

CA SERVICE MANAGEMENT PROCESS MAPS

IT Service Continuity Management

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

Input:

- Business impact analysis
- Risk and vulnerability assessments
- Business continuity strategy and plan

Output:

- Continuity plan
- Recovery plans
- Risk reduction plans

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 obligations

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

Input:

- Business requirements
- Change information
- Configuration Management System

Output:

- Reports demonstrating performance against SLA
- Service quality and performance improvement plans

Key Process Relationships and Integration

Change Management — SLA can define agreements for responding to change

IT Service Continuity Management — minimum required service levels in case of an emergency

Financial Management — supplies cost associated with providing a service together with charging methods.

Service Catalog Management

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.

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 Mgr
Publish live services	CA Service Catalog

Input:

- Business and IT strategy and plans
- Business impact analysis
- Service portfolio
- CMS

Output:

- Documentation and agreement of a "definition of the service"
- Updated service portfolio and catalog

Key Process Relationships and Integration

Service Portfolio Management — to agree Contents of portfolio & catalog

ITSCM — business dependencies and processes

Service Asset and Configuration Management — service dependencies, components and CI's

Service Level Management — business alignment

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 ACTIVITIES	PROCESS AUTOMATION
Monitor services	CA NSM; CA SPECTRUM; CA eHealth; CA Insight Database Performance
Methods and techniques	CA Service Desk Mgr; CA CMDB
Analyse and test	CA Wily APM; CA Service Metric Analysis;
Proactive management	CA Service Desk Mgr; CA Access Control; CA Data Center Automation

Input:

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

Output:

- Availability improvement plans
- Availability/recovery design criteria
- Report on achieved availability, reliability and maintainability

Key Process Relationships and Integration

Service Asset and Configuration Management — uses the CMS to identify wrong CI's and to determine the impact of problems and solutions.

Service Level Management — assists SLM in determining the availability objectives.

Capacity Management — supplies information on changes in capacity that effects availability.

Information Security Management

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

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

Input:

- Business strategy, security policies, and IT & service information
- Risk analysis, events and SLA breaches

Output:

- Information security management policy
- Revised security risk assessment
- Security controls, audits and reports

Key Process Relationships and Integration

Incident and Problem Management — details to diagnose and resolve security issues

ITSCM — reviewing impact of business risk

Service Level Management — security requirements in SLAs and OLAs

Change Management — determining the possible impact of changes on security

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

Input:

- Inform Capacity Management about incidents due to capacity problems
- Business capacity requirements
- Component performance and capacity information

Output:

- Capacity plan
- Workload analysis and reports

Key Process Relationships and Integration

Incident and Problem Management — provides details to diagnose or resolve capacity problems

