

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.

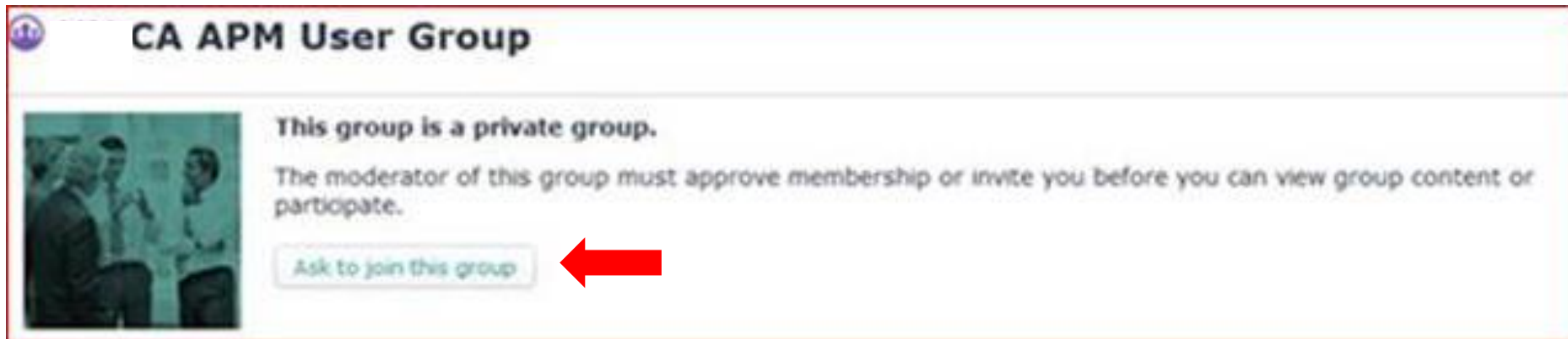
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the User Group ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/france-ca-apm-user-group>
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on **"Ask to join this group"**. Your request will be reviewed then Approved



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 UK CA PPM User Group website. The header has a navigation bar with links: Overview, Activity, Content, People, Reports, Calendar, Actions (highlighted with a red circle), About, and Share. Below the navigation bar, there are icons for Discussion, Files, Document, and Event. The main content area shows 'RECENT ACTIVITY' with a post by Abderrazzak Laabi. A dropdown menu for the 'Actions' link is open, showing options: CREATE, Discussion (with a red arrow), Document, Files (with a red arrow), and Event. The footer includes the CA technologies logo.

