

# CA Business Service Insight

## Roadmap

**May 2011**



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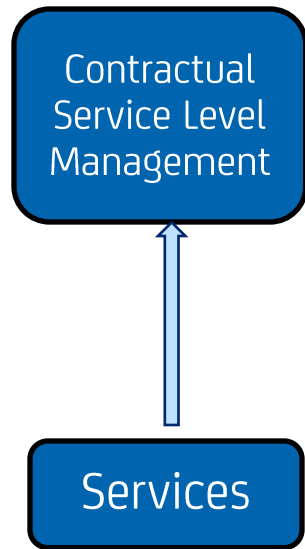
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# *Service Level Mgmt to IT Service Supply Chain Mgmt: The Evolution from Oblicore to Insight*

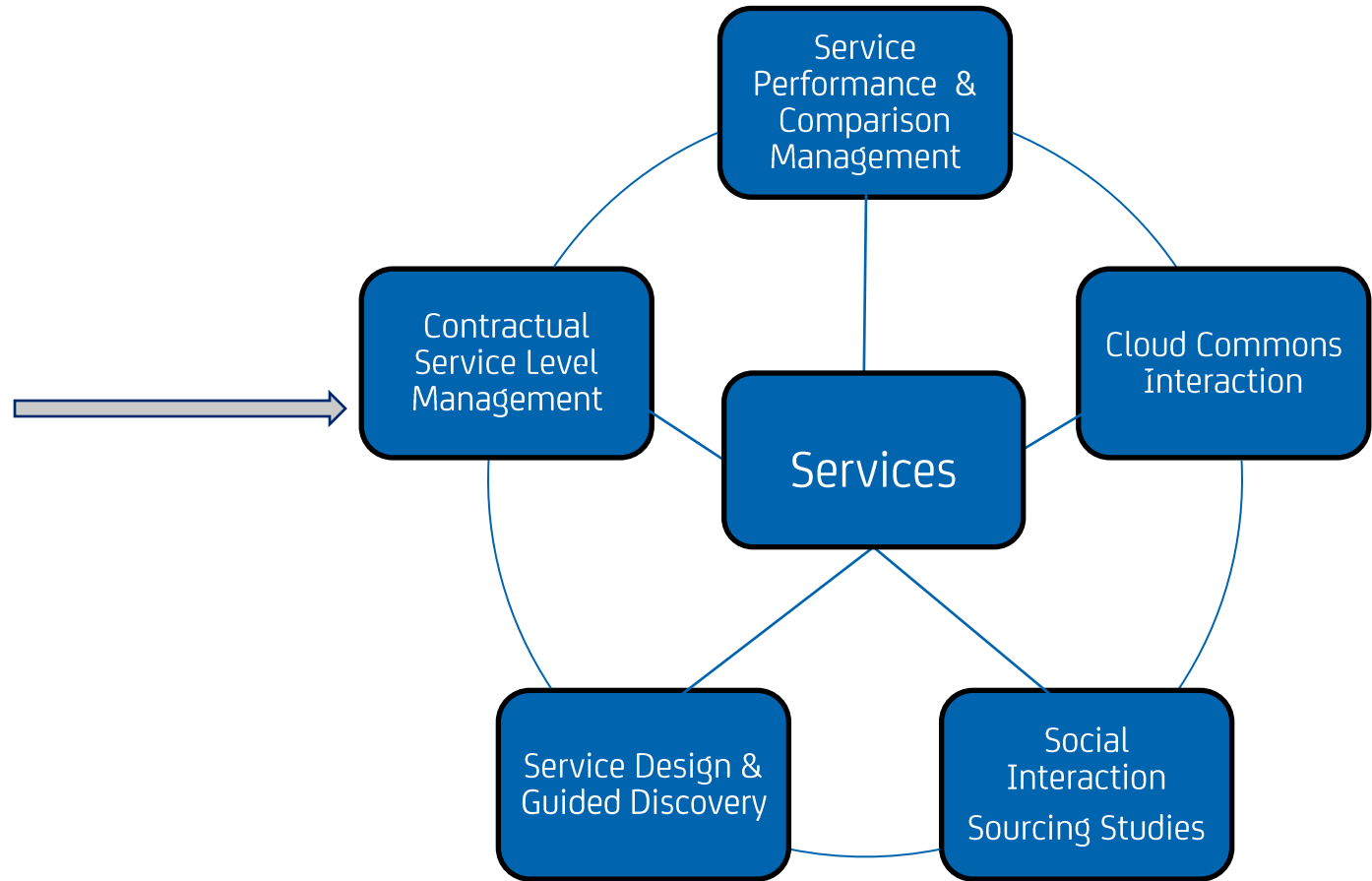
Today:

