CA Service Management

Vision & Strategy: The CA Roadmap to Unified IT Service Management for on-premise and hosted

September 4, 2015

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Agenda

1	**SERVICE MANAGEMENT CONTEXT AND STRATEGY**
2	**INTRODUCING CA SERVICE MANAGEMENT 14.1**
3	**ROADMAP AND TIMELINES**
4	**FOCUS ON THE FUTURE**
5	**SUMMARY AND QUESTIONS**

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Business, rewritten by software™

From planning to development to management to security, at CA we create software that fuels transformation for companies in the application economy.

IT at the Center of the Enterprise and the App Economy

New Skills

New Customers

New Roles

New Approaches

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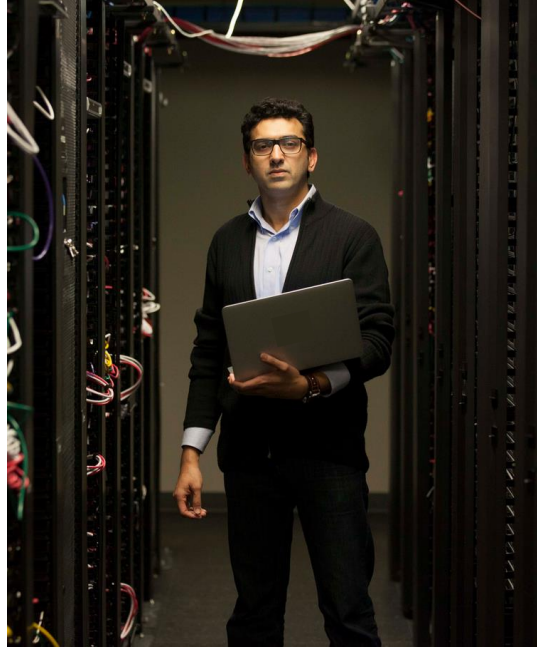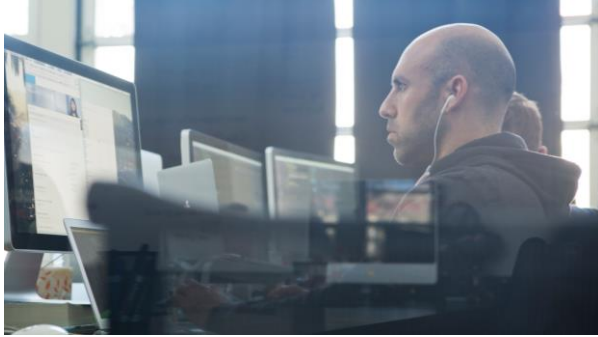
People, Process, and Technology

Building on a solid foundation

If I have seen further, it is by standing
on ye shoulders of Giants - *Sir Isaac Newton - 1676*

71%
LEADERS

36%
OTHERS

Leaders empower employees to
self-manage their interactions at work [1]

1. **Accenture: Higher Performers in IT: Defined by Digital , 2013** *www.accenture.com/highperformanceit*

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CA is rewriting the rules of Service Management

Fast ✓

Flexible ✓

Powerful ✓

Personal ✓

The CA Service Management Solution

CA Service Management

User Satisfaction
Business Risk

Mobility	Global User Community
Collaboration, Knowledge	Best Practice Content
Unified Self-service	Upgrade Programs
Incident & Problem	Acceleration Services
Catalog/Request	Integrations
Change Controls	Automation
Performance, SLA	Consumption, Chargeback
Asset Management	Analytics & Dashboards

Process Efficiency
Costs

Business Consumers | Decision-makers | Power Users

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Introducing CA Service Management 14.1

Lower Total Cost of Ownership
Simplified solution-aware install, upgrade, administration and maintenance

Quick Value Content
Out of the box service offerings, forms, workflows providing ready-to-use capabilities – My Resources, Password Reset, Software Asset Fulfillment and Service Ideation

Unified Interface - Mobile
Usability and UI enhancements. iOS 7 theme, multi-tenancy support, custom scoreboard queries on mobile

Unified Interface – Self-Service
Usability and UI enhancements. Catalog widget enhancements – request tracker, improved browse, search, notes and attachments

