

END OF SERVICE ANNOUNCEMENT

Date: 12 January 2021
To: Customers of CA Virtual Assurance for Infrastructure Managers
From: Enterprise Software Division, AIOps Product Team
Subject: End of Service Announcement for CA Virtual Assurance for Infrastructure Managers
Versions 12.6, 12.7 and 12.7.1

CA Technologies (“CA”), a Broadcom Company, is continually working to improve our software to best meet the needs of our customers. On behalf of the AIOps Product Team, we appreciate your business and the opportunity to provide you with high-quality, innovative software and services.

In accordance with the End of Service / End of Life Policy within the [Broadcom Maintenance Policy Handbook](#), please consider the attached as your written notification that we will be discontinuing technical support for CA Virtual Assurance for Infrastructure Managers (CA VAIM) versions 12.6, 12.7 and 12.7.1 effective **12 January 2022**.

This will allow our Development organization to more effectively focus its resources and add value to the next release of DX Infrastructure Manager. In conjunction with the stabilization of CA VAIM version 12.9 effective **1 January 2021**, at this time we recommend you explore DX Infrastructure Manager, which is our recommended transition path for CA VAIM users. DX Infrastructure Manager is a modern, comprehensive software offering that exceeds the functionality of CA VAIM. For more information on the scope and capabilities for DX Infrastructure Manager, please look at this [Specific Program Documentation](#).

To make your adoption of DX Infrastructure Manager as easy as possible, we are offering:

- [Broadcom Support](#) provides **upgrade support services** to help ensure your success. **Upgrade support services** provides 24x7 access to Broadcom Support and direct access during business hours to a designated support resource who will provide support on the End of Service version from upgrade start to finish, and for 30 days after your upgrade is complete. Please contact your Broadcom account representative to receive a quote for such services.
- [CA Extended Support](#), a Broadcom Support offering, that extends support for CA Technologies software product versions or releases that have reached End of Service. CA Extended Support may be available for a limited time after the End of Service date. Please note however, that in most cases **Upgrade support services** will provide a more cost effective and valued approach than CA Extended Support alone.
- For more information around upgrade assistance from qualified local partners and a list of partners in your area, please contact your local [channel partner](#).

Thank you again for your business.

The AIOps Product Team