

CA User Group

Guide for the members

Abdel Laabi,
Principal Community Programs for Europe
CA Technologies

November, 2015



Content

- Introduction
- Best Practices - Get involved with the CA User Group
- Steps for key actions
 - How to join the User Group
 - How to Start a conversation, ask question (online Forum)
 - How to create content (Document, Conversation ...)
 - How to connect with People & Update your profile
- Ideation : provide input to CA Product Management
 - Submit your idea to enhance the product / Vote for an idea
- Useful Links

Introduction

Welcome to the Guide for the CA User Group members.

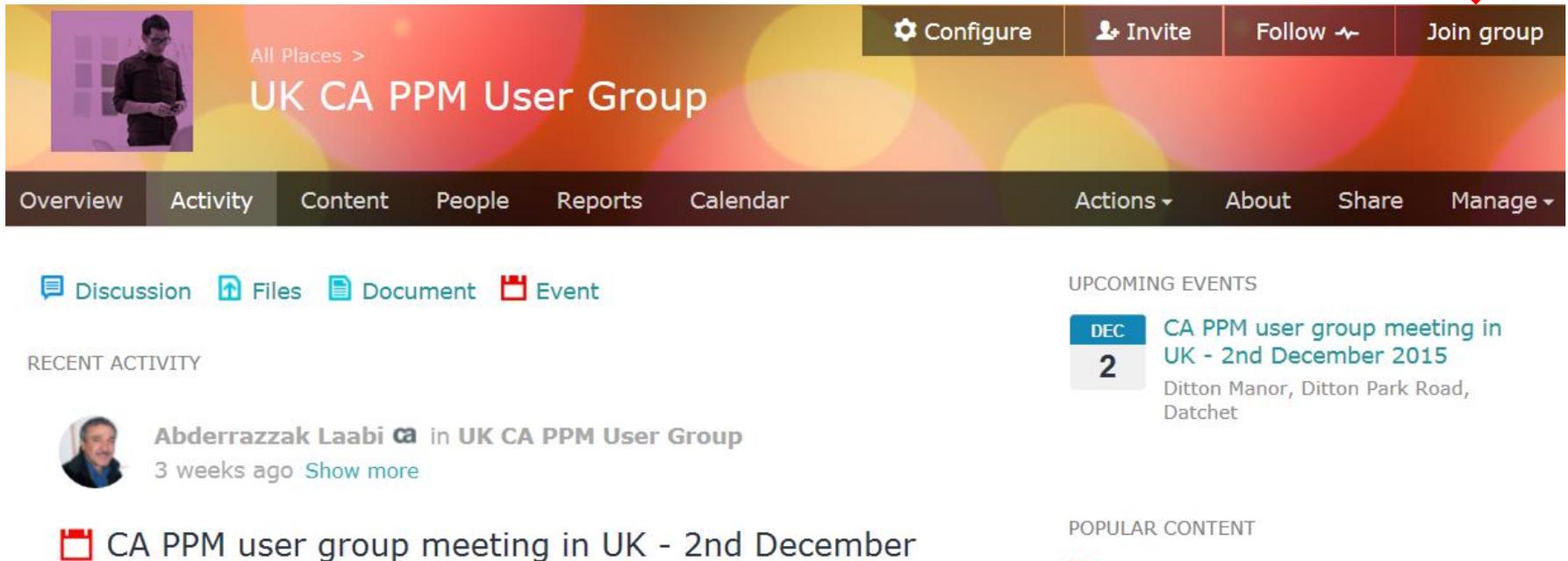
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the User Group ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/uk-ca-ppm-user-group>
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on '**Join group**' box on the top right of the page



The screenshot shows the user interface for the 'UK CA PPM User Group'. At the top, there is a navigation bar with buttons for 'Configure', 'Invite', 'Follow', and 'Join group'. A red arrow points to the 'Join group' button. Below the navigation bar, there is a header section with a profile picture of a man, the text 'All Places > UK CA PPM User Group', and a secondary navigation bar with tabs for 'Overview', 'Activity', 'Content', 'People', 'Reports', 'Calendar', 'Actions', 'About', 'Share', and 'Manage'. Below the header, there are sections for 'Discussion', 'Files', 'Document', and 'Event'. The 'RECENT ACTIVITY' section shows a post by 'Abderrazzak Laabi' in the 'UK CA PPM User Group' from 3 weeks ago. The 'UPCOMING EVENTS' section shows a meeting on 'DEC 2' titled 'CA PPM user group meeting in UK - 2nd December 2015' at 'Ditton Manor, Ditton Park Road, Datchet'. The 'POPULAR CONTENT' section is partially visible.