Business Value Analytics
Out of the box reports and dashboards providing in-depth view in service demand, asset portfolio, team productivity and business value of IT Services

Core Product Enhancements
Prioritized Enhancements – SDM CESs, top voted Catalog and ITAM enhancements

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Reducing Total Cost of Ownership

COMMON

Users

Roles

Tenants

Configurations

ADMINISTRATION

COMMON "SMART INSTALL"

Discover

Validate

Deploy

Configure

Summarize

Install/ Upgrade
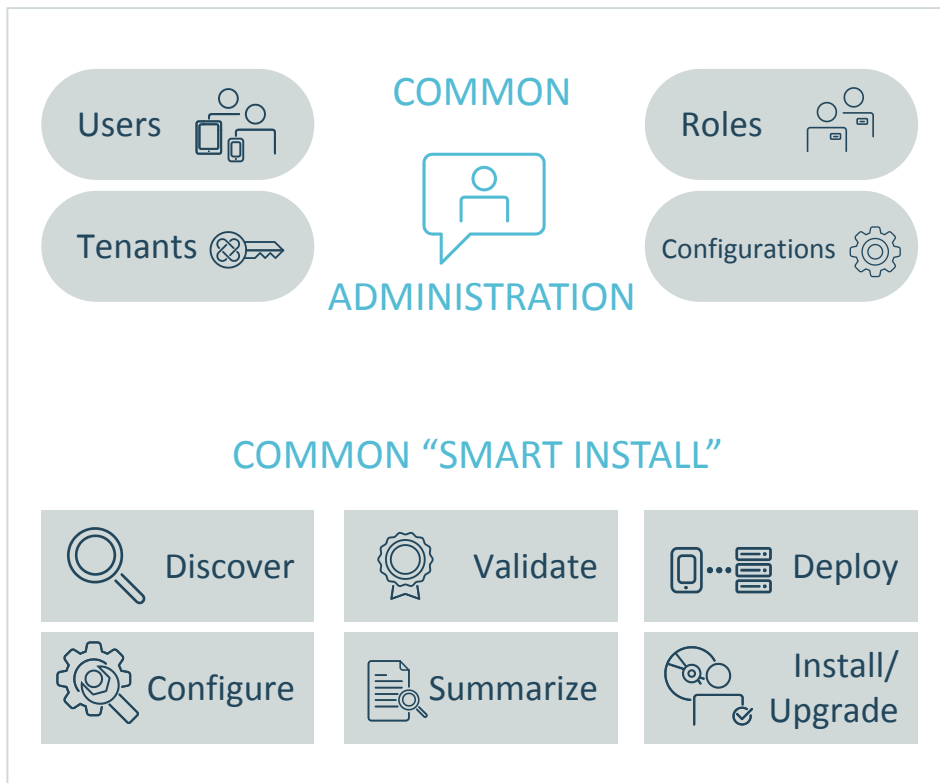
BUSINESS VALUE

- Increased user satisfaction

- Easier administration

- Easier maintenance and upgrade