3) Be active contributor

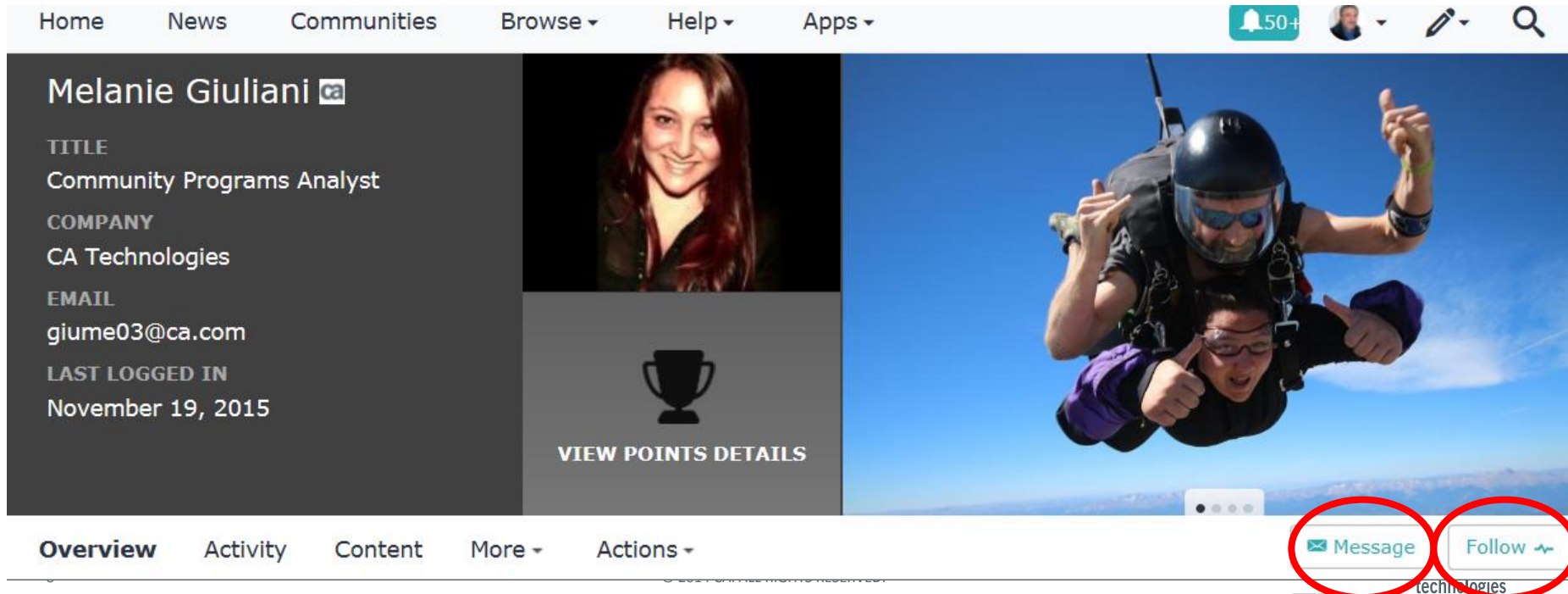
Get involved in the user group activities (as User Group member, or Board member)

- 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



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

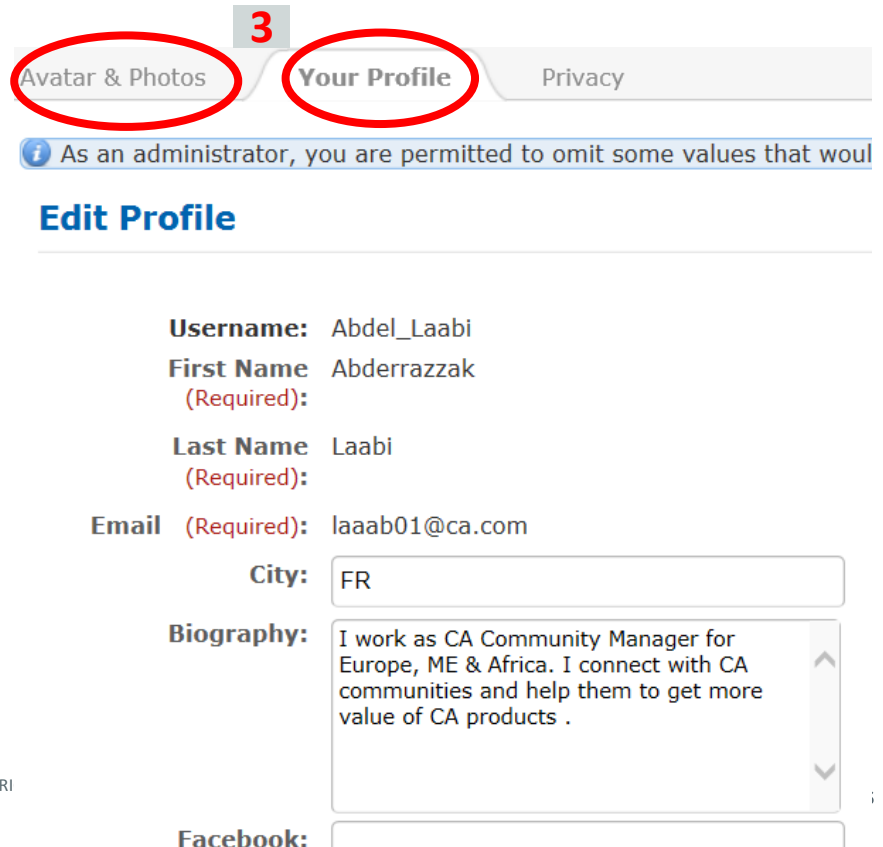
PERSONAL

[View Profile](#)

