

# CA User Group

## Guide for the members

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# Introduction

***Welcome to the Guide for the CA User Group members.***

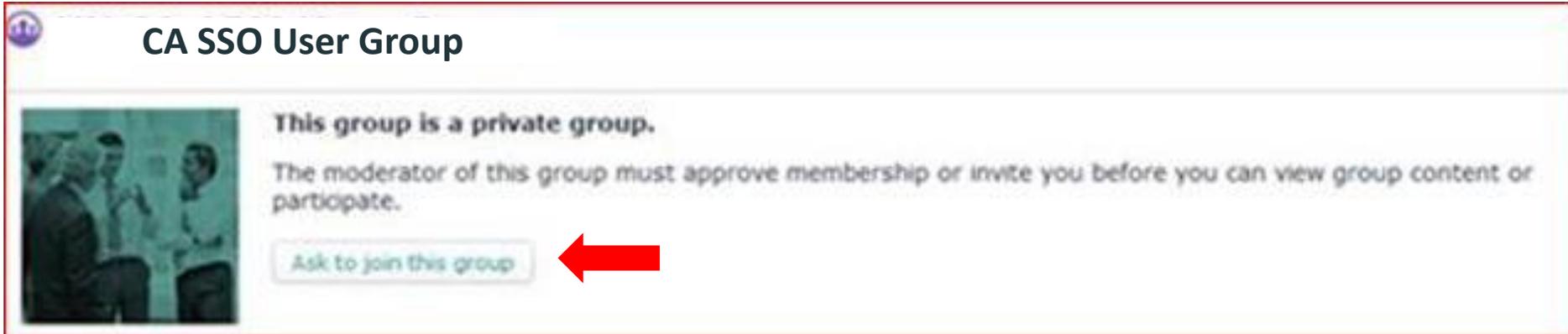
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

# How can I get involved with the User Group ?



# 1) Join the User Group to become member

1. <https://communities.ca.com/groups/france-ca-single-sign-on-user-group>
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on **“Ask to join this group”**. Your request will be reviewed then Approved



**CA SSO User Group**

**This group is a private group.**  
The moderator of this group must approve membership or invite you before you can view group content or participate.

[Ask to join this group](#)

A red arrow points to the "Ask to join this group" button.

## 2) Share your experience & knowledge

- **in-Person meetings** : User presentation, Roundtable discussions, ...



- **Online** : Click on '**Action**' to share a document or start a conversation ('**Discussion**') ..

A screenshot of the UK CA PPM User Group online interface. The header shows the group name and a navigation menu with options: Overview, Activity, Content, People, Reports, Calendar, Actions (circled in red), About, and Share. Below the menu, there are icons for Discussion, Files, Document, and Event. A 'RECENT ACTIVITY' section shows a post by Abderrazzak Laabi in the UK CA PPM User Group, dated 3 weeks ago. A dropdown menu is open under the 'Actions' button, showing options to CREATE a Discussion, Document, Files, or Event. Red arrows point to the 'Discussion' and 'Files' options in the dropdown menu. A partial view of another post is visible on the right side of the screen.

### 3) Be active contributor

Get involved in the user group activities (as User Group member, or Board member)

- Make suggestions, ideas, Topics for the next UG meeting, ...
- Contribute to enhance the CA solution (Ideation ...)



# Connecting with people

- 1) Click on **People** tab and use the sorting options to filter and find relevant people
- 2) Click on **Follow** tab on the bottom right and choose whether to follow that user via your inbox or connections stream.
- 3) Click on **Message** tab on the bottom right to send private message

Home News Communities Browse ▾ Help ▾ Apps ▾

50+

Melanie Giuliani

TITLE  
Community Programs Analyst

COMPANY  
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EMAIL  
giume03@ca.com

