CA SERVICE MANAGEMENT PROCESS MAPS



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IT Service Continuity Management

PROCESS ACTIVITIES	PROCESS AUTOMATION
Determine vulnerabilities	CA NSM; CA SPECTRUM; CA eHealth; CA Wily APM; CA IT Asset Mgr; CA Storage Resource Mgr (SRM)
Assess risk	CA Service Catalog; CA CMDB
Build	CA SRM; CA ARCserve Backup Option; CA High Availability
Test	CA Service Desk Mgr; CA CMDB; CA

- Business impact analysis
- **Key Process Relationships and Integration Incident Management** — provides historical details or statistics on IT service deficiencies **Change Management** — ensures currency and accuracy of the IT continuity plans **Service Level Management** — provides critical information about IT service

Service Level Management

Service Level Management ensures that an agreed level of IT service is provided for all current IT services, and that future services are delivered to agreed achievable targets.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Design SLA framework	CA Service Catalog; CA Service Desk Mgr
Monitor performance and customer satisfaction	CA NSM; CA SPECTRUM; CA eHealth; CA Wily APM; CA Access Control;
Service review and revise SLAs and Operational Level Agreements (OLA)	CA NSM; CA SPECTRUM; CA Wily APM; CA Software Compliance Mgr
Monitor issues	CA Service Metric Analysis
Report achievements	CA Service Desk Mgr; CA Service Metric Analysis

emergency.

The Service Design process map provides guidance

for designing and developing of services and service

management processes, and covers design principles

and methods for converting strategic objectives into

Organizations should use guidance provided in Service

Design to first review which elements of these pro-

cesses they have in place, before trying to change and

improve design capabilities for service management.

portfolios of services and service assets.

Service Transition

provided in this ITIL phase.

Service Operation

are in place.

The Service Operation process map shows the

processes associated with day-to-day support

activities required to deliver and manage services

at agreed levels to end-users. It provides guidance

on ways to maintain stability in service operations,

effectively optimize the cost and quality of services.

to enable the business to meet its objectives, and

Organizations must take a close look at Service

objectives are effectively realized when processes

Operation, as this is the phase where strategic

The Service Transition process map shows the processes

associated with developing and improving capabili-

ties for the transition of new and modified services to

production. It details how the requirements of Service

Service Operation while controlling the risks of failure.

Strategy encoded in Service Design are realized in

Organizations focused on managing the complexity

related to transitioning new and changed services

to production should carefully study the guidance

with charging methods

Key Process Relationships and Integration

minimum required service levels in case of an

associated with providing a service together

Change Management — SLA can define

agreements for responding to change.

IT Service Continuity Management —

Financial Management — supplies cost

- Business requirements Change information Configuration Management System
- Output: Reports demonstrating performance against SLA Service quality and performance improvement plans

Service Design

Service Catalog Management is the development and upkeep of a service catalog that contains all accurate details, the status, possible interactions and mutual dependencies of all current services and those being prepared to run operationally.

Service Catalog Management

PROCESS ACTIVITIES	PROCESS AUTOMATION
Service portfolio management	CA Clarity
Build catalog contents	CA Service Catalog
Business service views	CA Clarity PPM; CA CMDB
Technical service views	CA CMDB; CA Cohesion; CA IT Client Mg
Publish live services	CA Service Catalog
Technical service views	CA CMDB; CA Cohesion; CA IT Client Mg

Key Process Relationships and Integration

Service Portfolio Management — to agree

ITSCM — business dependencies and

Service Level Management — business

Availability Management

> **IT Service** Continuity Management

Service Catalo

Management

Contents of portfolio & catalog

Business and IT strategy and plans Business impact analysis Service portfolio

Info. Security

Management

Capacity

Management

Deployment Management

Fulfillment

Transition

Planning and

processes **Service Asset and Configuration** Documentation and agreement of a **Management** — service dependencies, "definition of the service" components and CI's Updated service portfolio and catalog

Availability Management Availability Management ensures that the level of service availability delivered in all

services is matched to or exceeds the current and future the agreed needs of the business in a cost effective manner. PROCESS AUTOMATION ROCESS ACTIVITIES CA NSM; CA SPECTRUM; CA eHealth; **Monitor services** CA Insight Database Performance