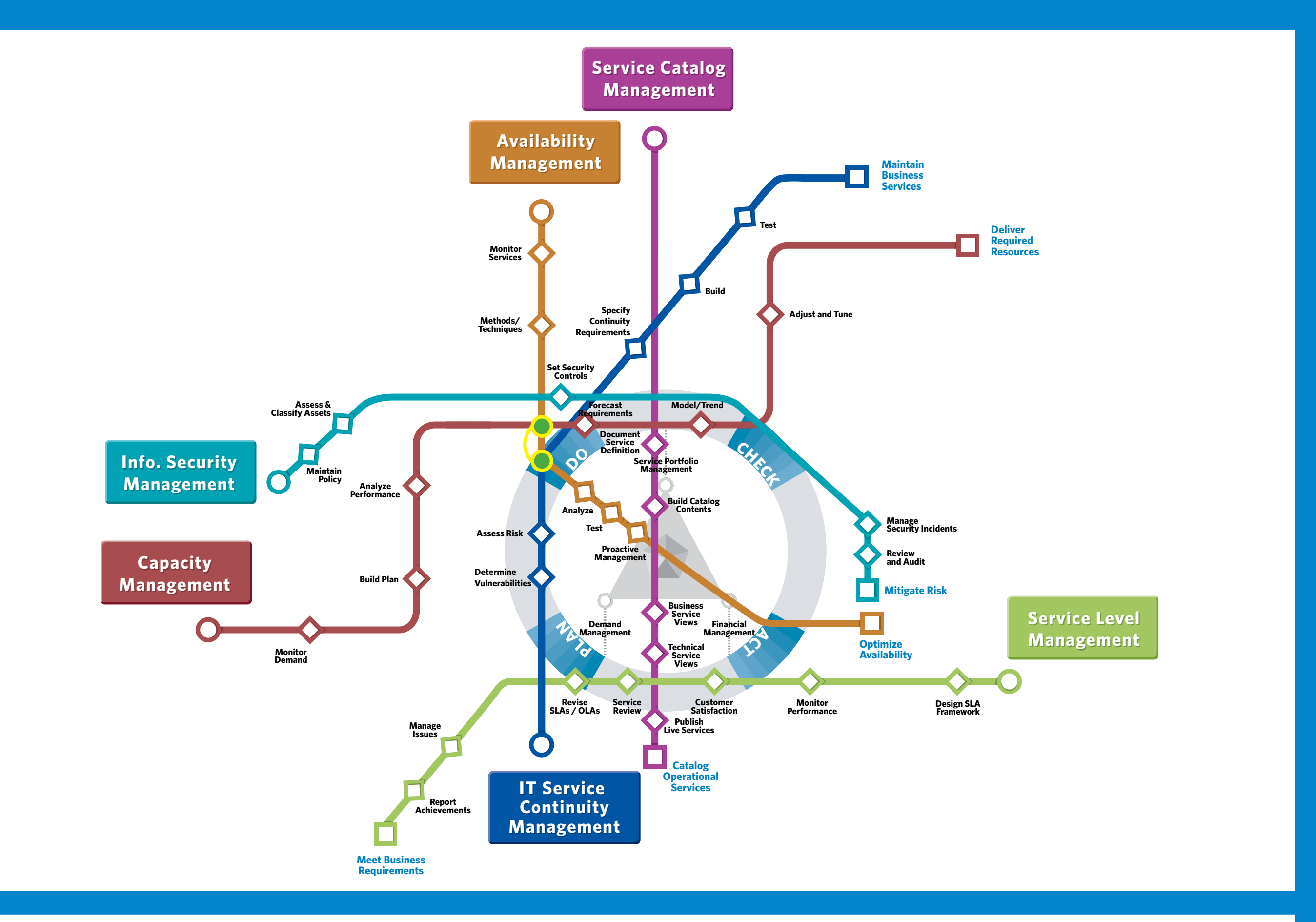
Service Level Management — advises SLM on the feasibility of service levels

Availability Management — Output of activities is use for Capacity planning

Service Design

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 portfolios of services and service assets.

Organizations should use guidance provided in Service Design to first review which elements of these processes they have in place, before trying to change and improve design capabilities for service management.



