### **CASM Office Hour 2nd March 2023 Q&A**

Ques: Will the ability to run CA Service Desk in a dark site (no internet) still be supported in future releases?

Ans: SDM 17.4 can still be ran without internet, but some of the new functionalities like SDM - JIRA and VA - MA Teams integration will not work without internet.

Ques: Is there any idea/project/roadmap to bring CA SDM to a saas version?

Ans: Service Desk can be deployed in cloud as long as the underlying platform requirements are met. We are also considering supporting cloud services for running CASM, but we dont have plans to come up with a SAAS version.

Ques: Is it possibloe to migrate directly from 17.1.x to 17.4?

Ans: Yes, 17.1.x can be directly upgraded to 17.4. Details for all the possible upgrade paths to 17.4 will be covered in the Beta Validation Kick Off session.

Ques: For the new version of CA PAM, will it be possible to use the lastest version of EEM ?

Ans: CA Process Automation r04.4.00 supports CA EEM r12.6 CR04 and higher - <https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/automic-process-automation/04-4-00/installing/prerequisites/ca-eem-prerequisites.html>

Ques: SM 17.4 PinkVERIFY™ Certified ITIL 4 Toolsets is being reviewed? What about Gartner, are we going back to the magic quadrant?

Ans: ITIL4 talks about better collaboration between teams, breaking down of departmental silos with improved integration between tools. These are the areas we are focusing on through capabilities like SDM - JIRA integration and VA - Teams integration.

With regards to Gartner, we had opted out of Gartner survey as it didnt align with our GTM strategy. Our focus has been on the installed base to help them maximise value from our solutions. At this point we dont have plans to participate in the Gartner survey.

Ques: Do you have a "best practices" guide to CA Service Management to Kubernetes ?

Ans: Deploykment of CASM in the kubernetes through container images has been documented comprehensively [here](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/Docker-Containers/Deploy-CA-Service-Management-Kubernetes-Containers/Deploy-CA-Service-Desk-Manager-Docker-Containers.html). But we dont have any best practice guide as of now.

Ques: Is PAM 4.4 CP 01 supported for 17.3 RU19?

Ans: PAM 4.4 CP01 certification is currently underway.

Ques: Can we upgrade to 17.4 directly from 17.3.RU11 ?

Ans: Yes, 17.3.RU11 can be upgraded directly to 17.4.

Ques: Which products are in the CIS?

Ans: CIS, the Common Integration Service is a framework to simplify integration between SDM and products in adjacencies such as Agile Management tools, Monitoring, Collaboration. The framework in the future will be enhanced to enable customers to define integrations with Broadcom or 3rd party products with ease. With 17.4, CIS will be support integration between SDM-JIRA and VA - MS Teams.

Ques: What is the version of EEM supported by CCA 12.9 CU1.?

Ans: EEM version supported by 12.9 CU1 is 12.51 CR04. <https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/clarity-configuration-automation/12-9/release-notes/system-requirements.html#concept.dita_8650bd65f1dcbbb78b175ec5ae2322a01208c2c2_CAEEMServerSupport>

We plan to certify EEM 12.6.5 (12.6 CR05) as part of CCA 12.9 CU2 / 12.10 planned for later this year.