

QlikView Expert Services Catalogue



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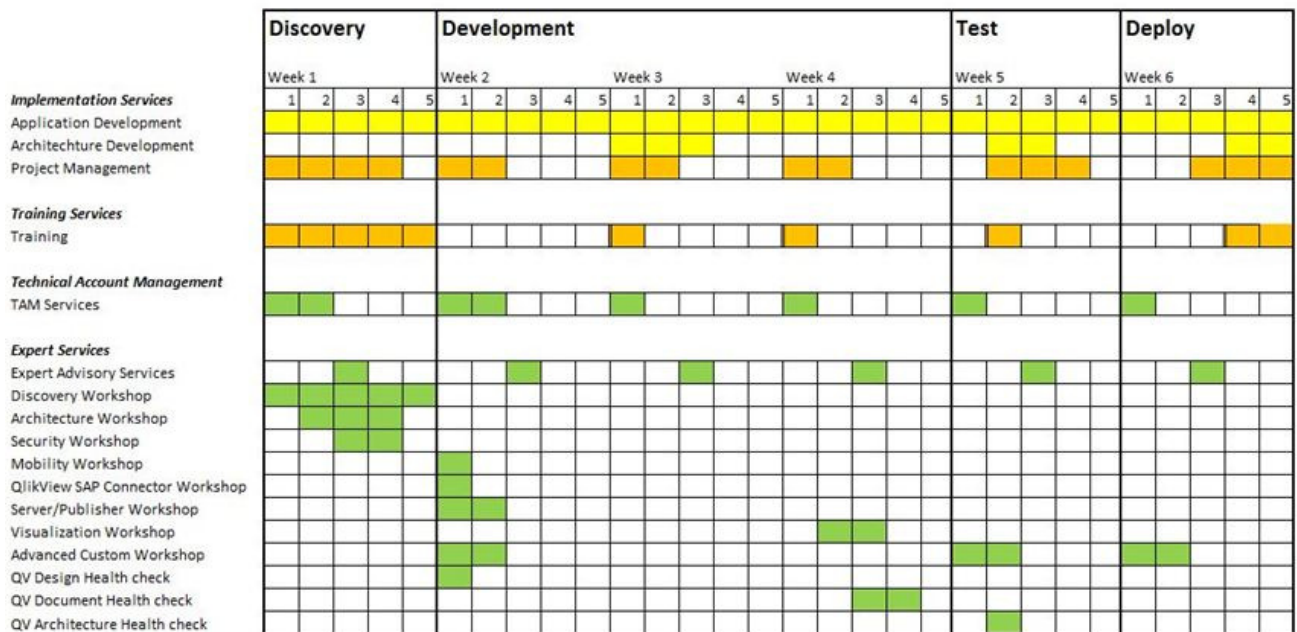
Expert Services Program

The QlikView Expert Services Program is designed to maximize customer success. It should be leveraged in short and highly focused engagements to augment the project team during specific phases of a QlikView project.

Members of the QlikView Expert Services team are highly trained and bring extensive hands-on QlikView implementation experience to the project. In order to maximize project success, QlikView Experts should be engaged pro-actively through QlikView Workshops in the earlier phases of a QlikView project. This reduces overall project risk by ensuring the project foundation is based upon proven QlikView best practices. Alternatively, it is also possible to engage QlikView Expert Services reactively in the latter stages of a project in the form of QlikView Health Checks.

This catalogue will provide you with an overview of existing QlikView Expert Services offerings and how they can be leveraged to maximize your QlikView project success.

Expert Services Engagement Model



** The illustration above provides a visual representation on how QlikView Expert Services augment a QlikView Project. The green areas indicate QlikView Expert Services involvement while the yellow and orange areas represent the core project work owned and delivered by the customer or a certified QlikView partner.

Technical Account Management Program

Delivers guidance to accelerate the return on your QlikView investment

Objective: The QlikView Technical Account Manager (TAM) Program provides trusted advisors who partner with customers to help ensure success with their QlikView solutions, accelerate their return on investments, and mitigate risk. The TAM Program is designed to address both strategic and operational considerations required for persistent success and proliferation of QlikView within your organization.

