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## Overview

The BI Health Check service ensures that your environment is configured to IBM Cognos® proven practice standards. The BI Health Check helps you identify environmental weaknesses or deficiencies so that plans can be made to mitigate their associated risks. This service is particularly valuable when you are faced with configuration concerns, environment instability or resource utilization issues that may put your project at risk.

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# BI Health Check Service

## Technical specifications

### What you get with the BI Health Check service

This service results in the delivery of a standardized IBM Cognos Health Check document covering the results of the Health Check and associated recommendations.

## Features and benefits

### How the BI Health Check service works

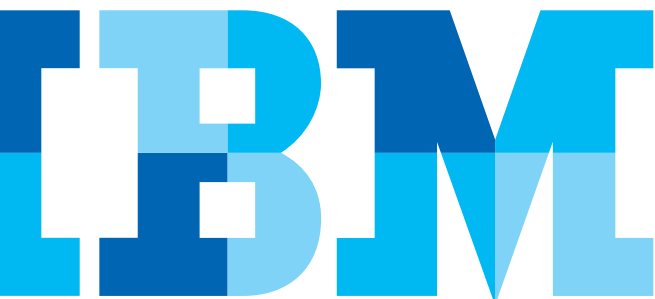
An IBM Cognos consultant can be helpful in identifying and resolving environment instability along with unexpected behaviors in your technical architecture. As part of the BI Health Check service, analyses are conducted along the process chain to locate the source of problems. Once the source is identified, possible solutions are discussed and verified by IBM consulting experts so that solutions can be planned and implemented. These activities can help you build and maintain a healthier more robust BI ecosystem, keep your implementation on track, and reduce project risks, rollout delays and unnecessary costs.

These activities may be included in the BI Health Check service:

- Conformance and validation check
- Hardware and software configuration validation
- Configuration review
  - Configure/validate tuneable parameters
  - Basic function test of IBM Cognos 8 product(s)
  - Failover test
- Log analysis for errors pertaining to architecture design
- Advanced troubleshooting

### How BI Health Check drives better ROI

This service provides valuable insight into problems that may exist within your BI system infrastructure, supporting applications or environment. It provides recommendations on how deficiencies can be resolved and provides valuable insights on how future problems may be avoided. This insight and knowledge can help you keep your BI infrastructure healthy and on track, mitigating future risks and reducing unnecessary project costs.



## Feature overview

### What is the BI Health Check service?

The BI Health Check provides a dedicated resource to help you locate the sources of problems in your BI environment. It can help you when you need additional advanced knowledge to determine the source of a problem, identify environmental weaknesses and help you plan for resolution. By providing a consultant with extensive BI infrastructure experience to perform this analysis, this service can help you determine if there are irregularities in your environment, and provide recommendations on resolving them.

## About IBM Cognos Lab Services

The IBM Cognos Lab Services organization provides consulting and education exclusively focused on the IBM Cognos product portfolio. Our world class team of IBM Cognos Certified professionals assists customers to assess, plan, train, and optimize for successful implementations of IBM Cognos software. Our deep product expertise and extensive proven practices help customers maximize their software investment and mitigate risks.

## Contact us

For more information about how IBM Cognos Lab Services can assist you, complete the Services Request form [ibm.com/cognos/contactus](http://ibm.com/cognos/contactus) on our website.

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

## 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, proven 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 more information visit [ibm.com/cognos](http://ibm.com/cognos).



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