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

Input:

- Authorized RFC
- Service Package including service model
- Procurement plans, standards and catalogs
- Build models; release policy

Output:

- Release and deployment plans
- Updated service catalog
- New tested service capability

Key Process Relationships and Integration

Change Management — initiates process by providing an authorized RFC

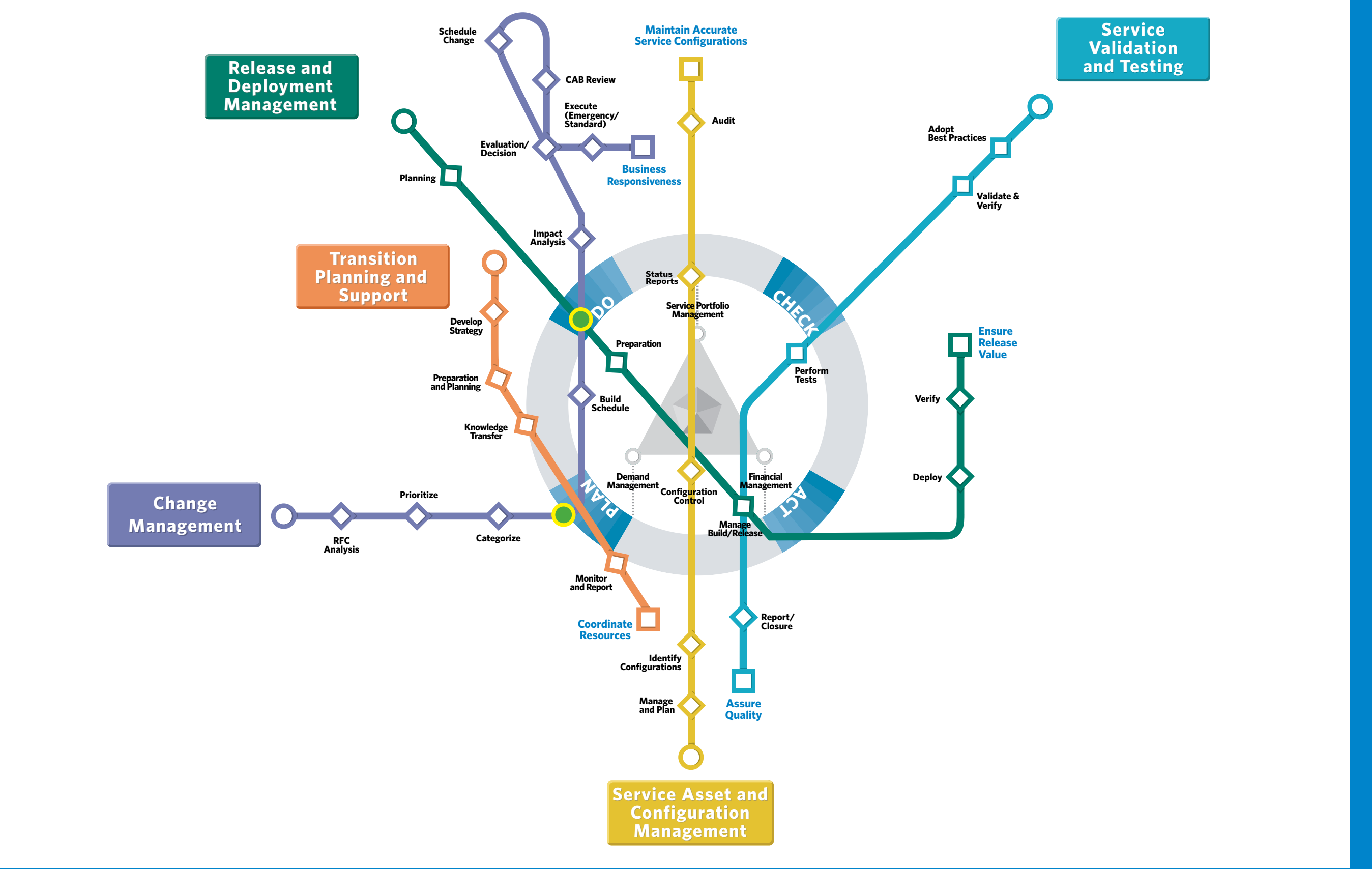
Service Asset and Configuration Management — throughout the deployment process updates CI status and the CMS