- Increased productivity and consistency

- Reduced cost of ownership

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Quick Value Content

Ready-to-use capabilities

My Resources

Password Reset

SW Asset Fulfillment

Service Ideation

Mobility

End-Users & Analysts

Request Services and ask Questions

Automate Tasks and Approvals

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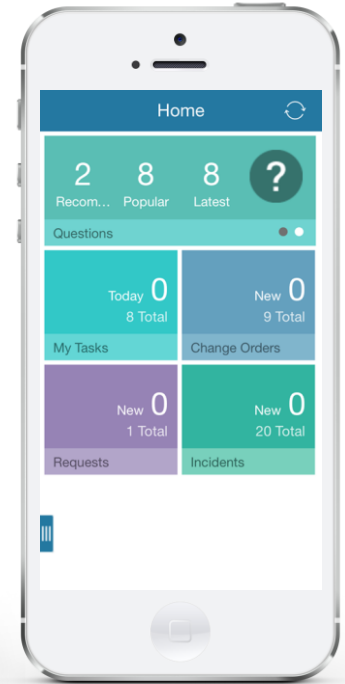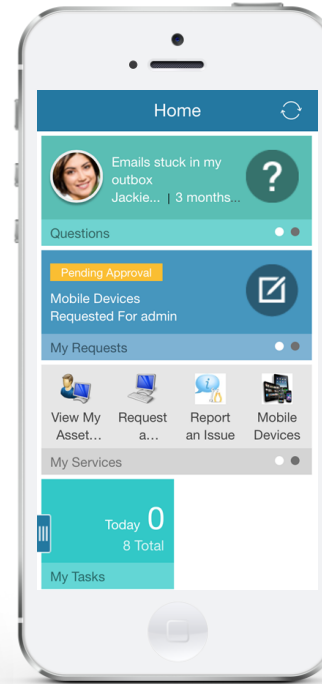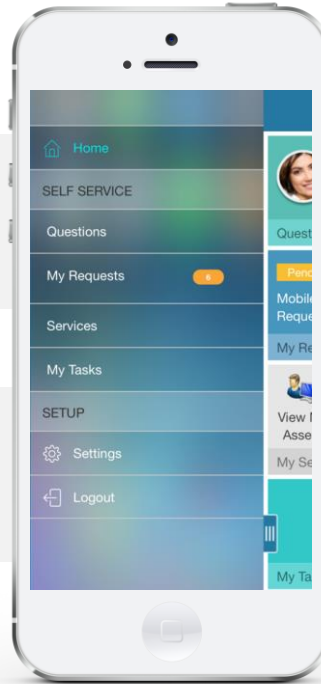
Unified Self-Service

Anywhere, anytime access to the services you create
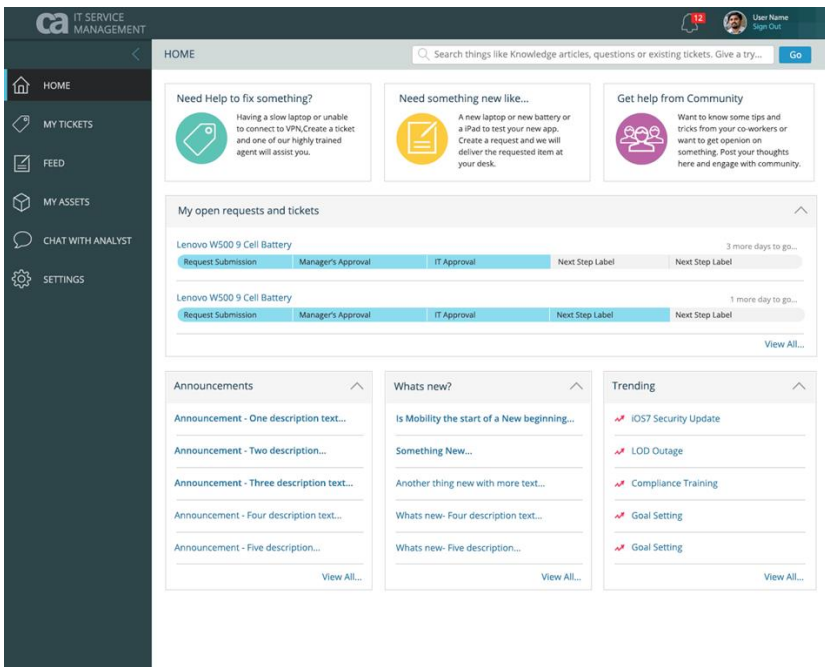
Ease of Use