2) Share your experience & knowledge

- **in-Person meetings** : User presentation, Roundtable discussions, ...



- **Online** : Click on '**Action**' to share a document or start a conversation ('**Discussion**') ..

The screenshot shows the website for the UK CA PPM User Group. The header features a navigation menu with the following items: Overview, Activity, Content, People, Reports, Calendar, **Actions** (circled in red), About, and Share. Below the navigation menu, there are icons for Discussion, Files, Document, and Event. The main content area displays 'RECENT ACTIVITY' with a post by Abderrazzak Laabi in the UK CA PPM User Group, dated 3 weeks ago. A dropdown menu is open under the 'Actions' button, showing options to CREATE a Discussion, Document, Files, or Event. Red arrows point to the 'Discussion' and 'Files' options in the dropdown menu.

3) Be active contributor

Get involved in the user group activities (as User Group member, or Board member)

- Make suggestions, ideas, Topics for the next UG meeting, ...
- Contribute to enhance the CA solution (Ideation ...)



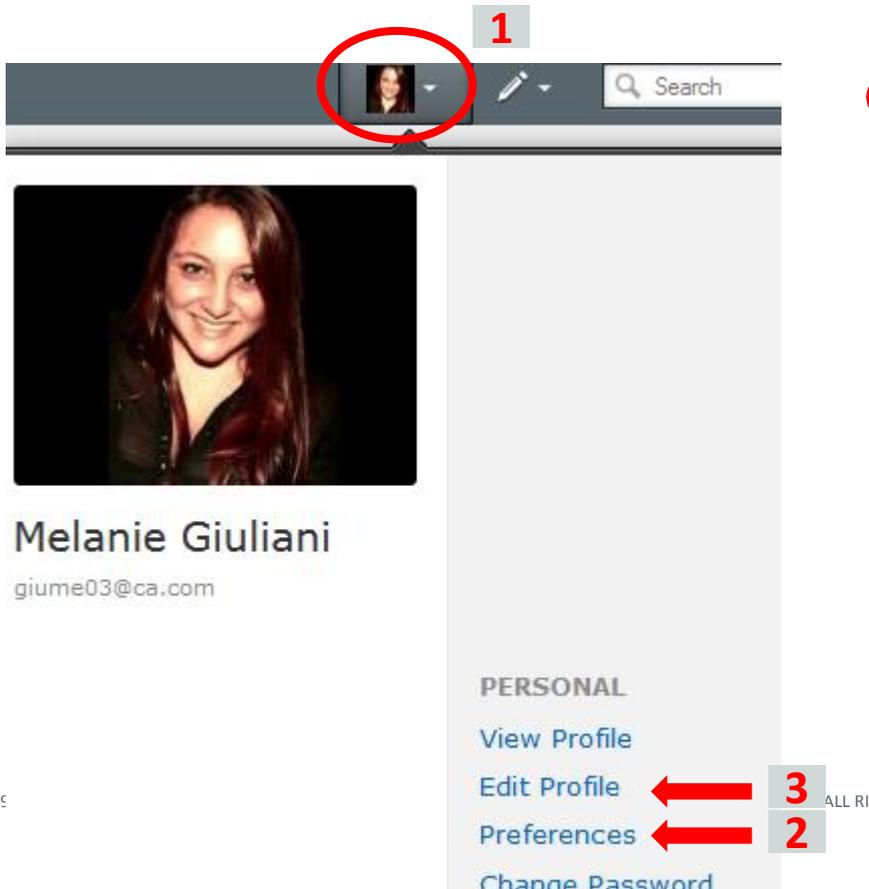
Connecting with people

- 1) Click on **People** tab and use the sorting options to filter and find relevant people
- 2) Click on **Follow** tab on the bottom right and choose whether to follow that user via your inbox or connections stream.
- 3) Click on **Message** tab on the bottom right to send private message