[Edit Profile](#)

[Preferences](#)

[Change Password](#)



3

Avatar & Photos

Your Profile

Privacy

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



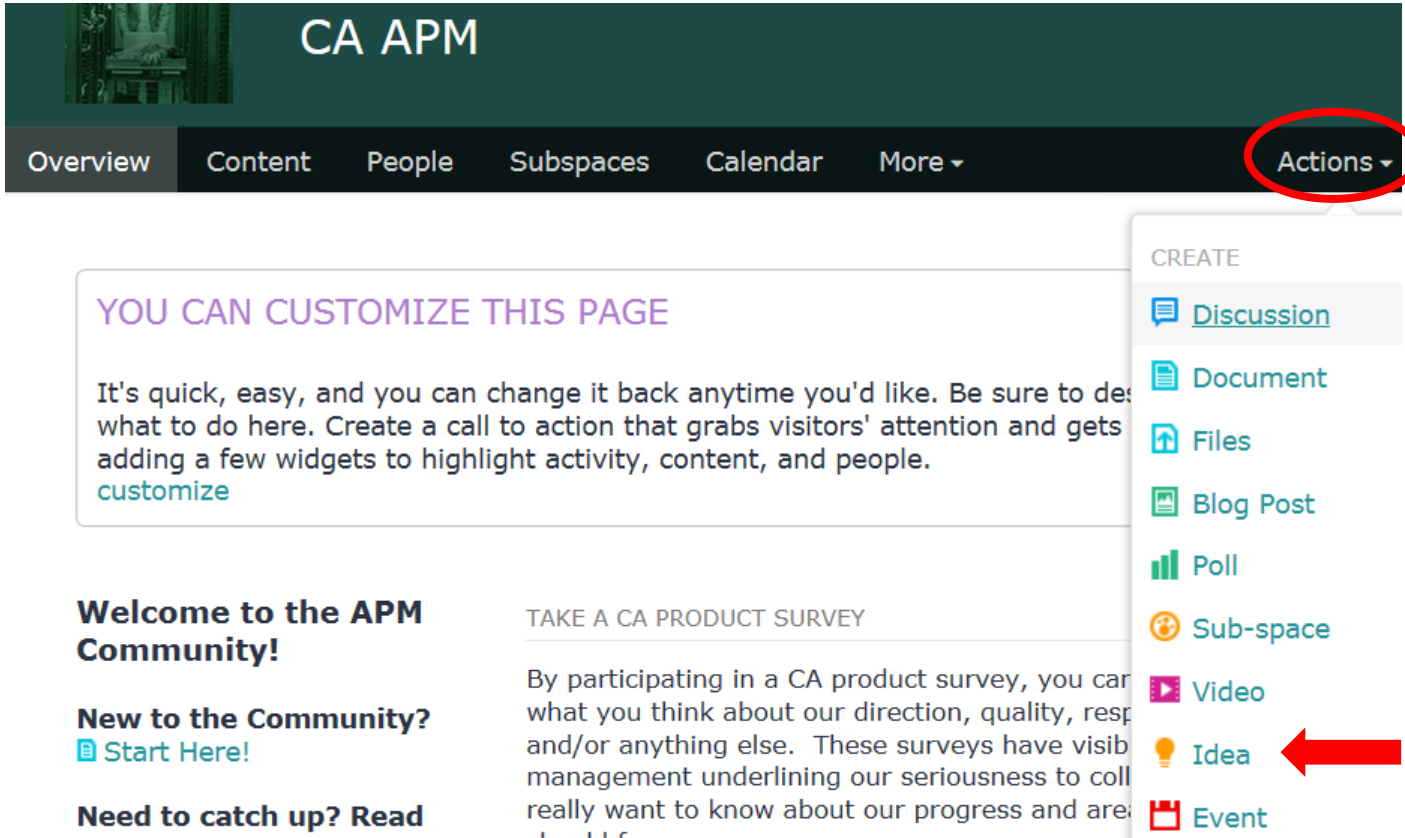
Opting into product validation
programs to test incremental process
and provide feedback that will
influence the next software iteration