Business Self-Service

- Adoption
- Satisfaction
- Productivity

Present services in business terms

One-stop shop: answers, requests, assets, collaborate
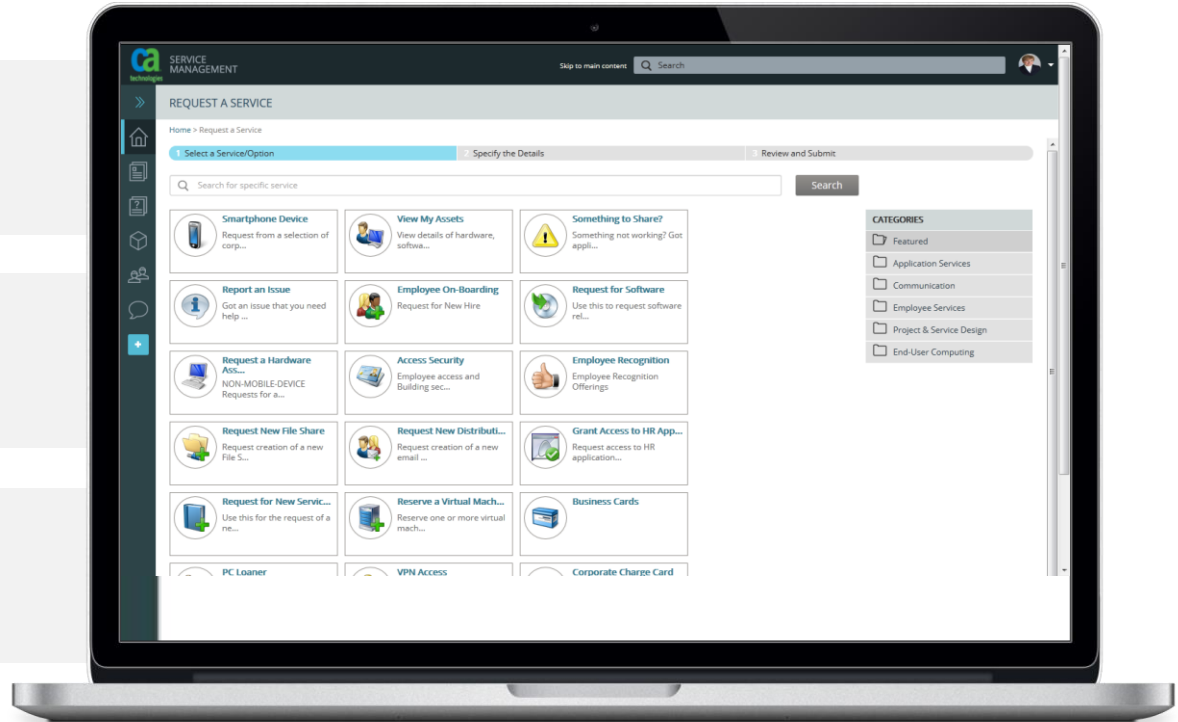
Business Value Analytics
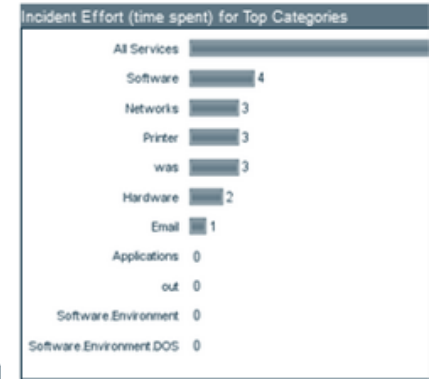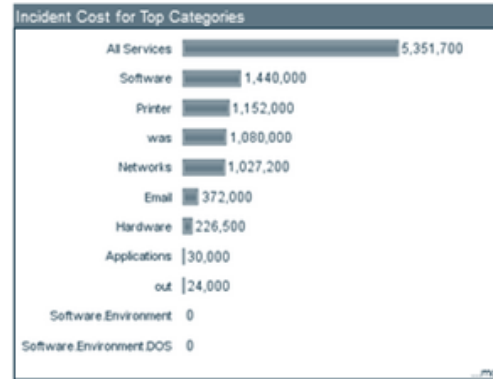
Business Value Analytics – cost focused

Out-of-the-box reports and dashboards

In-depth view of service demand

Incident Cost for Top Categories

All Services	5,351,700
Software	1,440,000
Printer	1,152,000
was	1,080,000
Networks	1,027,200
Email	372,000
Hardware	226,500
Applications	30,000
out	24,000
Software.Environment	0
Software.Environment.DOS	0

Incident Effort (time spent) for Top Categories

All Services	
Software	4
Networks	3
Printer	3
was	3
Hardware	2
Email	1
Applications	0
out	0
Software.Environment	0
Software.Environment.DOS	0

Incident Cost trend for Top Categories

Incident Effort trend for Top Categories

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Customer/Community-driven Enhancements

