

# IBM Cognos BI Operational and Architecture Management

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## Overview

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***By investing in knowledge transfer to your BI implementation team, you are effectively protecting your software investment. The IBM Cognos BI Operational and Architecture Management work package focuses on the knowledge transfer your staff will need to understand the implementation design and efficiently operate and maintain the system. This translates into wider user uptake, lower maintenance and operation costs, and better business decision making across your organization.***

### Technical Specifications

*What is the IBM Cognos BI Operational and Architecture Management work package?*

As one of the Realize work packages under IBM Cognos® Guardian Services, the IBM Cognos BI Operational and Architecture Management work package is designed to give you longer term support and direction, knowledge transfer, or to provide additional support to your server administration staff. The goal of this service is to give you the familiarity and level of comfort that enables you to manage your system independently.

### How IBM Cognos BI Operational and Architecture Management drives better ROI

There is no better way to protect your software investment than by training your implementation and maintenance staff to effectively support your application. By providing this training in architecture management

and administration, you can ensure continued application performance and see better return on your overall software and implementation investment. The service also delivers value by providing

- Ongoing monitoring and life cycle proven practices or system administration of the IBM Cognos infrastructure.
- Compliance and governance of systems.
- Conformance and maintenance state.
- An on-point expert.
- Informal and immediate training for IBM Cognos administration and technical support.
- Advanced knowledge transfer to support the IBM Cognos infrastructure that is not normally covered in IBM Cognos training courses or in the standard installation service.

## Features and Benefits

### *IBM Cognos BI Operational and Architecture Management Works*

This work package can include:

- Architecture Management
  - On going support and maintenance
  - Hardware/software conformance overview
  - Failover and load balancing component overview
  - Disaster recovery overview
  - Scalability/service method Proven Practice overview
  - Growth planning and load testing options
- Administration
  - On going system monitoring
  - Troubleshooting and support assistance
  - Content deployment
  - Security administration
  - Systems and service upgrades

### **What you get with the IBM Cognos BI Operational and Architecture Management work package**

The IBM Cognos BI Operational and Architecture Management work package results in the delivery of standard documentation covering

- Architecture life cycle.
- Ongoing administrative status.

## Proven methodology leads to successful implementations

The IBM Cognos BI Operational and Architecture Management work package is delivered as a part of the proven IBM Cognos Solutions Implementation Methodology (SIM). This process was designed to ensure successful and repeatable IBM Cognos deployments. It's a step-by-step guide used throughout the implementation lifecycle by IBM Cognos consultants, partners, and customers around the globe to efficiently and successfully implement IBM Cognos solutions. The IBM Cognos SIM is based on five project phases—Analyze, Design, Build, Deploy, Operate—and incorporates a project management component. The IBM Cognos BI Operational and Architecture Management work package can be delivered at the Operate phase of this lifecycle.

## Feature Overview

### *IBM Cognos Guardian Services*

Internal teams or partners implementing an IBM Cognos solution can benefit from vendor-specific guidance and technical knowledge to ensure project success. IBM Cognos Guardian Services provide this valuable expertise. IBM Cognos BI Operational and Architecture Design is just one offering in a full range of IBM Cognos Guardian Services work packages.

The IBM Cognos Guardian Services were developed to provide IBM Cognos expertise at critical points of your implementation. They allowing you to choose specific services or work packages, as required, complementing your existing capabilities and project requirements. This helps you protect your software investment, and enables you to

- Reduce risk.
- Realize business value and maximize ROI.
- Enable faster adoption.

## Working with Your Technical Account Manager

IBM Cognos Guardian Services allow you to make use of IBM Cognos Technical Account Managers (TAMs). TAMs are technical resources with deep expertise in IBM Cognos technology, performance management, implementation, and best practices, and can help you navigate through available service offerings, while leveraging IBM Cognos resources, tools, and proven practices.

The TAM helps you maximize your valuable application investment, helping you

- Manage risk to facilitate IBM Cognos implementation success.
- Transform business requirements into tangible solutions.
- Ensure the correct and expedient resolution of any support issues.

## **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.

For further information or to reach a representative: [www.ibm.com/cognos](http://www.ibm.com/cognos)

### **Request a call**

To request a call or to ask a question, go to [www.ibm.com/cognos/contactus](http://www.ibm.com/cognos/contactus). An IBM Cognos representative will respond to your enquiry within two business days.



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