LAST LOGGED IN  
November 19, 2015

VIEW POINTS DETAILS

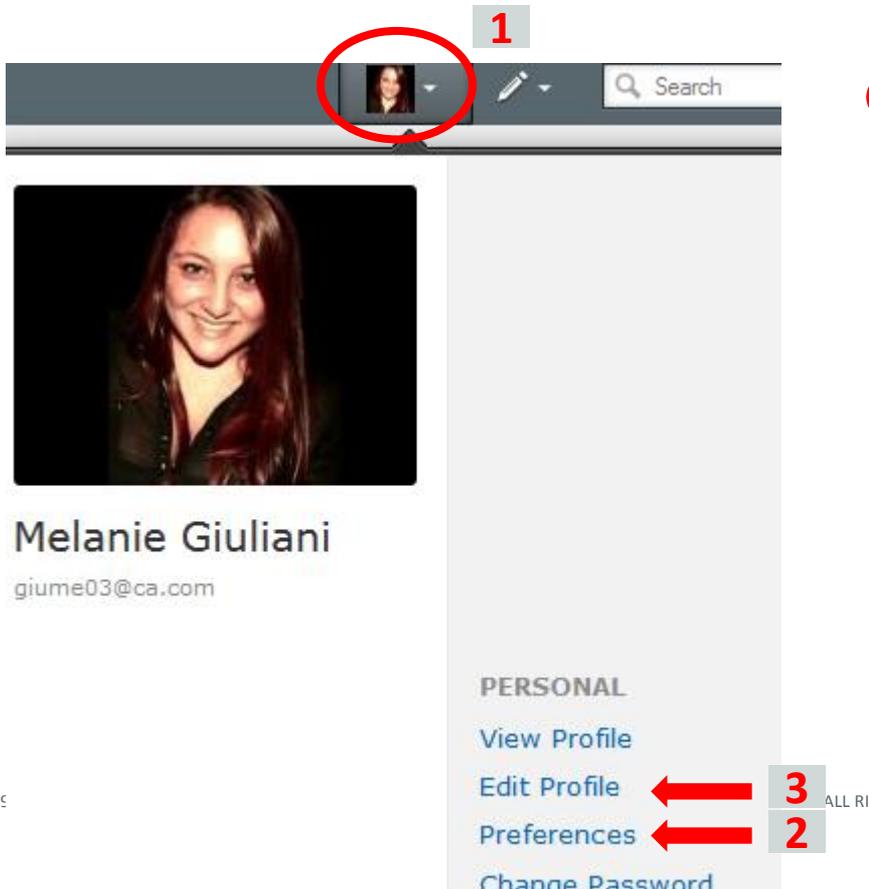
Overview Activity Content More ▾ Actions ▾

Message Follow ↕

3 2

# Update your profile

- 1) Click on the drop menu on the top of the page
- 2) Click on **Preferences** and update your time zone, language, ...
- 3) Click on **Edit Profile** to load your photo, update your Biography, ...



1

Avatar & Photos

Search



Melanie Giuliani

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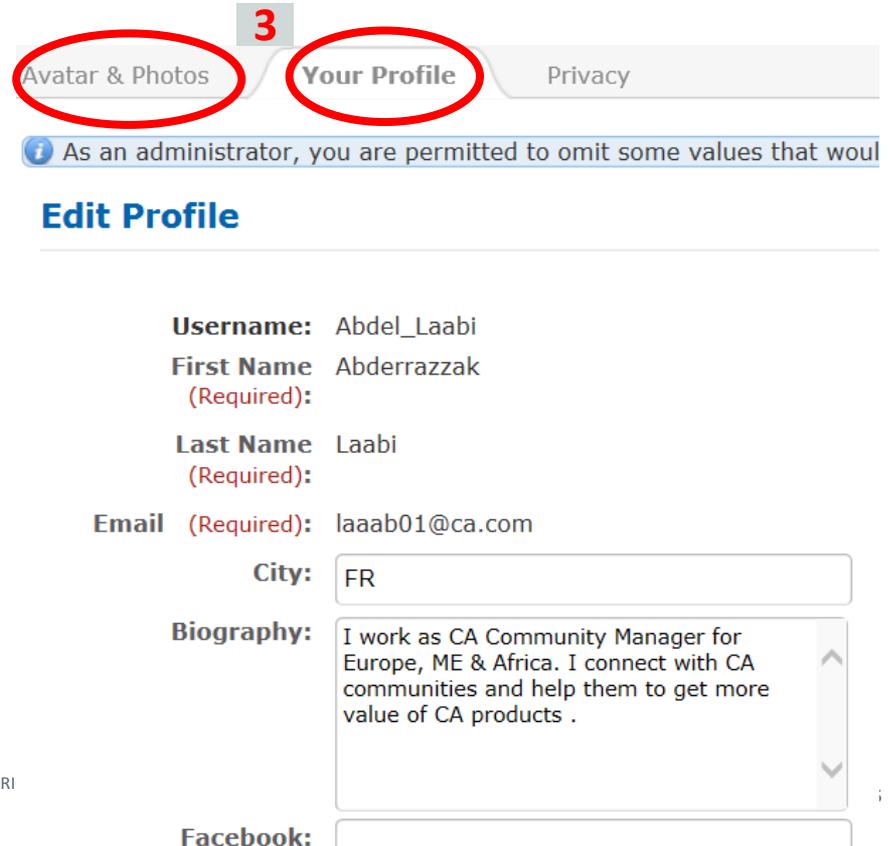
PERSONAL

[View Profile](#)