CA Service Desk Manager

- Right -click copy/paste

- Multi-File Upload

- SQL Server and Oracle support for Unified Self-Service

- Manual Notify check for Contact e-mail address

- Mask Session ID in browser URL

- Catalyst Connector Special Character improvements

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Customer/Community-driven Enhancements

CA Service Catalog

- **Service Designer enhancements**
  - Organize service options under a service offering, in desired order

- **Form Enhancements**
  - Page Layout control with tab view for layered presentation
  - Auto-generated IDs for form controls
  - User-friendly drag-n-drop for form elements

- **Widgets – Enhanced user experience**

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Customer/Community-driven Enhancements

CA IT Asset Manager

- **Enhanced CA Software Asset Manager Integration**
    - Enabling CA SAM Multi-tenancy
    - Data Coordination service and Import Driver with SOAP API

- **Improved Data Management**
    - Asset Copy
    - Hardware Asset Reconciliation Automation

- **Financial Management**
    - Add Asset Cost
    - Recalculate Payments

- **Usability Improvements**
    - Single Sign-on from ITAM to SDM
    - View Contact quick profile in SDM
    - CORA Performance Improvements
    - Show the Relationships count

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What is 14.1 Value Pack 1

- An incremental release of 14.1

- Top voted Service Management Community Ideas

- Delivered 4/15/15 as a cumulative patch – <u>14.1.01.00</u>

Some top Community-drive Ideas delivered

Planned: Upgrade Factory

Staying current is getting easier than ever

- Lab-based service
- Reduced disruption
- Lower cost

- Performed by upgrade experts

- Run-book
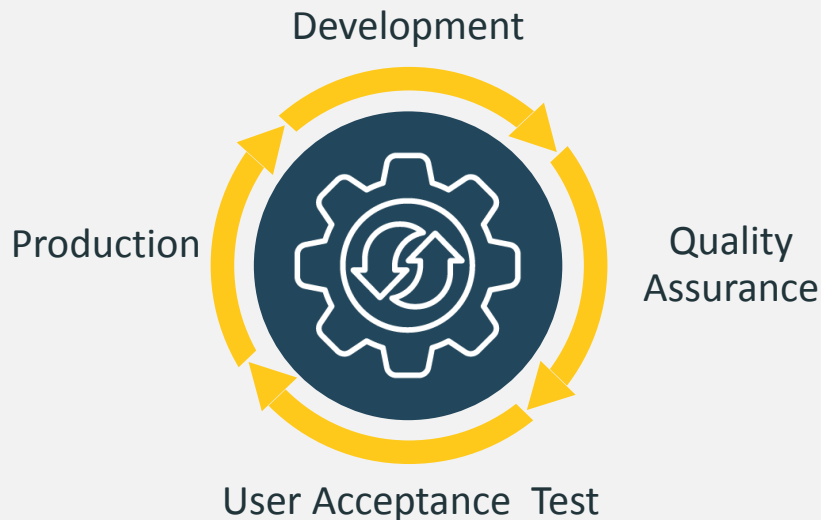- Virtual
- Physical

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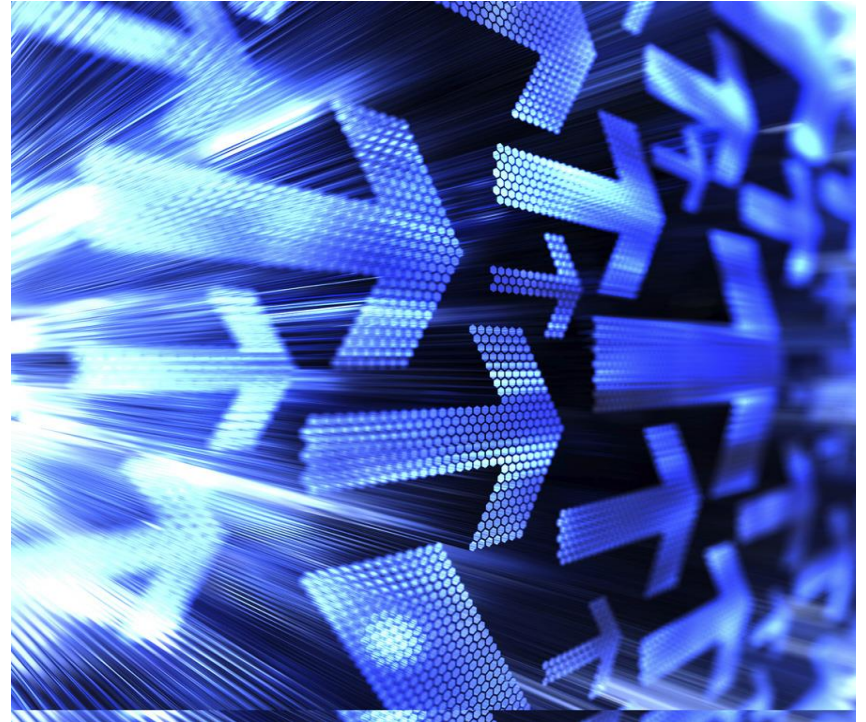
Planned: Environment Migration/Promotion

