

CA Roadmap

CA Business Service Insight

April 2017

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CA Business Service Insight (BSI)

Product Overview

Business Problems Addressed

- Visibility into the impact of operational performance on contractual obligations
- Ensure vendors are performing to their agree upon levels
- Aligns investments with mission critical objectives
- Proves value to internal service offering “customers”

Key Capabilities

- Service Performance Library
- Resource Configuration Library
- SLA Templates
- Contractual SLA Support
- Version Control for Services and Contracts
- Financial, SLO, and Ordinal Metrics
- Penalty and credit tracking
- Correctable SLA Alerting
- Dashboards and ad-hoc reporting

Personas

- IT Management – Ops
- Director of Service Level Management
- CIO/VP of Information Technology
- Director of Vendor Management

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
- 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



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