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-apm>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Idea**



The screenshot shows the CA APM community page. The top navigation bar includes 'Overview', 'Content', 'People', 'Subspaces', 'Calendar', 'More', and 'Actions'. The 'Actions' menu is open, showing options like 'Discussion', 'Document', 'Files', 'Blog Post', 'Poll', 'Sub-space', 'Video', 'Idea', and 'Event'. A red arrow points to the 'Idea' option. Below the navigation bar, there is a section titled 'YOU CAN CUSTOMIZE THIS PAGE' with a 'customize' link. To the left, there is a 'Welcome to the APM Community!' section with a 'Start Here!' link. To the right, there is a 'TAKE A CA PRODUCT SURVEY' section with a description of the survey.

CA APM

Overview Content People Subspaces Calendar More Actions

YOU CAN CUSTOMIZE THIS PAGE

It's quick, easy, and you can change it back anytime you'd like. Be sure to describe what to do here. Create a call to action that grabs visitors' attention and gets them adding a few widgets to highlight activity, content, and people.

[customize](#)

Welcome to the APM Community!

New to the Community?
[Start Here!](#)

Need to catch up? Read

TAKE A CA PRODUCT SURVEY

By participating in a CA product survey, you can share your thoughts on what you think about our direction, quality, responsiveness, and/or anything else. These surveys have visibility into our product management underlining our seriousness to collaborate with you really want to know about our progress and are

CREATE

- Discussion
- Document
- Files
- Blog Post
- Poll
- Sub-space
- Video
- Idea
- Event

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 APM interface. At the top, there's a header with 'All Places > CA APM' and buttons for 'Configure' and 'Following'. Below the header is a navigation bar with tabs: 'Overview', 'Content' (circled in red with a '1' next to it), 'People', 'Subspaces', 'Calendar', 'More', 'Actions', and 'Abo'. On the left side, under 'CATEGORIES', there are four folders: 'CA Application Performance Management', 'CA App Synthetic Monitor', 'CA Executive Insight', and 'CA Mobile App Analytics'. The main content area shows 'All Content (4171)' with various icons. The 'Ideas' icon (a lightbulb) is circled in red with a '2' next to it. Below this, there are filters: 'All stages' (dropdown), 'Filter by shared content' (checkbox), 'Type to filter by text' (input), 'Filter by tag' (input), and 'Sort by score' (dropdown). At the bottom, there's a table with columns: 'Title', 'Author', 'Latest activity', and 'Views'. The first row shows an idea titled 'Domain.xml changes do not require any restart' by 'Aaron Ritter', dated 'October 17, 2015 9:43 PM', with '369' views and a '75' score. The idea is marked as 'DELIVERED'.

Title	Author	Latest activity	Views
Domain.xml changes do not require any restart 75 DELIVERED	Aaron Ritter	October 17, 2015 9:43 PM	369

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 APM > Ideas

A GUI SmartStor administration tool

Created on Sep 27, 2012 3:09 PM by Florian Cheval  - Last Modified: Aug 25, 2015 4:58 PM

57

3

You have not voted.

WISH-LISTED

Problem Statement: SmartStor grows. Performance of my EMs degrade. Using the SmartStor tools is a very long and painful process and does not give a good visibility of what one is actually doing.

I want a GUI to:

_Show metrics and their associated disk usage and sort those

_Show Agents and their associated disk usage and sort those

_Have the ability to enter agent and metric regexps, get a table as a result, being able to select rows and do a "delete all historical data older than X days".

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