A baked-in process for promoting changes within the solution

Artifact-based to dovetail with DevOps controls and tools

Faster, more reliable delivery of upgrades and new capability

Development

Production

Quality Assurance

User Acceptance Test

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Planned: Power User UX

A new approach to *User Experience* approach for power users

New UX approach based on ethnographic research
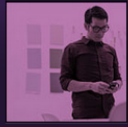
Designed to work with your existing system

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Planned: Community-driven Enhancement

YOU drive the specifics

Summary

CA Service Management – at the Center of IT and the App Economy

CA Service Management

- Robust, mature process capabilities
- Evolving to help you meet the expectations of the enterprise

Guiding Themes

- Improved User Experience
- Increased Productivity
- Reduced Total Cost of Ownership
- Make Better Decisions via Business Analytics

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Release Themes: CA Service Catalog

Year	Release	Themes	Value
Dec'13	12.9	• Mobility • Improved Self-service	• User satisfaction
Jan'13	12.8	• User Experience – UI Upgrade • Portability – Widgets • Multi-Lingual – translate SOs in multiple languages	• User satisfaction • Productivity • Lower cost of ownership
Dec'11	12.7	• Integration – reservation services • User Experience – form enhancements, L&F enhancements	• Productivity
Dec'10	12.6	• Automation – policy driven lifecycle, delegation • Integration – BSI, Reservation Manager	• Productivity • User Satisfaction
May'10	12.5	• Automation – form designer • User Experience – request enhancements	• User satisfaction • Productivity

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Release Themes: CA IT Asset Manager

Year	Release	Themes	Value
Dec'13	12.9	• Improved Install & Configuration • More OOTB Content • Data Management Improvements	
May'13	12.8	• UAPM Upgrade: enables UAPM 11.3.4 customer to upgrade to latest platform/release • Enhanced Data Management: mass change data utilities, data filtering, data validation • Multi-Lingual – translated into multiple languages	• User satisfaction • Productivity • Lower cost of ownership
Sept'12	12.7	• Improved Software Asset Management: significant expansion of license models and enhanced content (ex. SKU catalog, use rights)	
May'11	12.6	• Single Solution: common multi-tenancy, reporting and workflow • New User Interface: more intuitive, fully web based solution	

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Release Themes: CA Service Desk Manager

Year	Release	Themes	Value
2013	12.9	• TCO – Advanced Availability, Federated Search, Expanded CMDB	• Reliability/Scalability • User satisfaction
	Mobility 2.0	• Mobility – Common mobile framework	• User satisfaction
2012	Collaboration & Mobility Release	• Mobility – Targeted mobile apps • User experience – CA Open Space	• User satisfaction • Productivity
	12.7	• Mobility – Browsers & API • Automation – Change & Process	• Business risk reduction • Productivity
2011	12.6	• User Experience – UI Upgrade	• User satisfaction • Productivity
2010	12.5	• Automation – extensive enhancements	• Productivity
2009	12.1	• Automation – Change Management	• Business risk reduction • Productivity
2008	12.0	• Integration – CMDB, Support Automation, Knowledge Tools • User Experience – Role-based UI	• User satisfaction • Productivity

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