Information Management software

Information Management Software Services
Information Server General Health Check Services Offering

Highlights

- **Determine pain points and/or issues either quickly or before they happen**

- **A quality assurance review for clients using Information Server in a number of different use cases**

- **Performance assessment and recommendations for adopting best practices**

- **In most cases the prerequisite questionnaire and follow on call with client SMEs will catch issues avoiding on-site visits**

- **Leverage IBM standard practices and methodologies**

Let the experts help you resolve issues, improve performance and adopt best practices through an Information Server General Heath Check. If you are considering growing your Information Server solution and want an in-depth understanding of your current environment's state, if you are experiencing pain points with your current solution, or if you do not feel that you are getting optimum benefits from your current Information Server Environment, consider an Information Server General Health Check.

Maximizing your Information Server Investment
By leveraging the Information Server General Health Check Offering, you will receive a detailed analysis of the overall health of your Information Server environment, as well as prescriptive and

actionable findings. By examining all the Information Server components and supporting infrastructure and architecture, our Services experts will determine possible pain points and/or issues for your specific situation, while still addressing your overall environment, infrastructure and use-case. As a result of this Health Check, you will have the information and best practices you need to get the most out of your Information Server investment.

What is an Information Server General Heath Check?
If you are engaged in development efforts that are not progressing according to plan, experiencing pain points or bottlenecks, or if you are interested in assessing and optimizing performance, the Information Server General Health Check can help you address these issues and meet your business objectives with Information Server. The Health Check includes the following phases:

Phase One:
- Led by experienced IBM technical architects, the Health Check engagement begins with a prerequisite questionnaire and a follow on conference call with you and your subject matter experts, focusing on the overall picture of your Information Server environment. In most cases, an accurate assessment of the trouble area(s) can be determined at this phase, at minimal cost and without

an on-site visit. If required, IBM will recommend the client moves to Phase two or Phase four depending on the results of the assessment.

Phase Two:

- To diagnose issues that could not be identified in Phase one, IBM will prepare a custom SoW for a 5 day onsite visit to discover the issue. During the onsite visit, Phase 3, the Information Server specialist will take a deeper dive into the entire environment and determine the problem area.

Phase Three:

- The onsite Information Server General Health Check will be conducted to create a findings report and an action plan for next steps. Focal points will include reviewing development objectives, analyzing the development and production environments, assessing client project team skill sets.

Phase Four:

- If further escalation is required, next steps may include one of the following recommendations:
    - A specific Information Server component specialist to come on-site and take a deeper more focused dive into the specific area
    - The onsite General Health Check may determine that the problem lies outside the boundary of Information Server's components and in the infrastructure or environment itself. In this case, IBM will prepare and recommend a SoW for a general Services Engagement with the right specialist to come onsite and resolve the issue.

Information Management Software Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

IBM's objective is to provide the most cost effective and expedient means of achieving project goals through the utilization of the IBM InfoSphere Information Server product suite, repeatable processes, and consistent deliverables. To achieve these goals and ensure the continued success of our initiatives, IBM leverages standard methodologies, proven consulting expertise and experience refined throughout hundreds of successful client engagements.

For more information

To learn more about IBM Software Services for Information Management and this service offering, please contact your local IBM sales representative.
You can also visit
ibm.com/software/data/services