IBM

# IBM Cognos Planning Health Check Service

## Highlights:

- Comprehensive post-implementation assessment of IBM Cognos Planning applications.

- Application design recommendations for increased user adoption and self-service.

- Performance and scalability recommendations.

- Application and platform security recommendations.

- Streamlined maintenance, administration, and support processes for lower cost of ownership.

- Proven practices from IBM Cognos Planning product experts with information transfer to your team.

## Considerations

IBM Cognos Planning offers a powerful range of capabilities so it is important to evaluate your IBM Cognos Planning applications from time to time within the context of your evolving business requirements and identify opportunities to improve the design, performance, security, and maintenance of the applications with IBM proven practices. Some questions that often arise include:

- How can the IBM Cognos Planning applications and platform performance be improved?
- Is the IBM Cognos Planning architecture appropriate for scalability, stability, and future growth?
- What application design proven practices would increase user adoption and self-service?
- How can data-level security, authentication, or auditing be improved?
- How can maintenance, administration, and support be streamlined for lower cost of ownership?
- What skill gaps exist and how can those gaps be addressed for future success?

## Overview

The IBM Cognos Planning Health Check Service provides a comprehensive post-implementation review and assessment of your IBM Cognos Planning applications and environment, including areas such as performance, application design, security, maintenance, and administration.

With flexibility in mind, the scope of the Service can cover a wide range of topics to help ensure your IBM Cognos Planning optimization goals are met. For example, evaluation focal points might include the following:

| Performance Assessment | Application Design |
|---|---|
| • Model assessment<br>• Product tuning recommendations<br>• Scalability for large user communities<br>• Server sizing<br>• Load balancing | • Model and interface design review<br>• Data Flow and integration<br>• Work Flow<br>• Reporting design<br>• Environment review |
| **Security** | **Maintenance & Administration** |
| • Authentication integration with IBM Cognos products<br>• Data-level security<br>• Role management processes<br>• Implementation and maintenance processes<br>• Security Audit preparedness | • Backup, Recovery, and Disaster Planning<br>• Internal support & Issue tracking processes<br>• Model Change Management processes<br>• Quality Assurance processes<br>• Migration and upgrade considerations |

At the conclusion of the Service, IBM will deliver a detailed *Findings and Recommendations Document* and *Go Forward Plan*, together with an *Education Recommendation Document*, outlining key findings, risks, and opportunities to better leverage your investment in IBM Cognos Planning.

## Activities & Deliverables

With a mutually agreed scope of evaluation topics, the IBM Cognos Planning Health Check Service delivers value through a comprehensive set of activities and deliverables. We will first assess your performance requirements, then conduct an application and environment review, and conclude with the delivery of our findings.

During the assessment phase, IBM will perform the following activities:

- Review your documents related to IBM Cognos Planning functional and technical design to quickly understand your applications.
- Interview key business and technical stakeholders to clarify expectations, define objectives, identify application areas for review, discuss business requirements, and understand performance requirements.
- Conduct an application review to evaluate the functional environment, applications, cubes, dimensions, links, IBM Cognos Planning Contributor settings, data loading and publish procedures, security, and associated processes.
- Conduct an architecture review to assess the physical Architecture and software installation.

At the conclusion of the Service, IBM will provide the following deliverables:

- A *Findings and Recommendations Document* that includes:
  - Detailed findings and risk assessment of your applications, environment, and processes.
  - Recommendations for improvement in areas such as performance, application design, security, administration, maintenance, and support with IBM proven practices.
  - An assessment of the complexity for recommended modifications moving forward.
- An *Education Recommendation Document* which includes an analysis of your skill gaps and education needs for your team and suggested IBM courses to successfully implement, support, use, and maintain the IBM Cognos Planning applications.
- A jointly developed *Go Forward Plan* which includes prioritization of the recommended changes, guidance on how to implement those changes, and a schedule and resource plan.

## Engage Today

The IBM Cognos Planning Health Check Service is designed as a post-implementation assessment for one or more existing IBM Cognos Planning applications already in production. The Service can also be used near the end of a project lifecycle to provide a holistic review prior to a production deployment. This Service is available on a "Time-and-Materials" basis. Details are available from your IBM Business Analytics Lab Services Sales representative.

For IBM Cognos Planning model reviews during an on-going project lifecycle, you may also consider the IBM Cognos Planning Model Design Review Service.

## About IBM Business Analytics Software Services

As an integral part of Business Analytics software division within IBM Software Group, the Business Analytics Software Services organization provides education and expert services exclusively focused on the Business Analytics product portfolio. Our depth of experience and extensive proven practices help customers maximize their software investment, mitigate risks, raise the quality of their implementations, and build valuable skills. We have provided training, guidance, advice, reviews, assessments, and assistance to thousands of clients around the world helping to ensure their business analytics implementations are optimized to take full advantage of our product capabilities.

For more information about how IBM Cognos Lab Services can assist you, complete the Services Request form **ibm.com**/cognos/contactus on our website. An IBM Cognos representative will respond to your inquiry within two business days.

## About IBM Business Analytics

IBM Business Analytics software delivers actionable insights decision-makers need to achieve better business performance. IBM offers a comprehensive, unified portfolio of business intelligence, predictive and advanced analytics, financial performance and strategy management, governance, risk and compliance and analytic applications.

With IBM software, companies can spot trends, patterns and anomalies, compare "what if" scenarios, predict potential threats and opportunities, identify and manage key business risks and plan, budget and forecast resources. With these deep analytic capabilities our customers around the world can better understand, anticipate and shape business outcomes.

For more information, visit **ibm.com**/analytics.

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