

# CA Roadmap

CA Business Service Insight

April 2017

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# CA Business Service Insight (BSI)

## Product Overview

Business Problems Addressed	Key Capabilities	Personas
<ul style="list-style-type: none"><li>▪ Visibility into the impact of operational performance on contractual obligations</li><li>▪ Ensure vendors are performing to their agree upon levels</li><li>▪ Aligns investments with mission critical objectives</li><li>▪ Proves value to internal service offering “customers”</li></ul>	<ul style="list-style-type: none"><li>▪ Service Performance Library</li><li>▪ Resource Configuration Library</li><li>▪ SLA Templates</li><li>▪ Contractual SLA Support</li><li>▪ Version Control for Services and Contracts</li><li>▪ Financial, SLO, and Ordinal Metrics</li><li>▪ Penalty and credit tracking</li><li>▪ Correctable SLA Alerting</li><li>▪ Dashboards and ad-hoc reporting</li></ul>	<ul style="list-style-type: none"><li>▪ IT Management – Ops</li><li>▪ Director of Service Level Management</li><li>▪ CIO/VP of Information Technology</li><li>▪ Director of Vendor Management</li></ul>

# CA Business Service Insight (BSI)

## Strategic Themes

**Modern Environment**

**Security Compliance**

**Customer Driven  
Enhancements**

### VALUE DRIVERS

#### **Obligations Management**

SLA Metrics focused on contractual obligations

#### **Deep Correlation**

Independent of event types

#### **Expansive Context**

Through Timeslots, Calendars and Exceptions

#### **Simplified access to Trends**

Fast, Simple reporting and dashboards for SLAs

#### **Powerful Calculations**

Goes beyond simple aggregation

#### **Deep Data Integration**

Through high-performance adaptors

# CA Business Service Insight (BSI)

Timeline as of February 16, 2017

## Delivered

### CA Business Service Insight 8.3.5

Internet Explorer (IE) 11 Support - Compatibility Mode
Color Coding – BSI Free-Form Report
Installing BSI Services with Restricted Privileges
Single Sign On Enhancements – Active Directory Authentication

## Planned

### CA Business Service Insight 8.3.x

Oracle 12c Support
Java/JRE Updates
Windows 10 Support
Additional Browser Support
Vulnerability Hardening
Default Message for DOCX Report

## Under Consideration

### CA Business Service Insight

Reporting Improvements
Additional Browser Support
Additional Operating System Support
Timeslot Management Improvements
IPV6 Support



Modern Environment



Customer Driven Enhancements



Security Compliance

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# CA Business Service Insight (BSI)

## Technology and Product Architecture Goals

### Technology Goals

- Keep existing platform and components current
- Eliminate potential vulnerabilities
- Provide incremental performance improvements where feasible
- New features/capabilities

### Product Architecture Goals

- Supportability
- Stability
- Open APIs

# Influencing Our Roadmap

## CA Communities Ideation

- Submit your ideas on [communities.ca.com](https://communities.ca.com)
- Vote & comment on ideas that are important to you
- CA Product Management reviews ideas and updates status as they move through the lifecycle
- “Currently Planned” idea status indicates inclusion in Agile Backlog or Product Roadmap

## Customer Validation

- Register to participate in:
  - Live Demos/End-of-Sprint Reviews
  - Private - Members Only - Online Community
  - Pre-Release Onsite Testing and Support (Beta)
  - Upgrade Support from SWAT Team
- How to register: [validate.ca.com](https://validate.ca.com)



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