Knowledge Management / Service Desk — known error information of changed service captured in SKMS and made available to Service Desk

Service Transition

The Service Transition process map shows the processes associated with developing and improving capabilities for the transition of new and modified services to production. It details how the requirements of Service Strategy encoded in Service Design are realized in Service Operation while controlling the risks of failure.

Organizations focused on managing the complexity related to transitioning new and changed services to production should carefully study the guidance provided in this ITIL phase.



Transition Planning and Support

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

Input:

- 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

Key Process Relationships and Integration

Change Management — implements all changes to services

Service Asset and Configuration Management — Service configurations ready for transition

Request Fulfillment

Request Fulfillment 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

Input:

- Help desk call or self-service request
- Configuration Management System (CMS)

Output:

- Requests fulfilled (e.g. hardware dispatched, password reset)
- User satisfaction reports

Key Process Relationships and Integration

Service Desk/Incident Management — as a central point for handling service requests (CMS)

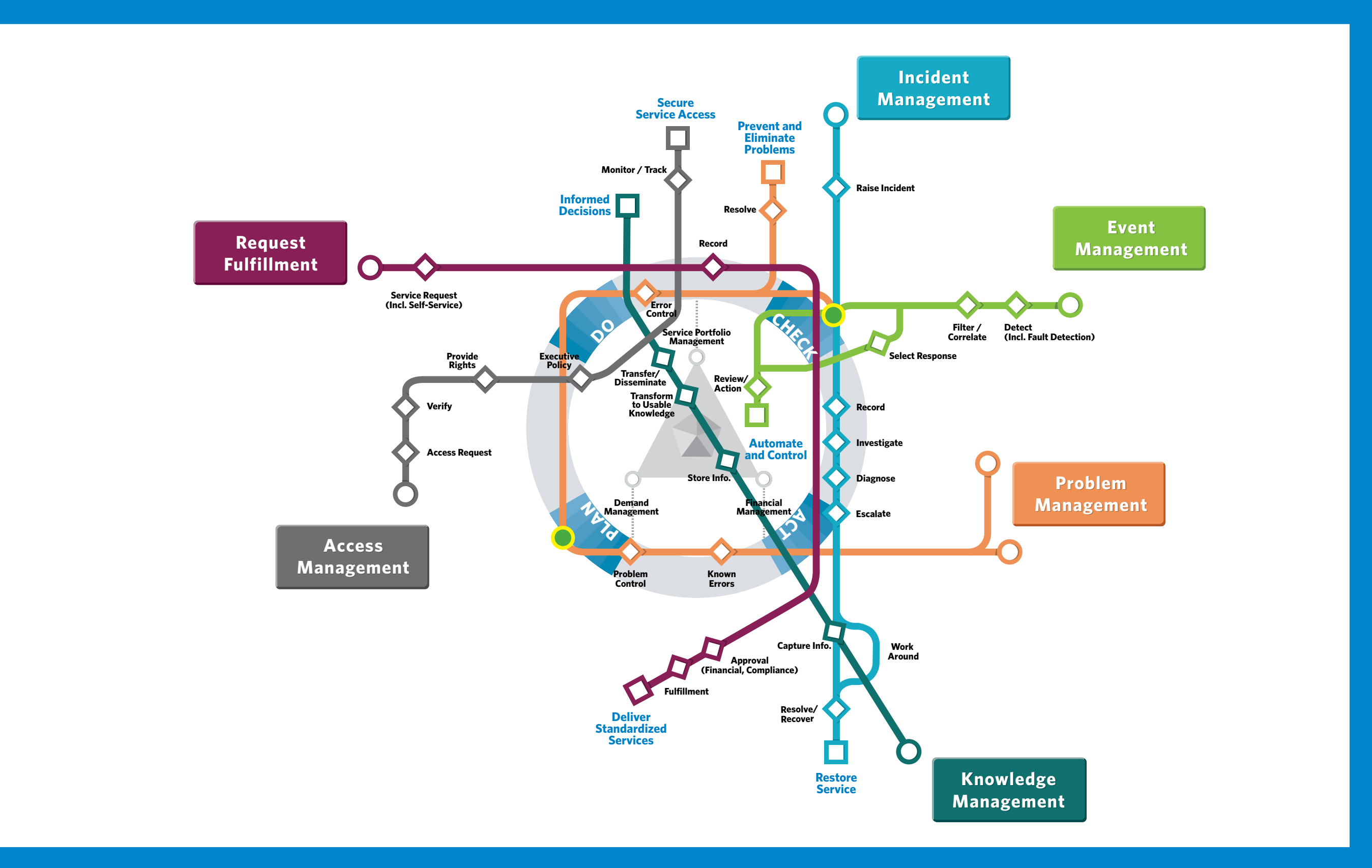
Service Asset and Configuration Management — to update CMS with upgraded components

Release Management — distribute software and hardware

Service Operation

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, to enable the business to meet its objectives, and effectively optimize the cost and quality of services.

Organizations must take a close look at Service Operation, as this is the phase where strategic objectives are effectively realized when processes are in place.



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 APM; 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

Input:

- Incident details sourced from Service Desk, Networks, Operations and Security
- Configuration details from CMDB
- Response from incident matching against problems and known errors
- Resolution details

Output:

- Resolved and closed incidents
- Communication to end-users and customers and management reports

Key Process Relationships and Integration

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

Change Management — all solutions and workarounds are implemented via RFC

How It Works

ITIL v3 is comprised of five phases:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

As illustrated below, CA has created three process maps — Service Design, Service Transition and Service Operation since most process discussions are focused around these critical phases.

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

- Designing, developing and implementing service management as a strategic resource
- Ensuring alignment between capabilities and service provided with business goals.

Service Desk

This function of the Service Desk is to act as the central point of contact between IT and its users, handling all incidents, inquiries 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 request.

Sample Critical Success

- Ensure long-term customer retention and satisfaction
- Reduce support costs by the efficient use of resources and technology

Supporting Key Performance Indicators

- 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
- Total number of incidents
- Percent of incidents resolved at the service desk without escalation
- Staff turnover rate
- Average cost per incident
- Number and percentages of incidents resolved remotely without requiring a visit

CMDB

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. CA CMDB provides a single source of truth about 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-dependencies.

Federation and Reconciliation

CA 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 CIs and its attributes.

CA CMDB Provides Faster Time-to-Value

CA CMDB speeds time-to-value by providing the industry's most comprehensive set of capabilities:

- Multi-level visualization with pre-defined filters such as business service impact analysis and root cause.
- Pre-defined content, including more than 70 relationship templates.
- Over 140 pre-defined CI classes.
- 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 infrastructure 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
Problem control	CA Service Desk Mgr; CA CMDB
Error control	CA Service Desk Mgr; CA CMDB
Proactive problem management	CA Service Desk Mgr; CA CMDB
Management reporting and problem reviews	CA Service Desk Mgr

Input:

- Front line support staff to capture knowledge
- Documents, events and alerts

Output:

- Service Knowledge Management Base

Key Process Relationships and Integration

Incident Management — provides point of capture for everyday IT Service Management data

Problem Management — key users of collected knowledge