[Edit Profile](#) ← 3

[Preferences](#) ← 2

[Change Password](#)



3

Avatar & Photos

**Your Profile**

Privacy

[i](#) As an administrator, you are permitted to omit some values that would

## Edit Profile

**Username:** Abdel\_Laabi

**First Name** Abderrazzak  
(Required):

**Last Name** Laabi  
(Required):

**Email** (Required): laaab01@ca.com

**City:** FR

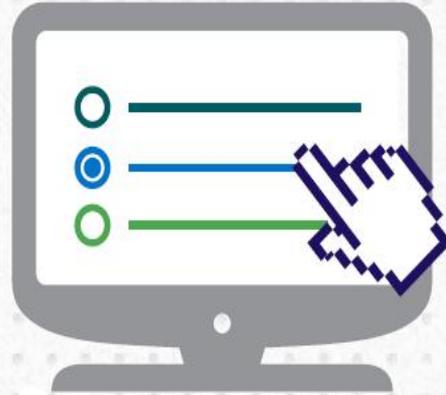
**Biography:** I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

**Facebook:**

# Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas for product enhancements



Voting on and discussing ideas from other community members



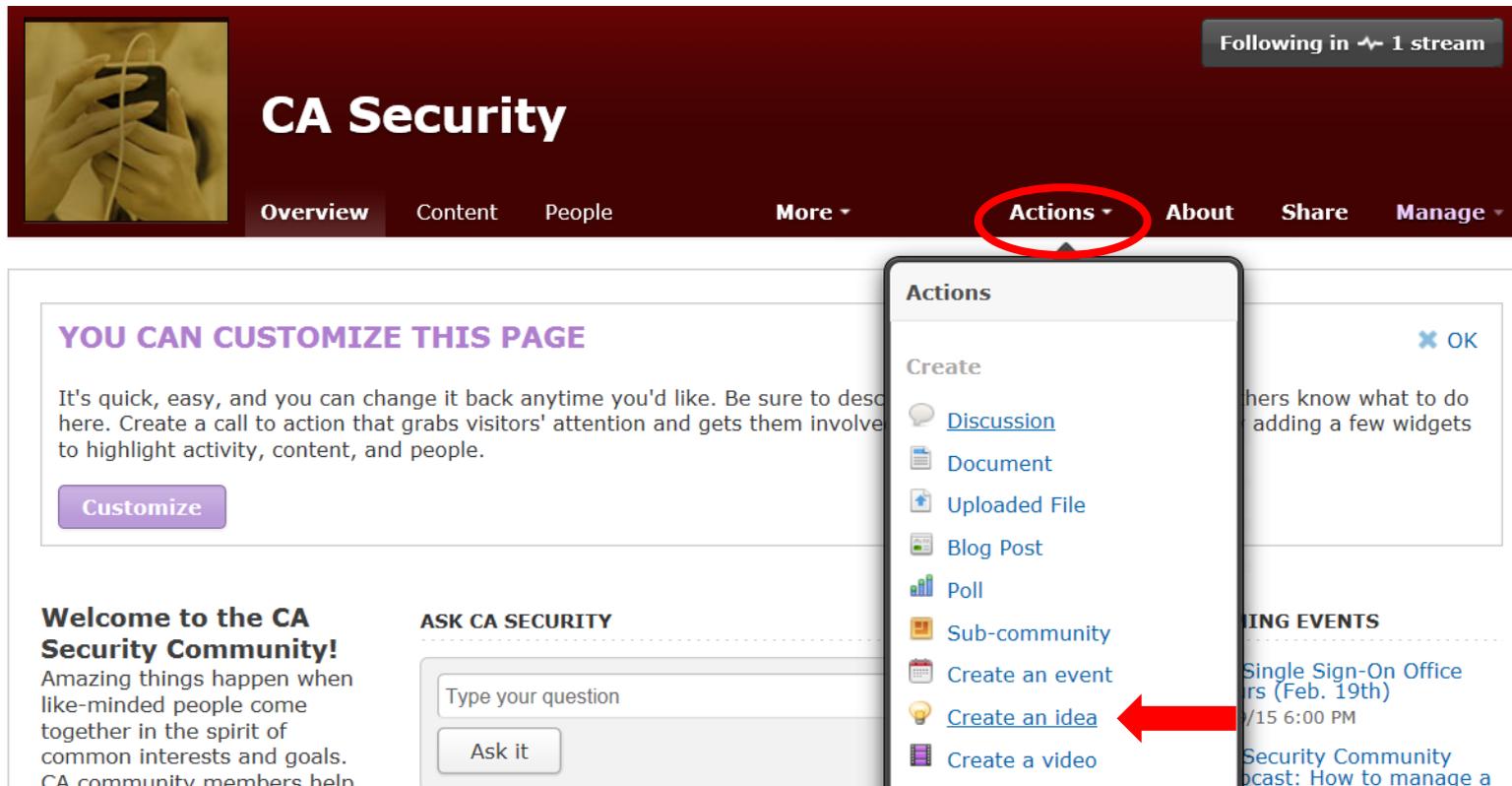
Opting into product validation programs to test incremental process and provide feedback that will influence the next software iteration



