



Highlights

- Initiate your IBM Cognos Business Intelligence V10.x upgrade with confidence
- Get help with the installation and configuration of an IBM Cognos Business Intelligence V10.x upgrade environment
- Assess and execute the appropriate upgrade strategy
- Explore new capabilities in the context of your upgrade
- Take advantage of proven practices from IBM product experts with information transfer on the upgrade process
- Capitalize on a solution suitable for existing IBM Cognos Business Intelligence V8.4.1 customers who are planning an upgrade to IBM Cognos Business Intelligence V10.1 and higher

IBM Cognos Business Intelligence V10.x Upgrade Initiate Service

Considerations

To fully benefit from the new architecture and functionality of IBM® Cognos® Business Intelligence V10.1 and higher, the upgrade process requires a thorough understanding of the differences between two platforms and consideration of the strategy and plans for your upgrade. Questions that often arise include:

- What alternative upgrade strategies and approaches should be considered?
- Which applications could best take advantage of new features and functionality?
- What is the best means to compare and validate IBM Cognos Business Intelligence V8.4.1 and IBM Cognos Business Intelligence V10.1 and higher content?
- How can IBM Cognos Lifecycle Manager provide for a smoother upgrade path?
- What are the latest proven practice standards for installing and configuring Cognos Business Intelligence V10.1 and higher?

Overview

The IBM Cognos Business Intelligence V10.x Upgrade Initiate Service combines IBM's depth of knowledge of how best to upgrade to Cognos Business Intelligence V10.1 and higher with our extensive installation and configuration experience. This service accelerates your upgrade process by establishing a proven upgrade environment as a strong foundation for further exploring new product features, which can help uncover new opportunities and help your organization make the most of your investment.



The service includes:

- Establishing an upgrade environment
- Determining your most suitable upgrade strategy
- Upgrading your existing Cognos Business Intelligence V8.4.1 content
- Validating a selected set of your Cognos Business Intelligence V10.1 or higher content
- Exploring new functionality and opportunities
- Recommending a go-forward strategy for maximizing your software investment

Activities and deliverables

The IBM Cognos Business Intelligence V10.x Upgrade Initiate Service encompasses the following activities and deliverables.

Planning and kickoff

To establish a clear scope of activities specific to your needs, this service begins with a discussion with key business and IT stakeholders the compelling reasons for upgrading to Cognos Business Intelligence V10.1 and higher, documenting those implementations that have high visibility, value, and complexity, and identifying where the opportunities exist to take advantage of new features after the upgrade environment is established.

IBM specialists work with your key stakeholders to:

- Discuss alternative upgrade strategies:
 - An all-at-once “Content Store upgrade” approach
 - A selected application “Deployment upgrade” approach
- Discuss objectives and priorities for the engagement

With a clear understanding of your upgrade alternatives, a formal kick-off meeting with appropriate sponsors, management and IT staff, together with the IBM team, reviews the objectives and priorities, the proposed project plan, mutual roles and responsibilities, any key assumptions or constraints, and the expected deliverables. This meeting sets delivery expectations and allows for the scheduling and staffing of the remaining tasks and activities.

Two primary work streams are then aligned for the upgrade: the *Application Upgrade Work Stream*, which focuses on upgrading your Cognos Business Intelligence content and the *Establish Upgrade Environment Work Stream*, which centers on installing, configuring, tuning and testing your upgrade environment.

Application Upgrade Work Stream

With a confirmed scope and requirements in hand, this work stream reviews your existing Cognos Business Intelligence content, identifies risks and assesses complexity for a successful upgrade. Working with your team, IBM specialists select a suitable Cognos Business Intelligence application, model and content for subsequent validation and then refine and update your upgrade plan.

IBM specialists then upgrade according to your selected strategy (Content Store upgrade or Deployment upgrade). IBM Cognos Lifecycle Manager is used to validate the selected application, reports and IBM Cognos Framework Manager models. In addition, the content is compared between the two versions to address any concerns. IBM specialists document the validation outcomes as part of the *Upgrade Initiate Closure Document*.

Finally, IBM specialists conduct a Cognos Business Intelligence V10.1 or higher features overview session during which they review appropriate features and capabilities such as Cognos Workspace, Cognos Workspace Advanced and Cognos Active Reports in the context of your upgrade. The results provide valuable input for your *Education Recommendations Document*.

Establish Upgrade Environment Work Stream

Technical specialists install and configure the upgrade environment, including Cognos Lifecycle Manager. This process includes pre-installation conformance checks, a system status and readiness assessment, a series of configurations (including auditing, basic authentication, notifications and basic tuning) and post installation environment and function tests. You are provided with a comprehensive *Installation Document* so your staff benefits from the insights and information transfer that are provided by the proven practices employed for the environment.

Project completion

At the completion of the service, an installed and configured upgrade with selected Cognos Business Intelligence upgraded content becomes the starting point for exploring new features and capabilities. Deliverables include:

- An *Installation Document* that details the upgrade environment as configured by IBM
- The *Upgrade Initiate Closure Document*, which provides observations and findings from the upgrade and validation process together with recommendations and a go forward plan to serve as a reference to realize the potential of Cognos Business Intelligence V10.1 and higher
- An *Education Recommendations Document*, developed collaboratively by IBM education specialists, that serves as a reference of available education options and programs, including a tailored training recommendation specific to your education needs

Engage today

The IBM Cognos Business Intelligence V10.x Upgrade Initiate Service is best for existing IBM Cognos Business Intelligence V8.4.1 customers who are currently planning to initiate an upgrade to Cognos Business Intelligence V10.1 or higher. This service is available either as a Fixed-Fee service or as a Time-and-Material service. For the Fixed-Fee service, some limitations apply. Details are available from your IBM Business Analytics Lab Services sales representative or contact us c10upsv@us.ibm.com.

If you wish instead to first start using IBM Cognos Business Intelligence V10.1 or higher with a new implementation, rather than upgrade from an existing IBM Cognos Business Intelligence V8.4.1 environment, please use the *IBM Cognos Business Intelligence V10.x Quick Start Service* located on ibm.com.

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The Business Analytics Software Services organization provides education and expert services exclusively focused on the Business Analytics product portfolio. A 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. Business Analytics Software Services 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.

About IBM Business Analytics

IBM Business Analytics software delivers data-driven insights that help organizations work smarter and outperform their peers. This comprehensive portfolio includes solutions for business intelligence, predictive analytics and decision management, performance management, and risk management.

Business Analytics solutions enable companies to identify and visualize trends and patterns in areas, such as customer analytics, that can have a profound effect on business performance. They can compare scenarios, anticipate potential threats and opportunities, better plan, budget and forecast resources, balance risks against expected returns and work to meet regulatory requirements. By making analytics widely available, organizations can align tactical and strategic decision-making to achieve business goals. For further information please visit ibm.com/business-analytics

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