**Oblicore Guarantee v7.0**



Tomorrow:

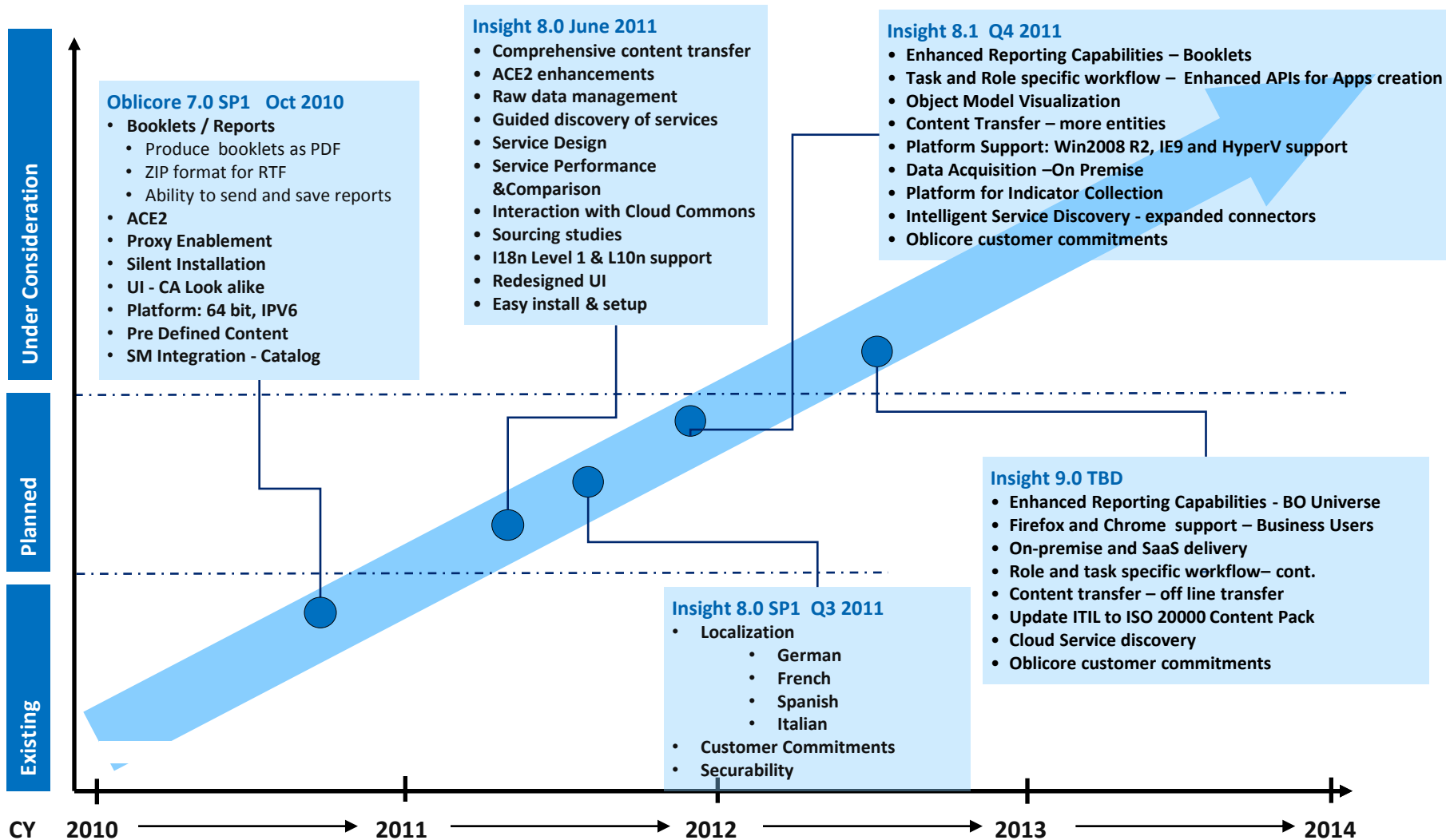
**Business Service Insight v8.0**



*Business Service Insight*

*Gain visibility and understanding of performance of internal and external IT supply chain environments for decision making*

# CA Business Service Insight - Roadmap



# What is a Booklet

- A booklet (today) is a “rtf” file that contains SLA data (Textual + Reports).
- Booklet lifecycle
  - Booklet Template – the customer creates a template which is a rtf file with tags in it. (see image below)
  - Booklet Generation – at run time (Online or Scheduling), the tags are being replaced by the actual data according to the selected parameters.