The image shows a LinkedIn profile for Melanie Giuliani. The profile header includes navigation tabs: Home, News, Communities, Browse, Help, and Apps. The profile information on the left lists: TITLE: Community Programs Analyst, COMPANY: CA Technologies, EMAIL: giume03@ca.com, and LAST LOGGED IN: November 19, 2015. The profile picture is a woman with long brown hair. Below the profile picture is a trophy icon and the text 'VIEW POINTS DETAILS'. The background image shows two people skydiving. At the bottom of the profile, there are two buttons: 'Message' and 'Follow'. Both buttons are circled in red. Below the 'Message' button is a red box with the number '3', and below the 'Follow' button is a red box with the number '2'. The bottom navigation bar includes: Overview, Activity, Content, More, and Actions.

Update your profile

- 1) Click on the drop menu on the top of the page
- 2) Click on **Preferences** and update your time zone, language, ...
- 3) Click on **Edit Profile** to load your photo, update your Biography, ...



1

Avatar & Photos

Melanie Giuliani

giume03@ca.com

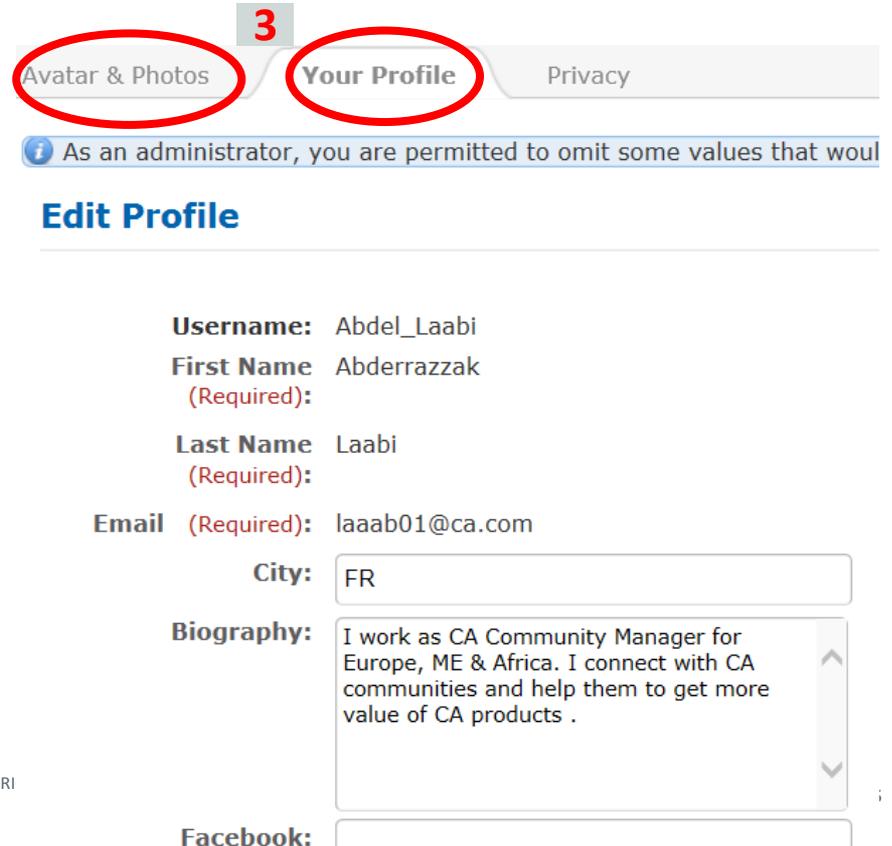
PERSONAL

View Profile

Edit Profile ← 3

Preferences ← 2

Change Password



3

Avatar & Photos

Your Profile

Privacy

i As an administrator, you are permitted to omit some values that would otherwise be required.