Strategic

Center of Excellence	Help establish the QlikView Center of Excellence to ensure implementation consistency, governance, scalability as well as reduction of deployment time of each QlikView project
Oversight	Provide program management for QlikView projects across the entire organization
Value	Serve as extended member of customer team to identify synergies between projects and to generate visibility on user adoption status and overall value return on investment

When: Ongoing

Where: Onsite & Remote

Duration: Ongoing

Operational

Knowledge	Advance the organization's knowledge of QlikView and its related architectural components
Validation	Facilitate architecture validation to help plan and guide QlikView projects
Quality	Acts as lead quality advisor by providing guidance on testing methods, procedures and metrics
Resource Coordination	Ensure appropriate resources are assigned to the project(s) at the right time
Training and Services	Identify and recommend appropriate services and training pathways to accelerate time to value and overcome complex technical scenarios
Issue Resolution	Coordinate complex issue management, escalation, and resolution



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Visualization Workshop

Objective: Review the QlikView application user interface against best practice guidelines in order to achieve an intuitive and effective end user experience

Scope: The following areas will be reviewed:

- Analysis requirements review (Dashboard, Analysis, Report)
- Navigation and logical business flow of the application
- General Design
- Layout and Object Type Selection
- Customization requirements
- Strategies for reusable design templates
- Review visualization best practices for various QlikView web clients
- Strategies for optimal visualization of data types

Deliverables: A report containing work shop findings and actionable recommendations

Participants: Business Analyst, QlikView User Interface Developer

Pre-Requisites Access to the QlikView Development environment

When: Development Phase

Where: Onsite

Duration: 2 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Server / Publisher Configuration Workshop

Objective: Provide an understanding of the installation, support, maintenance and monitoring of QlikView Server and Publisher

Scope: **Installing and Configuring QlikView Server / Publisher**

- QlikView Server / Publisher deployment options
- QlikView Server / Publisher installation & configuration
- AccessPoint setup and configuration

QlikView Server / Publisher Document Management

- Securing QlikView Server / Publisher (please see the Security Workshop for a more in-depth exploration of QlikView security)
- Source document and User document folders
- Publishing strategies and best practices

QlikView Server / Publisher Administration

- QlikView Enterprise Management Console
- Reload scheduling strategies and best practices
- Performance monitoring best practices
- Maintenance strategies and best practices
- Backup and disaster recovery strategies and best practices
- Future upgrade strategies

Optional Component (1 day):

- QlikView Server / Publisher Clustering Options
- Review QVS/QVP/QDS clustering options
- Define environmental recommendations and configuration best practices

Deliverables: Installation of QlikView Server / Publisher environment
Documentation on final configuration of environment

Participants: QlikView System Admin(s), IT Administrators

When: Discovery Phase

Where: Onsite

Duration: 2-3 Days

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Security Workshop

Objective: This workshop aligns customer security requirements with QlikView security best practices. The goal is to establish a reusable security foundation for long term QlikView success.

Scope: Complete a detailed review of customer security needs

Authentication

- Location of user credentials (Active directory, LDAP, Other)
- Method of authentication (Windows Login, SSO, 3rd party authentication)
- Requirement for ticketing, SSO and HTTP header content

Authorization

- NTFS
- DMS, custom DSP
- Section Access

Data security

- Corporate or legal requirements affecting data access, storage and transmission
- QlikView source documents and user documents file security
- Requirements for audit of data access

Deliverables: A report containing workshop findings and actionable recommendations that align with corporate security governance policies.

Participants: Business Analyst, Security and Architecture Teams

When: Development Phase

Where: Onsite

Duration: 3 Days

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QlikView Connector for use with SAP NetWeaver® Workshop

Objective: Establish a SAP data extraction platform using the “QlikView Connector for use with SAP NetWeaver®” to enable QlikView application development using SAP source data

Scope:

- Detailed review of the “QlikView Connector for use with SAP NetWeaver®” components
- Installation and configuration of applicable “QlikView Connector for use with SAP NetWeaver®” components
- Review, test, and tune data extraction process from SAP to QlikView
- Define and create QlikView Best Practices data staging layer
- Enable scheduled refresh process of QlikView data staging layer

Deliverables:

- Installed & Configured QlikView Connector for SAP NetWeaver®
- QlikView ETL process leveraging the QlikView data staging methodology

Participants:

QlikView Admin, QlikView Developers, Business Analyst, SAP Admin

When: Discovery Phase

Where: Onsite

Duration: 1-2 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Mobility Workshop

Objective: Understand QlikView application development best practices for mobile deployment incorporating a “build once and deploy everywhere” approach

Scope: Review mobile deployment application and architecture needs

- Mobile Devices differences
- Tablets
- Security
- Native Clients vs. Browser solutions
- User Interface design techniques
- Server Configuration
- Connectivity

Deliverables: A report containing workshop findings and actionable recommendations.

Participants: Business Analyst, Application Developer, IT Architecture & Security Teams, Internal Mobile Device Support, External Support Access (i.e. RIM, APPLE, etc) (Recommended)

When: Discovery Phase

Where: Onsite

Duration: 1 Day

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Discovery Workshop

Objective: Review business and technical requirements to confirm feasibility and to define project scope, resource needs, and project risks

Scope:

Business requirements

- Business Questions and Analysis Assessment
- Data Analysis
- Data Extract and Scripting
- In Memory Data Model Assessment
- Application UI Requirements Review

Technical requirements

- Security Assessment
- Architecture Review
- Web Integration
- Usage Profile and Access methods
- Scalability, Performance and Availability requirements
- Testing and data audits

Risk Assessment

- Current environment and business drivers identification
- Identify any risks that could affect QV project deliverables and timeline

Deliverables: A report containing workshop findings and actionable recommendations.

