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Community Webcast

*CA Business Intelligence JasperReports® Server r6.2.0
for CA Service Management*

Avneesh Bhatnagar
Rajeev Kumar

July 7th, 2016



Summary of Reporting Technology change

- CA Business Intelligence 4.1 (SAP Business Objects)
 - Effective April 1, 2016 CA stopped distributing CABI 4.1 (SAP Business Objects)
 - CABI 4.1 has been removed from CA Service Management download packages
 - Existing Customers (prior to April 1) will continue to receive support for CABI 4.1 until December 31, 2018
- CA Business Intelligence JasperReports® Server r6.2.0 for CA Service Management (CABI 6.2)
 - Will be the default reporting technology packaged with CA Service Management
 - Currently available for download from CA Support Online
 - Includes out-of-the-box content

Why CABI 6.2?

- Built on TIBCO Jaspersoft BI technology
- Light-weight embeddable BI techstack
- Easy to set up and administer
- Easy-to-use self-service BI
- Supports creation of complex reports and dashboards
- Multi-tenant architecture
- OLAP analysis

Out-of-the-box report content

- 32 reports in the current release – 2 Business Value Dashboards, 23 SDM Reports, 4 ITAM:APM Reports, 3 Service Catalog Reports

Business Value Dashboards	SDM Reports
Service Demand – Incidents	Active Requests Aging for Status
Operational Effectiveness	Active Request List
SDM Reports	Active Requests at Weeks End
Active Change Orders Aging	Request List
Active Change Orders Aging by Priority for Category	Request List by Organization
Active Change Orders Aging by Priority for Groups	Request List by Priority
Active Change Orders Aging by Priority for Status	Request List by Request Area
Active Incidents	Total Volume of Requests
Active Incidents Aging	Urgency Summary by Customer
Active Incidents Aging for Groups	Service Catalog Reports
Active Incidents Aging for Incident Areas	Request Overview
Active Incidents Aging for Status	Invoice Details
Active Problems Aging	Activer Users
KPI Report	Asset Portfolio Management Reports
	In-scope Owned Assets Not matched to Discovery Records
Active Requests Aging	Discovered assets not matched to any owned assets
Active Requests Aging for Groups	Owned Asset overview
Active Requests Aging for Request Areas	

Reporting content in CABI 6.2

Active Incidents Aging by Groups

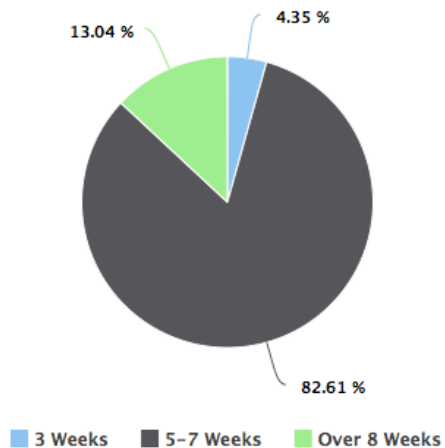
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Group: [*, CA Group, CA Group 1, ITC1 Group, itc2, itc3group, qgroup]

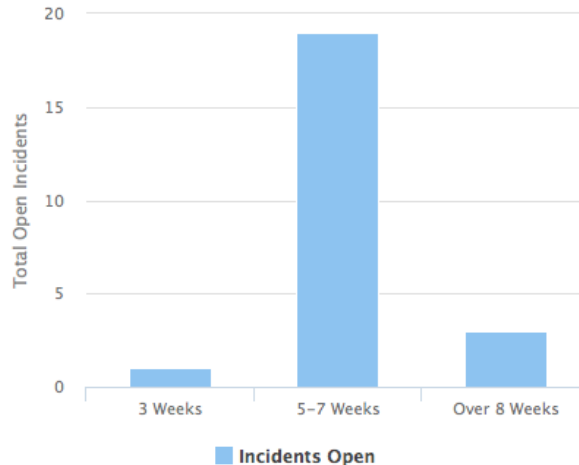
This shows the count of open Incidents by the number of weeks open. User must input a Group name for a search of only the Incidents in that Group.

Please navigate to succeeding pages to see information in tabular form.

Percentage of Open Incidents by the Number of Weeks Open



Count of Open Incidents by the Number of Weeks Open



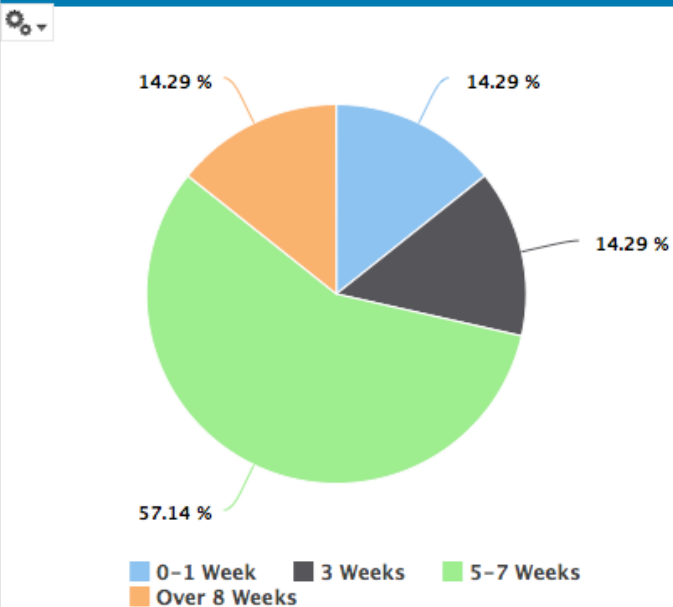
Reporting content in CABI 6.2

Active Requests Aging

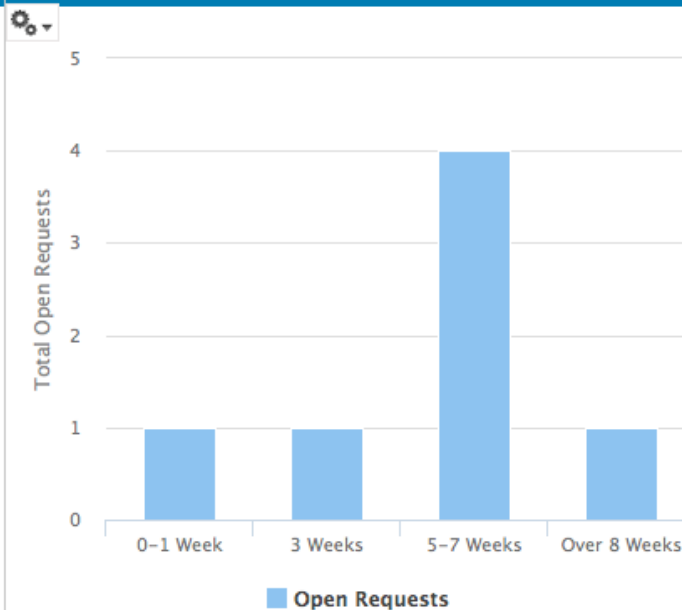
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This report shows the count of all open Requests by the number of weeks open.
Please navigate to succeeding pages to see information in tabular form.

Percentage of Open Requests by the Number of Weeks Open



Count of Open Requests by the Number of Weeks Open



CABI 4.1 to CABI 6.2 migration

- CABI 4.1 is supported until December 31, 2018
- Customers can plan in-house migration
- CA Services engagement
- Community Ideation

Learning resources

- CA Service Management DocOps Wiki
- CA Education courses
- TIBCO JasperSoft online learning portal
- CA Service Management community

Questions