Product Survey Update! You Responded, We Have Plans.

CA Endevor® SCM, CA File Master™ Plus, CA InterTest™, CA Mainframe Application Tuner

Dear CA Endevor® SCM, CA File Master™ Plus, CA InterTest™, and CA Mainframe Application Tuner Customers,

Because of your candid feedback provided in the annual product surveys, we have produced action plans that include initiatives focused on specific items you brought to our attention, including:

- CA Endevor SCM: Ease-of-use and learnability
- CA InterTest: Streamlining the installation and configuration documentation
- CA File Master Plus: General documentation improvements
- CA Mainframe Application Tuner: Stability and technical currency

In most all surveys, analysis revealed a very high percentage of responses from product administrators and/or folks who install and configure the product with a lower-than-expected turnout from actual product *users (a low of 5% for CA Endevor SCM and a high of 21% for CA Mainframe Application Tuner).* In some cases, we did not obtain a large enough sample size from all roles combined to gain solid insights into how best to improve our product. This was the case for the CA Mainframe Application Tuner survey.

Given the above nature of the respondents, much of our follow-up process will focus on **gaining access to appropriate folks** within your organization to obtain more **direct feedback** on **product usage**. Some of you have already been contacted to provide further details on survey comments to help us define our action plan. We are planning to host webinars to obtain your feedback as we progress on action items and offer usability study opportunities for product users. We will do our best to minimize your commitment, however your continued interaction and cooperation will help ensure our mutual success. Please let us know if you prefer not to be contacted.

We look forward to working with you to achieve a better user experience, a better product, and an ongoing partnership.

Best wishes for a Happy, healthy 2018 and thank you for your continued support!

Sincerely,
Your Mainframe DevOps Product Management Team
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