirements during subsequent phases of the project.

Audience	Training goal	IBM Cognos offerings
Business (project managers)	Learn to manage the development, maintenance and deployment of IBM Cognos solutions (manage budgets, objectives, risks, people and timelines associated with fulfilling a defined scope of requirements for an IBM Cognos implementation).	Essentials for project managers
Technical (administrators and application developers)	<p>Administrators: Learn how to plan the deployment of IBM Cognos applications including installation, configuration, maintenance, content management, security and system optimization.</p> <p>Application developer: Learn to design databases or applications using best practices.</p>	Role-based design and best practice training for administrators and application developers
Functional (model developers and authors)	<p>Author: Learn to design sophisticated reports for business users using best practices.</p> <p>Model developer: Learn to design models using best practices.</p>	Role-based design and best practice training for model developers and authors

Phase 2: Build and deploy

In the Build and Deploy phases your project team will need training to help with the development and deployment of the IBM Cognos solution.

Audience	Training goal	IBM Cognos offerings
Technical (administrators and application developers)	<p>Administrators: Learn how to manage the deployment of IBM Cognos applications using requirements gathered in the Analyze and Design phase.</p> <p>Application Developer: Learn how to build and deploy databases or applications using requirements gathered in the Analyze and Design phase.</p>	Role-based training and certification for administrators and application developers
Functional (model developers and authors)	<p>Author: Learn how to build and distribute sophisticated reports for business users, using requirements gathered in the Analyze and Design phase.</p> <p>Model Developer: Learn how to build and deploy models using requirements gathered in the Analyze and Design phase.</p>	Role-based and professional level training and certification for model developers and authors

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Phase 3: Operate

In the Operate phase, your Business Users will need training to help accelerate adoption and your Administrators will need training to help maintain the systems.

Audience	Training goal	IBM Cognos offerings
Business (executives and end users)	Learn how to build simple queries, view reports and scorecards, and manage your personal portal.	Role-based training for executives and end users
Technical (administrators)	Learn how to perform day to day maintenance of your IBM Cognos systems.	IBM Cognos custom training

Proven methodology leads to successful implementations

The Learning Assessment work package is delivered as part of the proven IBM Cognos Solutions Implementation Methodology. 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 IBM Cognos 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. The Education Assessment work package can be delivered beginning at the Analyze phase of this lifecycle and continuing through to Operate.

IBM Cognos Guardian Services

Internal teams or partners implementing an IBM Cognos solution can benefit from vendor-specific guidance and technical knowledge to ensure project success. IBM Cognos Guardian Services provide this valuable expertise. Education Assessment Review is just one offering in a full range of IBM Cognos Guardian Services work packages.

Guardian Services were developed to provide IBM Cognos expertise at critical points of your implementation. They allow you to choose specific services or work packages, as required, to complement your existing capabilities and project requirements. This helps you protect your software investment, and enables you to:

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

Working with Your Technical Account Manager

Guardian Services allow you to make use of IBM Cognos Technical Account Managers (TAMs). TAMs are technical resources with deep expertise in IBM Cognos technology, performance management, implementation and best practices, and can help you navigate through available service offerings, while leveraging IBM Cognos resources, tools, and proven practices.

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

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

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