**5 of the 9 marquee features** for the CA Clarity 13.3 release came directly from its Global User Community, which receives **~100 ideas per month**

# Ideation : Submit ideas for product enhancements

- 1) Global Community : <https://communities.ca.com/community/ca-security>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Ideas**



The screenshot shows the CA Security community page. The top navigation bar includes 'Overview', 'Content', 'People', 'More', 'Actions', 'About', 'Share', and 'Manage'. The 'Actions' tab is circled in red. A dropdown menu is open, listing various actions: 'Create', 'Discussion', 'Document', 'Uploaded File', 'Blog Post', 'Poll', 'Sub-community', 'Create an event', 'Create an idea', and 'Create a video'. A red arrow points to the 'Create an idea' option. Below the navigation bar, there is a 'YOU CAN CUSTOMIZE THIS PAGE' section with a 'Customize' button. To the right, there is a 'ASK CA SECURITY' section with a text input field and an 'Ask it' button. Further right, there is a 'UPCOMING EVENTS' section with a list of events.

# Ideation : Vote for ideas from community members

- 1) Click on **Content** tab,
- 2) Click on **Ideas** (💡) to list all the ideas

The screenshot shows the CA Security community page. The 'Content' tab is highlighted with a red circle and a '1' next to it. In the top navigation bar, the 'Content' tab is circled in red. Below the navigation bar, the 'Ideas' filter (represented by a lightbulb icon) is circled in red and labeled with a '2'. The main content area displays a list of ideas with columns for Title, Author, Views, and Latest activity. The first idea is 'Export/Import SM Objects via Shopping Cart in AdminUI' by Josh Coffman, with 33 votes and a status of 'UNDER REVIEW'. The second idea is 'Provide search support for ACO attributes in Administrative UI' by Ujwol Shrestha, with 33 votes and a status of 'NEW'.

Following in 1 stream

## CA Security

Overview **Content** People More Actions About Manage

1

All Content (3613)

All stages

Type to filter by text Filter by tag Sort by score 1 2

Title	Author	Views	Latest activity
💡 Export/Import SM Objects via Shopping Cart in AdminUI 33 UNDER REVIEW	Josh Coffman	196	January 14 2015 9:28 PM
💡 Provide search support for ACO attributes in Administrative UI 33 NEW	Ujwol Shrestha	221	February 6 2015 4:05 PM

2

https://communities.ca.com/community/ca-security/content?filterID=contentstatus%5Bpublic

# Ideation : Vote for ideas from community members

3) Click on an idea in order to open it, then **vote** through the button on the top left

Home Content People Communities Help Apps Search

All Places > CA Security > Ideas

## Export/Import SM Objects via Shopping Cart in AdminUI

Created on Mar 31, 2014 11:52 PM by Josh Coffman - Last Modified: Dec 30, 2014 3:47 PM

**33** Voted on 33 times. You have not voted. **3** **UNDER REVIEW**

In large SiteMinder implementations, export and import are used extensively to migrate applications from Dev to Test, UAT, and Production environments. Application integrators may not have administrative access to remote desktops on policy servers. This type of access is required to use XPSExplorer, XPSExport, and XPSImport. Navigating the XPS tools and building an xcart to export objects is cumbersome at best, after which, you need to move the xml between servers, and again login to another server via remote desktop to perform the import.

It would be nice if SiteMinder could provide the ability to navigate through objects in the Administrative User

Follow  
Share  
Bookmark

**ACTIONS**

- Edit idea
- Move idea
- Delete idea
- Report abuse
- View as PDF

# Ideation : Benefits

- Enables transparency and turns enhancement requests into conversations
- Places context around the priority and value of an idea
- Maximizes the input of our customers into our development process
- Provides a timely decision for customers' ideas
- Keeps customers informed of decision and status changes
- Builds trust with our customers that we are building products based on open, transparent and collaborative process

# Useful Links

[CA Communities User Guide](#)

Ideation ( Video ) : <https://communities.ca.com/videos/1447>

[The Water Cooler](#)

The go-to spot to ask questions, submit ideas, or find tips, tricks and training pertaining to the CA Communities

[CA Communities](#) : All Regional User Groups & Global communities

Thank you