CA Service Desk Mgr; CA CMDB Methods and techniques CA Wily APM; CA Service Metric Analysis; Analyse and test CA Service Desk Mgr; CA Access Control; **Proactive management** CA Data Center Automation **Key Process Relationships and Integration**

Service Asset and Configuration

Service Level Management

Service

Validation

and Testing

Management — uses the CMS to identify

wrong CI's and to determine the impact of

Business availability requirements, risk and impact analysis Service information from service portfolio, service catalog and SLM

problems and solutions. **Service Level Management** — assists SLM in determining the availability objectives. Availability improvement plans **Capacity Management** — supplies infor-Availability/recovery design criteria mation on changes in capacity that effects Report on achieved availability, reliability and maintainability availability.

Information Security Management ensures the alignment of IT and business security and that information security is managed effectively in all services and service management

Information Security Management

PROCESS ACTIVITIES	PROCESS AUTOMATION
Maintain policy	CA Access Control; CA Identity Mgr; CA Orchestria DLP
Assess and classify assets	CA Policy and Configuration Mgr
Set security controls	CA Access Control; CA GRC Mgr
Manage security incidents	CA Security Command Center; CA Service Desk Mgr
Review and audit	CA Audit; CA Network Forensics

Business strategy, security policies, and IT and service information

Revised security risk assessment

Security controls, audits and reports

- Risk analysis, events and SLA breaches Information security management
- **Key Process Relationships and Integration Incident and Problem Management** details to diagnose and resolve security issue. **ITSCM** — reviewing impact of business risk **Service Level Management** — security requirements in SLR's and SLA's

Change Management — determining the

possible impact of changes on security

Change Management

Change Management ensures that standardized methods and procedures are used for the efficient and prompt handling of all changes in order to minimize the impact of any

PROCESS AUTOMATION
CA Service Desk Mgr; CA CMDB
CA Service Desk Mgr; CA CMDB; CA Clarity Demand/Portfolio Mgr
CA Service Desk Mgr
CA Service Desk Mgr
CA Service Desk Mgr

RFC's from the Problem Management process or submitted independently Forward Schedule of Change (FSC) Updated Forward Schedule of Change Filtered RFC's and approved RFC's

CAB minutes and action plans

Key Process Relationships and Integration Incident Management — RFC to reduce effects of incidents **Problem Management** — RFC to reduce effects of solutions or workarounds Release and Deployment Management development and distribution of a new set of software applications or hardware via RFC.

Key Process Relationships and Integration

Service Asset and Configuration Management

Service Asset and Configuration Management provides a logical model of the IT Infrastructure. In this model the IT services are related to the different IT components needed to supply these service.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Manage and plan	CA CMDB; CA Cohesion
Identify configurations	CA CMDB; CA Cohesion; CA Data Center Automation
Configuration control	CA Service Desk Mgr; CA Software Change Mgr; CA IT Client Mgr
Status reports and audit	CA Service Desk Mgr; CA Software Compliance Mgr

Updates to Configuration Item's (CI) and new assets

Change Management — for business impact analysis **Financial Management** — for costs, depreciation, maintenance and repairs **Updated Configuration Management Availability Management** — to help System (CMS) determine points-of-failure

Service Validation and Testing

Service Validation and Testing provides services that add value to customers and their

Input:	Key Process Relationships and Integration
Reporting	CA Service Desk Mgr; CA CMDB
Perform tests	CA Service Desk Mgr; CA CMDB; CA IT Client Mgr
Validate and verify	CA Service Desk Mgr; CA CMDB; CA Software Change Mgr
Adopt best practices	CA Service Desk Mgr; CA Software Change Mgr
PROCESS ACTIVITIES	PROCESS AUTOMATION

Service level package Service design package Acceptance criteria / RFC's

> Incidents, problems and errors Information and knowledge

Release and deployment package Configuration baselines Testing results and analysis

Incident and Problem Management managing issues arsing from service **Service Asset and Configuration Management** — captures testing configuration baselines and incorporates