OBLICORE  
SERVICE LEVEL AGREEMENT  
WITH  
<<SLA\_CONTRACT\_PARTY>>  
(Hereinafter referred to as the <<CONTRACT\_PARTY\_TYPE>>)

Version <<VERSION\_NUMBER>> of <<TOTAL\_VERSIONS>> (status:  
<<VERSION\_STATUS>>)

**Tags**

A diagram with the word 'Tags' in bold red text. Three red arrows originate from 'Tags' and point to the placeholder tags in the text: '<<SLA\_CONTRACT\_PARTY>>', '<<CONTRACT\_PARTY\_TYPE>>', and '<<VERSION\_NUMBER>>'.

- Full control on formatting
- Syntax Validation and Error Handling
- Debugging
- Difficult to debug, can be debugged only on win XP.
- Support of Embedding of metric notes with formatting support
- **Question to the group:** Are there any other enhancement you would like to have as part of the booklet enhancements?

- Generate a Booklet
  - Design a booklet easily with WYSIWYG experience
  - Generate a designed booklet for a specific contract
  - Fill metric notes with rich text data (comparable to MS WORD)

# Direction of investigation

- Word Plug-in for guided designing of booklets
- HTML Solution

Both directions, Require development migration of existing templates

# Pros & Cons for Booklet solutions

## Word Plug-in for guided design of booklet templates

### Pros

- Ease of use, most natural environment for many users
- WYSIWYG
- Guarantee to generate a valid template
- Using a standard OOXML, no need for word on the server

### Cons

- Client installation (the plug-in), only for user who design templates
- Prerequisite – Word (only for user who design templates)
- Bound to technology, might require adjustment between Word versions

## HTML Solution

### Pros

- No client installation is needed
- Using the most standard technology

### Cons:

- Will relay on 3<sup>rd</sup> party HTML editor, which may have limitation and issues
- Proprietary mechanism for booklet generation from a template
- Pagination is not built in, will be difficult to achieve
- Copy & Paste from word may be problematic
- Customer will need to work harder to achieve high level formatting

# Task and Role specific workflow

## Enhanced API's for Apps creation

- Customer Requirements for different System usage
  - E.g. SBB - Object Model Visualization
- SaaS Market requires standard / easy-to-use workflow
  - E.g. - Contract between the Cloud Service Provider and the Cloud consumer
- Goal – Enable Fast creation of new task / role specific workflows
  - Enhanced APIs for Apps creation
  - Multi Browser Support

## — Scenarios

- Viewing the contract top down
- Viewing the contract bottom up (Starting from a resource)
- Creating new contracts (Including their resource structure)
- Maintaining contracts (Adding metrics with their resources, changes in metrics / their resources)
- SDN, theoretically, provides an answer (Show the hierarchy of contract, services, metrics, resource groups, resources), but it is not usable for big volumes

# Unified Model concept

- A user interface that includes:
  - Hierarchy
  - List with details of items
  - Search
- From each item, the user will be able to go to the view/edit pages of the item
- For the tree there are several views, showing different hierarchies)
- The "List with details" can also be a graphical representation
- **Question to the group:** Are there any other enhancement you would like to have as part of the object model visualization ?

# Unified Model concept – Example Views

## — Metrics, by registration

- Contract Party
- Contract
- Service Component
- Metric
- Resource/Resource group (0..n levels, according to registration)

## — Metrics, by clustering

- Contract Party
- Contract
- Service Component
- Metric
- Resource/Resource group (0..n levels, according to clustering)

# Unified Model concept – Example Views

- Services
  - Service Component
  - Contract
  - Metric
- Infrastructure – bottom up
  - Resource
  - Metric
  - Service Component
  - Contract
  - Contract Party

# Platform for SLM and Contract Creation – As a Service

## Enhanced API's for Apps creation

- Will Enable to use the strong functionality of Oblicore today
- Apps / Usability according to the needs
- Fast time to market
- Dynamic