

# Consulting Services: Upgrade Assessment and Implementation

*Stay current with software versions for new features  
and improved functionality*



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## Highlights

- Successfully implement and maintain systems built with Watson Health software: Social Program Management solutions based on IBM Cúram and Care Management software
  - Reduce risk, cost and time with a proven four-phase process managed by experienced and certified consultants from IBM Watson Health professional services organization
  - Leverage proven best practices, tools and techniques accumulated over more than 20 years of implementations
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## Overview

Staying current on the latest versions of software ensures access to enhanced functionality and technical features. However, keeping enterprise software systems current with latest releases can be a challenge.

IBM Watson™ Health offers consulting services to help minimize the cost, time and risk associated with upgrading systems built on IBM Cúram software and IBM Care Management. Accredited consultants, with strong technical and industry expertise, follow a validated upgrade approach with proven tools and techniques.



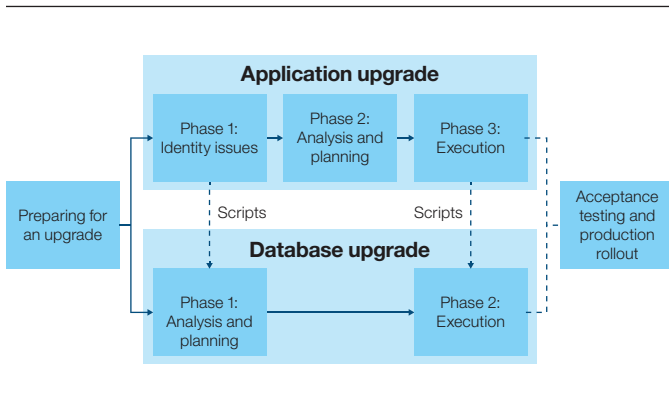


Figure 1: Upgrade process flow.

This consulting service is tiered to support the end-to-end upgrade process.

**Level 1**

This stage prepares for an upgrade with an initial assessment of your implementation. Professional services consultants produce a detailed technical assessment across configuration, customization, extensions and code. They also address coding compliance and provide recommendations on version upgrades, quality criteria and categorization of the customization relative to the upgrade.

Tasks include:

- Analyze customizations and configurations for factors that might impact upgrade.
- Identify custom artifacts and their likely treatment during upgrade.
- Review relevant technical documentation.
- Review supported prerequisites, such as browser support.

Deliverable:

- Technical assessment report

**Level 2**

Consultants build on Level 1 to prepare for upgrade with a focus on business drivers. A high-level evaluation identifies business processes that might have evolved over time. A gap analysis identifies potential challenges upgrading to the targeted version of software, and generates recommendations on how to benefit from new software functionality.

Tasks:

- Identify the evolved high-level business process and current pain points within the system.
- Review business process documentation.
- Make recommendations on how to maximize new functionality and achieve the associated business benefits designed in the target software version.

Deliverables include a business assessment report covering:

- High-level business process
- Current business challenges in context of the implementation
- Recommendations to maximize new functionality
- Demonstration of the relevant new product features and enhancements

**Level 3**

This level provides analysis and planning once the upgrade plan is agreed, so the technical work can begin. This phase can be performed in the upgrade lab or onsite in your facilities, depending on the project requirements. This service covers activities required to upgrade both the application and database elements of your system.

This involves a number of standard steps to finalize the baseline quality criteria to verify the upgrade, install the latest version of the application and merge existing customizations. Consultants use the upgrade assessment findings and employ standard tools and proven procedures to merge custom code with the target version. Code must compile and pass the standards for server and client builds. Custom code that does not compile will be flagged and included in an aggregated list of all compilation or build issues.

The database upgrade will establish, analyze and collate an initial list of data migration scripts relevant to the upgrade by performing schema change analysis and using output of the software upgrade pack.

Deliverables:

- A functioning application with custom code that successfully passes standard builds
- List of issues identified during the execution of this step
- Items for functional upgrade (as identified in prior levels of this service)
- Initial list of database migration scripts and schema differences
- An estimate of the effort needed to resolve the issues, implement functional upgrades (if applicable) and database migration requisites identified in this step along with a defined schedule

## Level 4

In the final step of the upgrade process, consultants will help resolve issues relating to any non-conforming code, undertake a functional upgrade (if applicable) and complete the database migration.

Deliverables:

- Application upgraded to the target version of software provided by IBM Watson Health for Social Program Management or Care Management applications with customizations merged and database migrated
- Unit testing and passing baseline quality criteria as established in previous step

## Additional support

Additional services can help you with the following tasks related to a software upgrade:

- Testing the upgraded application
- Upgrading infrastructure, including third-party components
- Performance testing and tuning
- Addressing impacts to interfaces, integration points, reports or other systems or components

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**NOTE: Consulting services may be delivered onsite or remotely depending upon the project task.**

Fees do not include travel and living expenses. IBM strongly recommends that customers read the guides under “Administering a Production System” in the IBM Knowledge Center [ibm.com/support/knowledgecenter](http://ibm.com/support/knowledgecenter).

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## Why IBM

IBM Watson Health is a leading provider of social program management software to serve health and human services organizations, based on IBM Cúram Software, which has been built by and for social programs professionals for over twenty years. It supports assessment, eligibility and enrollment, and outcome management. It ensures universal access for individuals and their families to the benefits and services to which they are entitled. The IBM Care Management software addresses the complex healthcare and social care needs of high-risk populations by enabling multi-disciplinary teams to provide coordinated, person-centered care. Case workers and care workers can be more effective.

IBM Watson Health is staffed with skilled, certified consultants having deep technical and industry expertise. They will help you implement your systems, realize the value of your investment and address your critical business needs.

## For more information

To learn more about IBM Watson Health please contact your IBM representative or visit [ibm.com/watson/health](http://ibm.com/watson/health)



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