

IBM Persona Demo – IT VO Script

With IBM Cognos Business Intelligence, administrators can easily and effectively manage applications, servers, and security. Enhancements in credential management, system monitoring and administration, and scheduling build upon existing mature and robust IBM Cognos administration capabilities. These enhancements provide even greater management flexibility and insight into activities and load on the IBM Cognos platform.

These capabilities enable IT to respond faster to problems and to deliver improved business user convenience and satisfaction.

In this scenario, we will assume the role of an IT administrator as he manages his system on a typical day.

User-based credential management

The IT administrator checks his inbox to find an email from the VP of global marketing about a report failure.

He opens Cognos Administration to confirm that the “advertising campaign results” report has failed, so he investigates further. It appears the failure was caused by a user login failure.

The administrator clicks on the security tab to grant a user permission to manage her own sign-on. The ability to configure user-based credential management reduces the need to manage data access sign-ons and the effort required to manage an IBM Cognos BI deployment.

The VP is now able to log on to get her report successfully. Because the administrator has given her the capability to manage her own data source sign-ons, the VP is able go into her profile and ensure that her credentials for the data source “Movie Database” are saved. This will prevent her from having to log on every time she needs to run a report.

System metrics and scheduling

IBM Cognos Administration enables the administrator to diagnose and fix problems quickly.

Here we see how the administrator can use detailed metrics about user and system usage and allow prioritization of critical processes.

He looks at the batch vs. interactive distribution. On Monday October 18, he expects a high number for batch service as it’s the start of the week and more reports have been scheduled over the weekend. As the week goes by, the trend changes to more interactive reports. However, this chart shows that on Thursday there seems an anomaly, so he decides to investigate further.

The administrator looks in the audit details and notices that another user ran a report 152 times. As he drills further, he realizes that this user ran the report every minute—a likely mistake.

The administrator knows that the user does not really need to run reports every minute, so he decides to deny the user this capability, to reduce unnecessary load on the server. He

clicks on the security capabilities, scrolls down to the by-minute capability, and edits the permissions to deny the user the capability to schedule reports to run by the minute.

Suspending

The administrator receives an email that unscheduled database maintenance will delay ETL jobs. He knows that he has a few reports scheduled to run based on this ETL job, so to avoid unnecessary load on the system from having to rerun the reports that would be run with stale data, he decides to reschedule them to run later when the ETL job is ready.

Interactive charting makes it easy for the administrator to quickly find the number of scheduled reports in each time slot. He can go to the 2 a.m. time slot, select the reports that are based on this ETL job and delay them by two hours. Notice how he has the choice to suspend indefinitely if he does not know when the ETL job will be finished. The chart is updated and now these four reports have been moved to the 4 a.m. slot.

By suspending schedules, administrators can resolve potential processing issues by suspending non-critical activities and allowing them to be processed during an off-peak scheduling window.

For more information about IBM Cognos Business Intelligence, visit ibm.com or call 866-601-1934.