Edit Profile

Username: Abdel_Laabi

First Name Abderrazzak
(Required):

Last Name Laabi
(Required):

Email (Required): laaab01@ca.com

City: FR

Biography: I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

Facebook:

Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas
for product
enhancements



Voting on and discussing
ideas from other
community members



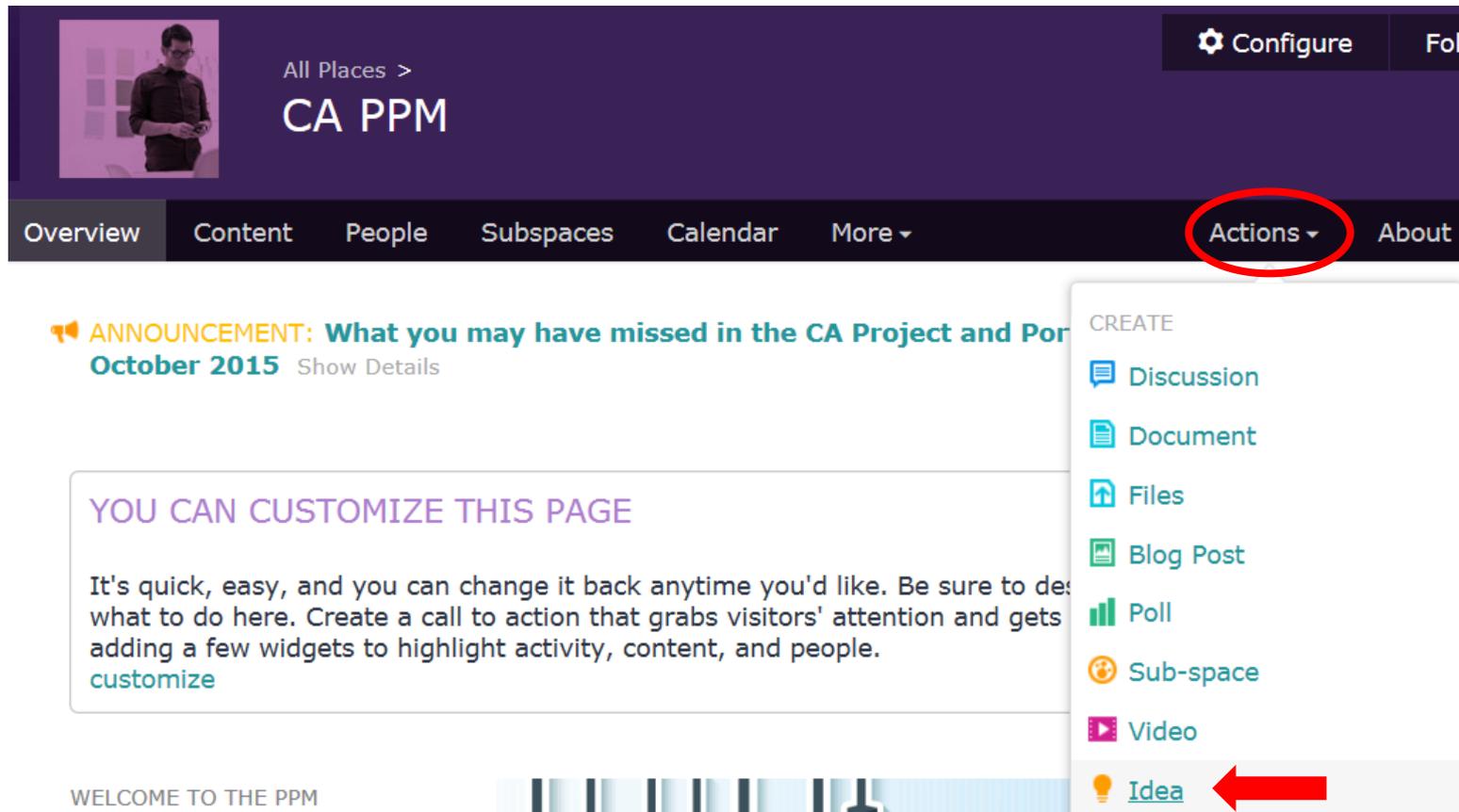
Opting into product validation
programs to test incremental process
and provide feedback that will
influence the next software iteration



5 of the 9 marquee features for the CA Clarity 13.3 release came directly from its Global User Community, which receives **~100 ideas per month**

Ideation : Submit ideas for product enhancements

- 1) Global Community : <https://communities.ca.com/community/ca-clarity>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Idea**