Access Management

Access management grants authorized users the right to use a service, while preventing access to non-authorized users.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Access request / verify	CA Service Desk Mgr; CA Service Catalog; CA Single Sign-on
Provide rights / execute policy	CA Access Control; CA Identity Mgr; CA Federation Mgr; CA SiteMinder® Web Access Mgr; CA Directory
Error control	CA Security Command Center
Monitor / track	CA Security Compliance Mgr; CA Audit

Security policies and guidelines An RFC / service request HR Management system requests Updated security access rights

Security reports

Change Management — controls the actual request for service access **Request Fulfillment** — usually initiated through the service desk and providing self-service related functionality and workflow (e.g. employee on boarding, password resets)

Key Process Relationships and Integration

Knowledge Management

Knowledge Management improves the quality of the (management's) decision making process by ensuring that reliable and secure information is available during the service lifecycle.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Capture information	CA CMDB; CA Cohesion; CA SPECTRUM; CA eHealth; external systems (e.g. HRMS, ERP)
Store information	CA Service Desk Mgr (Knowledge Management); CA CMDB
Transform to usable knowledge	CA Service Desk Mgr; CA Service Catalog
Transfer / disseminate	CA Service Desk Mgr; CA IT Asset Mgr
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• Front line support staff to capture Documents, events and alerts

Key Process Relationships and Integration Incident Management — provide point of capture for everyday IT Service Management data. **Problem Management** — key users of

collected knowledge

Service Knowledge Management

Incident Management — supplies Problem

Management with detailed incident records

IT Service Continuity Management (ITSCM) assures and supports overall Business Continuity Management by ensuring that the required IT technical and service facilities can be recovered within required and agreed upon business time-frames.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Determine vulnerabilities	CA NSM; CA SPECTRUM; CA eHealth; CA Wily APM; CA IT Asset Mgr; CA Storage Resource Mgr (SRM)
Assess risk	CA Service Catalog; CA CMDB
Build	CA SRM; CA ARCserve Backup Option; CA High Availability
Test	CA Service Desk Mgr; CA CMDB; CA SRM: CA ARCserve Backup Option

- Risk and vulnerability assessments Business continuity strategy and plan
- **Output:** Continuity plan

Recovery plans

Risk reduction plans

Capacity Management

Capacity Management ensures that cost-justifiable IT capacity in all areas of IT always exist and is matched to the current and future agreed needs of the business in a timely

manner.	
PROCESS ACTIVITIES	PROCESS AUTOMATION
Monitor Demand	CA NSM; CA IT Asset Mgr; CA Storage Resource Mgr (SRM)
Build plan	CA Clarity Service Management and Resource Management
Analyze performance	CA Service Metric Analysis
Forecast Requirements	CA Performance Management; CA SRM
Model, trend, adjust and tune	CA Service Desk Mgr; CA CMDB

Inform Capacity Management about incidents due to capacity problems Business capacity requirements Component performance and capacity Output: Capacity plan

Workload analysis and reports

Key Process Relationships and Integration Incident and Problem Management provides details to diagnose or resolve capacity problems **Service Level Management** — advises SLM on the feasibility of service levels **Availability Management** — Output of activities is use for Capacity planning

Release and Deployment Management

Release and Deployment Management is to deploy releases into production and establish effective use of the service in order to deliver value to the customer and be able to hand over to service operations

PROCESS ACTIVITIES	PROCESS AUTOMATION
Planning and preparation	CA Software Change Mgr
Manage build / release	CA Software Change Mgr; CA CMDB
Deploy	CA Software Change Mgr; CA IT Asset Mgr; CA Data Center Automation Mgr
Verify	CA Service Desk Mgr; CA SPECTRUM; CA NSM; CA eHealth; CA Wily APM

Authorized RFC Service Package including service model Procurement plans, standards and

New tested service capability

Build models; release policy Release and deployment plans known error information of changed service Updated service catalog

