IBM Cognos Professional Services
The right choice for your project and business

Overview

IBM Cognos® Professional Services is committed to helping you achieve successful implementation and deployment of your software solution so you can maximize business benefits. As your technology and business partner, we can help you mitigate risk, maximize ROI, and implement an IBM Cognos solution on-time, on-budget, and within scope.

To deliver on our commitment, IBM Cognos Professional Services has developed a framework of services that covers the entire lifecycle of a project—from solution planning and implementation through to business improvement (see diagram at right). This framework provides a flexible range of services designed to help you make the most of your investment.

Technical specifications

Regardless of where you are in your deployment, you can choose the right level of engagement to suit your unique needs and business challenges. And when you engage IBM Cognos Professional Services, part of IBM Cognos Software Services, you get the benefits of:

- **People.** We bring a network of certified technical and product experts to work on your project. And we offer global coverage through IBM Cognos centers and our extended partner network.
- **Processes.** Our consulting framework provides a complete range of service offerings, and our consultants follow a proven and scalable methodology for consistent, reliable results.
- **Knowledge.** We provide knowledge transfer on technical and business topics so you can be productive more quickly. You benefit from workshops, guidelines, best practices, tips and techniques, and troubleshooting skills.

Features and benefits

Solution Planning Services

Before a project begins, IBM Cognos Professional Services works with you to explore and understand your business requirements and expectations. Through a number of initiatives, we partner with you to refine the planning process so you achieve the best results from your IBM Cognos solution.

Discovery and Validation Workshop.
In this workshop, we help you document your business and technical goals and challenges, and chart a roadmap for project success. We also help to articulate and share your strategy with stakeholders to build support for your project.

Scoping and Planning Service IBM Cognos Client Management, supported by expert architects and project managers, assist you in defining your projects. The IBM Cognos Scoping and Planning Service provides you with project initiation deliverables, including the project charter, project success plan, timeline, and resource estimate. This enables a smooth transition to the design, build and deployment phases of your implementation.

Rapid Scorecard Service. Transform your business strategy into action with this scorecarding workshop. Our consultants work with you to highlight your strategic objectives, identify key indicators and measures, and set up a pilot scorecard to monitor results.

Migration and Conversion Rapid Assessment Services. IBM Cognos Professional Services helps you determine the requirements of your migration and conversion projects. We first conduct a rapid audit to assess your existing infrastructure, architecture, performance, and capacity. We then deliver a project plan for the migration or conversion process–to make the best use of existing resources, mitigate risk, and ensure successful results.

Data Quality Rapid Assessment Service. Your performance management initiatives depend on quality data. This five-day service focuses on data quality issues that may affect the success of your performance management project. It will uncover the data quality issues that need to be addressed; sets a baseline for ongoing data quality strategy; helps reduce project risk from poor data quality; and educates business leads on data quality and shows them how to improve it.

Solution Implementation Services

When it comes time to implement your software project, IBM Cognos Professional Services offers three levels of service based on the requirements of your business. In each case, the IBM Cognos Solutions Implementation Methodology (SIM) is used to manage the implementation.

Project Services. Using the IBM Cognos SIM, we manage or co-manage with you the complete software development lifecycle.

The comprehensive service can cover everything from analysis to deployment and operation. We become an integral part of your team, and share accountability for quality of the deliverables and project success– whether it's a single department project or a complex enterprise deployment. This can include first-time IBM Cognos implementations or migration projects that take advantage of the latest IBM Cognos offerings. These services can also leverage our offshore capabilities.

IBM Cognos Guardian Services. If you've chosen to do the majority of work yourself or if you've enlisted the services of an IBM Cognos partner or other third party, our consulting team works alongside to proactively manage your implementation. IBM Cognos Guardian Services provide a framework for a multi-party engagement, allowing you to leverage both partner and IBM Cognos expertise to maximize service value and project delivery. The Guardian framework provides proactive assistance at critical checkpoints during an implementation, along with technology and application expertise.

Assist Services. You may want to own your software project for its entire lifecycle. In this case, IBM Cognos Professional Services can provide discrete service packages to assist you during the process (e.g., security review, capacity planning, performance tuning, and model and report optimization). By bringing in additional IBM Cognos resources,

you can leverage specific expertise at the right time to help augment your project team and to ensure your project success.

Business Improvement Services
With an IBM Cognos solution in place, we can help you target opportunities to further extend your investment–to align with new or evolving business strategies or take advantage of new capabilities.

Performance Management Services.
Based on your unique strategy and needs, and overlaying known areas of importance, we work with you to target potential areas of high return. For example, you can extend an application that delivers sales results to one that provides planning and variance analysis.

BICC Services. A key strategy for extending solutions is the development of a central competency area. Business intelligence competency centers (BICCs) have proven to be one of the best ways to drive the strategic rollout of BI across an organization. Using a combination of practice aids, methodologies, tools, and technology, IBM Cognos Professional Services guides you through the process of establishing a BICC in your organization.
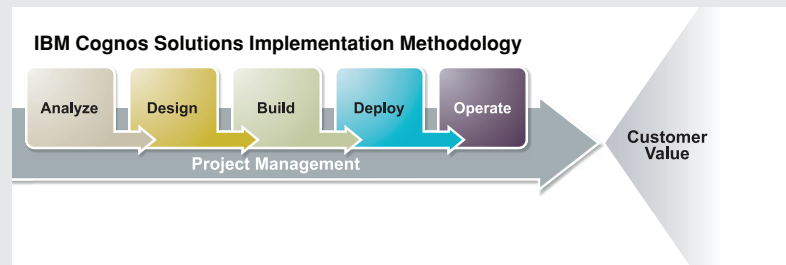
Feature overview

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

Contact us

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

**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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