The screenshot shows the CA PPM community interface. At the top, there is a navigation bar with a profile picture, the text "All Places > CA PPM", and a "Configure" button. Below this is a secondary navigation bar with tabs for "Overview", "Content", "People", "Subspaces", "Calendar", "More", "Actions", and "About". The "Actions" tab is circled in red. A dropdown menu is open from the "Actions" tab, listing various content creation options: "CREATE", "Discussion", "Document", "Files", "Blog Post", "Poll", "Sub-space", "Video", and "Idea". A red arrow points to the "Idea" option. Below the navigation bar, there is an announcement titled "ANNOUNCEMENT: What you may have missed in the CA Project and Por October 2015" with a "Show Details" link. Below the announcement is a section titled "YOU CAN CUSTOMIZE THIS PAGE" with a "customize" link. At the bottom left, there is a "WELCOME TO THE PPM" message. At the bottom right, there is the CA technologies logo.

Ideation : Vote for ideas from community members

- 1) Click on **Content** tab,
- 2) Click on **Ideas** (💡) to list all the ideas

The screenshot shows the CA PPM community interface. At the top, there is a navigation bar with tabs for Overview, Content, People, Subspaces, Calendar, and More. The Content tab is highlighted with a red circle and a '1' in a grey box. Below the navigation bar, there is an announcement: "ANNOUNCEMENT: What you may have missed in the CA Project and Portfolio Management Community! October 2015". Below the announcement, there are categories: CA Agile Planning, CA Executive Playbook, and CA PPM. On the right side, there is a filter bar with "All Content (13227)", a search box, and a "Filter by tag" dropdown. The Ideas section is highlighted with a red circle and a '2' in a grey box. Below the filter bar, there is a table of ideas.

Title	Author	Latest activity	Views	👍	🔖	💬
💡 Make TIMESHEET a studio object 351 UNDER REVIEW	DAVID MORTON	November 4, 2015 2:22 PM	1653	-	8	55
💡 Archiving of old data 220 UNDER REVIEW	Burman	November 13, 2015 3:56 PM	521	-	5	22

Ideation : Vote for ideas from community members

3) Click on an idea in order to open it, then **vote** through the button on the top left



All Places > CA PPM > Ideas

 **Make TIMESHEET a studio object**

Created on May 3, 2011 6:43 PM by [DAVID MORTON](#) - Last Modified: Jun 14, 2014 6:55 AM

305   Voted on 311 times. You have not voted. **3** UNDER REVIEW

To make the TIMESHEET a studio configurable OBJECT.

(This has been long-requested by the user community in various forums, the detail should be obvious)

Categories: CA PPM

Tags (edit): [projectandprogram_management](#), [resource_management](#), [projectprogram_management](#)

46 Comments

[Add a comment](#)

 [Lisa Kollin](#) Jan 17, 2013 7:36 PM

With our recent v13.1 upgrade and widespread training sessions, some great ideas on enhancements to timesheets have come up:
* Ability to shade alternating rows in the timesheet
<u>or</u> have the tool highlight vertically & horizontally where the mouse

 Follow

 Share

 Bookmark **6**

ACTIONS

-  [Edit idea](#)
-  [Move idea](#)
-  [Delete idea](#)
-  [Report abuse](#)
-  [View as PDF](#)



VOTE HISTORY

-  [Chris Hackett](#)
-  [Suzanna Schaffart](#)



Ideation : Benefits

- Enables transparency and turns enhancement requests into conversations
- Places context around the priority and value of an idea
- Maximizes the input of our customers into our development process
- Provides a timely decision for customers' ideas
- Keeps customers informed of decision and status changes
- Builds trust with our customers that we are building products based on open, transparent and collaborative process

Useful Links

[CA Communities User Guide](#)

Ideation (Video) : <https://communities.ca.com/videos/1447>

[The Water Cooler](#)

The go-to spot to ask questions, submit ideas, or find tips, tricks and training pertaining to the CA Communities

[CA Communities](#) : All Regional User Groups & Global communities

Thank you





Abdel Laabi

CA Community Manager - EMEA

abderrazzak.laabi@ca.com

 [@cainc](https://twitter.com/cainc)

 slideshare.net/CAinc

 linkedin.com/company/ca-technologies

ca.com