Key Process Relationships and Integration Change Management — initiates process by providing an authorized RFC **Service Asset and Configuration Management** — throughout the deployment process updates CI status and the CMS **Knowledge Management / Service Desk**

captured in SKMS and made available to

Key Process Relationships and Integration

Change Management — implements all

Management — Service configurations

Service Asset and Configuration

changes to services

ready for transition

Transition Planning and Support

Service Desk

Transition Planning and Support include: planning and coordinating resources to ensure specifications for the service design are realized, and starting with the transition phase, identify, manage and limit risks that could interrupt the service.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Develop strategy	CA Project Portfolio Management (PPM)
Preparation and planning	CA Service Desk Mgr; CA CMDB
Knowledge transfer	CA Service Desk Mgr; CA CMDB
Monitor and report	CA Service Desk Mgr

- Authorized Request For Change (RFC) Service Design Package Release package definition and design specification Service acceptance criteria
- Output: Transition strategy

Integrated set of service transition plans

Request Fulfillment

Request Fulfilment is the process of dealing with service requests from users. Objectives include: providing a channel for standard services; providing information on the availability of services; to source and deliver standard service components; provide general information.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Service request (incl. self-service)	CA Service Desk Mgr; CA Service Catalog
Record	CA Service Catalog
Approval	CA Service Catalog
Fulfillment	CA Service Catalog; CA Service Desk Mgr; CA CMDB; CA IT Client Mgr; CA Identity Mgr

Help desk call or self-service request Configuration Management System

Key Process Relationships and Integration Service Desk/Incident Management — as a central point for handling service requests **Service Asset and Configuration Management** — to update CMS with Request fulfilled (e.g. hardware upgraded components dispatched, password reset) **Release Management** — distribute User satisfaction reports software and hardware

Incident Management

Incident Management restores normal service operation as quickly as possible and minimizes the adverse impact on business operations.

PROCESS ACTIVITIES	PROCESS AUTOMATION
Raise incident and record	CA NSM; CA SPECTRUM; CA eHealth; CA Wily; CA Insight; CA Service Desk Mgr
Investigate and diagnose (classify and prioritize)	CA Service Desk Mgr; CA CMDB
Escalate	CA Service Desk Mgr
Resolve / Recover (workaround)	CA Service Desk Mgr; CA Data Center Automation Mgr; CA IT Client Mgr

Networks, Operations and Security Configuration details from CMDB Response from incident matching against problems and known errors

customers and management reports

Key Process Relationships and Integration Incident details sourced from Service Desk, **Incident Management** — supplies Problem Management with detailed incident records Service Level Management (SLM) incidents and problems influence the quality of IT services provided by SLM Resolution details **Change Management** — all solutions and workarounds are implemented via RFC Resolved and closed incidents Communication to end-users and

Key Process Relationship and Integration Represent the intersections where processes work together to improve overall effectiveness and accelerate success. At these points, processes support each other, sharing information to ensure somplete process optimization. These intersections show why processes should be planned

together, and are points where automated technologies are

How It Works





Continual Service Improvement The Deming continuous improvement cycle is the foundation for all ITIL processes. Service management excellence is achieved by elevating up a maturity curve, enabled by rigorous application of PLAN-DO-

Service Asset and Configuration

Management



Incident Management

> A Configuration Management Database (CMDB) is a critical element of an ITIL implementation. CA CMDB provides a single source of truth about Configuration Item information and the relationships between them.

Event

Management

Problem

Management

Event Management

Event management detects events, analyzes them and determines the correct Management action. It provides the entry point for the execution of many Service Operation processes and activities.

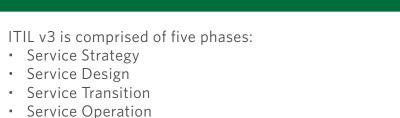
PROCESS ACTIVITIES	PROCESS AUTOMATION
Detect (incl. fault detection)	CA SPECTRUM; CA eHealth; CA NSM; CA Wily APM; CA Insight
Filter and correlate	CA SPECTRUM; CA eHealth; CA Wily APM; CA NSM; CA Security Command Center; CA CMDB
Select response	CA Service Desk Mgr; CA IT Client Mgr
Review and action	CA Service Desk Mgr; CA Data Center Automation

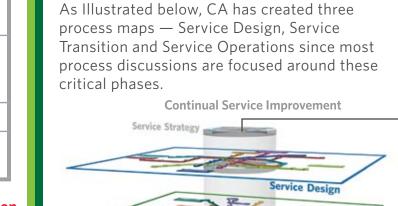
 Event triggers include: CI performance, completion of task or job, user access to application Output: Request for Change

Updated CMDB

Key Process Relationships and Integration Incident, Problem and Change Management — for events that represent a situation to be handled by appropriate **Service Asset and Configuration Management** — uses events to determine

CI status





Continual Service Improvement

extremely valuable.