Participants: Business Analyst, IT Architecture & Security Teams

When: Discovery Phase

Where: Onsite

Duration: 4-5 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Architecture Workshop

Objective: This workshop aligns customer requirements with QlikView architecture best practices. The goal is to establish a solid foundation for long term QlikView success.

Scope: **Hardware, Network Infrastructure and Server Deployment**

- Number and location of servers, review existing server hardware
- Production / Test / Development server configurations
- Function of each server if multiple servers are used (QVS and publisher)
- Review network considerations, DMZ and domain
- Review external user access requirements

Security Overview

- Data security
- Authentication and Authorization

Performance, Availability, Disaster recovery

- Load balancing and Clustering
- Backup and Failover strategies
- Considerations regarding WAN access strategies (bandwidth, data volume, server locations)

QV Production, QA and Development Environments

QlikView folder structure and data management

- QVDs and QVWs storage
- SAN or shared disk usage

Integration and Access Methods

Deliverables: A report containing workshop findings and actionable recommendations

Participants: Business Analyst, IT Architecture & Security Teams

When: Discovery Phase

Where: Onsite

Duration: 3 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Web Parts Workshop

Objective: This workshop aligns customer web portal integration requirements with QlikView WebParts best practices. The goal is to establish a reusable web portal QlikView development foundation for long term QlikView success.

Scope: The QlikView Web Parts workshop is designed to enable the customer to successfully develop and integrate QlikView Web Parts through a Sharepoint web portal platform. The session will cover various deployment options as well as specific configuration requirements. Areas of focus include:

- Review high level WebPart integration objective
- Review various SharePoint / QlikView integration options
- Review End User Authentication options
- Review environmental network and security variables
- SharePoint configuration requirements
- Install and configure QlikView Server according to deployment requirements
- Install, configure and test QlikView WebParts
- Review and install (optional) Kerberos security configuration

When: Discovery Phase

Where: Onsite

Duration: 2-3 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Deliverables:

- Installed QlikView WebParts for SharePoint environment.
- Documentation on QlikView Server, Web Parts, and Kerberos configuration

Participants: SharePoint System Administrators, SharePoint Page Designer (QlikView Developer), Business User (for requirement and objective clarification)

Pre-Requisites QlikView Server with WebParts license. SharePoint test environment with one of the following SharePoint Versions: Windows SharePoint Services 3.0, MOSS2007, SharePoint Foundation 2010, SharePoint Standard 2010, SharePoint Enterprise 2010

Application Health Check

Objective: This health check aligns customer development with QlikView's documented best practices. The goal is to identify areas that may impact usability, performance, scalability, and maintainability of the QlikView application.

Scope: QlikView Application Health Checks involve the review of one or more QVW files to include observations and recommendations for revision, development and/ or refinement. Areas of focus include:

- Load Script
- User Interface
- Data Model
- Application Security
- reload strategy & performance
- usability & intuitiveness
- UI performance

Deliverables: A report containing health check findings and actionable recommendations

Participants: QlikView Developers

Pre-Requisites Access to the QlikView Development environment

When: Test Phase

Where: Onsite

Duration: 2-3 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success

Discovery Health Check

Objective: Validate the QlikView discovery and design documentation to ensure QlikView development can commence while minimizing the risk of future re-work due to incomplete or incorrectly interpreted requirement definitions

Scope: Provide a comprehensive review of the discovery and design documentation to understand the current state of both functional and non-functional requirements specific to the QlikView project. QlikView design best practices are applied to identify and mitigate risks which may impact complexity, maintainability, performance, and scalability of the QlikView application.

The following areas will be reviewed:

- Technical Requirements
- Business Requirements
- Risk Assessment
- Project Plan Review

Deliverables: Documentation of recommendations on changes or improvements about the discovery analysis and about the QV project plan

Participants: QlikTech Expert Advisor, Business Analyst or Project Manager, Project Sponsor

Pre-Requisites Access to the following:

- Discovery phase deliverables on the day of the health check
- Business analyst or the project manager responsible for conducting the discovery phase to answer questions and to benefit from any observations and best practice recommendations
- Any functional or non-functional requirement documents and client's security and architecture team availability if needed

When: Pre-Development

Where: Onsite/Remote

Duration: 1-2 Days

QlikView Expert Services can be leveraged in short term engagements to provide highly specific expertise around key project milestones to ensure long term implementation success