Service Strategy Service Strategy is critical to the operations and tactics of Service Management, as it provides a framework for

with business goals.



capabilities and service provided

Service Desk

Access

This function of the Service Desk is to act as the central point of contact between IT and its users, handling all incidents, inquires and requests. It provides an interface for all other Service Operation processes.

The primary objectives of the Service Desk function are: To serve as the single interface for IT-related queries, complaints and service support issues. To ensure timely restoration of service, minimizing the impact of outages on business activities. To increase efficiency by automatically routing incidents to the appropriate personnel. To effectively eliminate root cause anomalies by managing the problem management process

Control all aspects of the change management process through the lifecycle of the change

Sample Critical Success	Supporting Key Performance Indicators
Ensure long-term customer retention and satisfaction	 Percent of customers given satisfaction surveys Customer satisfaction rating of service desk Percent of incident responded to within agreed-upon response times (SLAs) Number of incidents recorded not yet closed
Reduce support costs by the efficient use of resources and technology	 Total number of incidents Percent of incidents resolved at the service desk withou escalation Staff turnover rate Average cost per incident Number and percentages of incidents resolved remotely without requiring a visit

CMDB

Knowledge Management

A Configuration Management Database (CMDB) delivers greater management control of the IT environment by providing a comprehensive view of IT service configurations. A CMDB is the centerpiece of an ITIL implementation and supports a wide range of ITIL processes including Change, Incident, Problem, Availability and Capacity Management. A CMDB provides the "single source of the truth" about the mapping of Configuration Items (CIs) to each other and to the IT services they support. The primary types of information stored within CMDBs are CIs such as assets, policies, users, processes etc., relationships and inter-dependences.

Federation and Reconciliation A CMDB employs a technique called `data federation' that collects information from disparate, typically multi-vendor data sources across the enterprise. This collection of CIs, its attributes and inter-relationship information is processed through the function called `reconciliation' which identifies, synchronizes and rationalizes data to provide a single accurate instance of all Cls and its attributes.

CA CMDB Provides Faster Time-to-Value CA CMDB speeds time-to-value by providing the industry's most comprehensive set

Pre-defined content, including more than 70 relationship templates. Over 140 pre-defined CI classes.

Multi-level visualization with pre-defined filters such as business service impact analysis Comprehensive reporting and rapid implementation best practices. Unique versioning capability that enables you to establish baselines and standards, manage snapshots and analyze CI snapshots against baselines, milestones, standards and change orders. Auto-mapping relationship capabilities that automatically discover CIs across the infra-

structure and populates their relationship in the CMDB repository.

Problem Management

Problem Management is responsible for the control of the lifecycle of all problems. It's primary objective is to prevent problems and incidents, eliminate repeating incidents and minimize the impact of incidents that cannot be prevented. PROCESS ACTIVITIES PROCESS AUTOMATION

Input:	Key Process Relationships and Integr
Management reporting and problem reviews	CA Service Desk Mgr
Proactive problem management	CA Service Desk Mgr; CA CMDB
Error control	CA Service Desk Mgr; CA CMDB
Problem control	CA Service Desk Mgr; CA CMDB

RFC's from the Problem Management process or submitted independently Forward Schedule of Change (FSC)

Service Asset and Configuration Management — uses the CMS to identify wrong CI's and to determine the impact of Updated Forward Schedule of Change problems and solutions Filtered RFC's and approved RFC's **Change Management** — all solutions and CAB minutes and action plans workarounds are implemented via RFC Change Management reports

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