

CA User Group

Guide for the members

Abdel Laabi,
Principal Community Programs for Europe
CA Technologies

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Content

- Introduction
- Best Practices - Get involved with the CA User Group
- Steps for key actions
 - How to join the User Group
 - How to Start a conversation, ask question (online Forum)
 - How to create content (Document, Conversation ...)
 - How to connect with People & Update your profile
- Ideation : provide input to CA Product Management
 - Submit your idea to enhance the product / Vote for an idea
- Useful Links

Introduction

Welcome to the Guide for the CA User Group members.

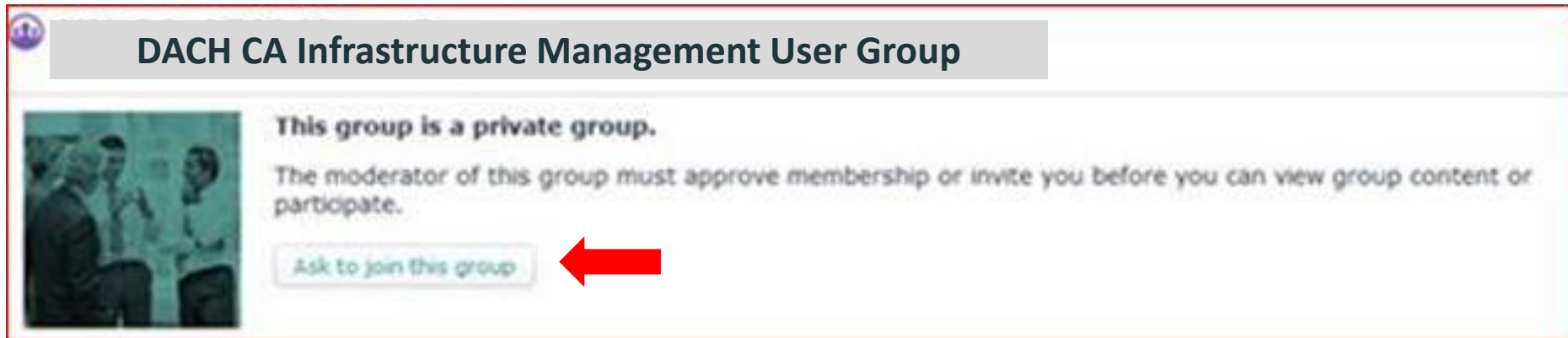
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the User Group ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/germany-spectrum-user-group-dachsug>
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



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**') ..

The screenshot shows the 'France CA Identity Suite user group' page. At the top, there's a navigation bar with 'Following' and 'Actions' (circled in red). Below this is a menu with 'Overview', 'Activity', 'Content', 'Images', 'People', 'Reports', and 'Events'. The 'Activity' tab is selected. Under 'Activity', there are icons for 'Question', 'Discussion', 'Files', 'Document', and 'Event'. The 'Discussion' icon is highlighted with a red arrow. Below the activity icons, there's a 'RECENT ACTIVITY' section. It shows a post by 'Abderrazzak Laabi' in the 'France CA Identity Suite user group' from '3 months ago'. Below this, there's a red icon and the text 'Invitation au Club utilisateurs CA Identity Suite - 22'. On the right side, there's a 'CREATE' dropdown menu with options: 'Question', 'Discussion' (highlighted with a red arrow), 'Document', 'Files' (highlighted with a red arrow), and 'Event'. Below this, there's a 'UPCOMING' section with a calendar icon for 'SEP 22'. At the bottom, there's a 'POPULAR' section with a 'Club u' icon and the text 'Invite members'.

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
CA Technologies

EMAIL
giume03@ca.com

LAST LOGGED IN
November 19, 2015

VIEW POINTS DETAILS

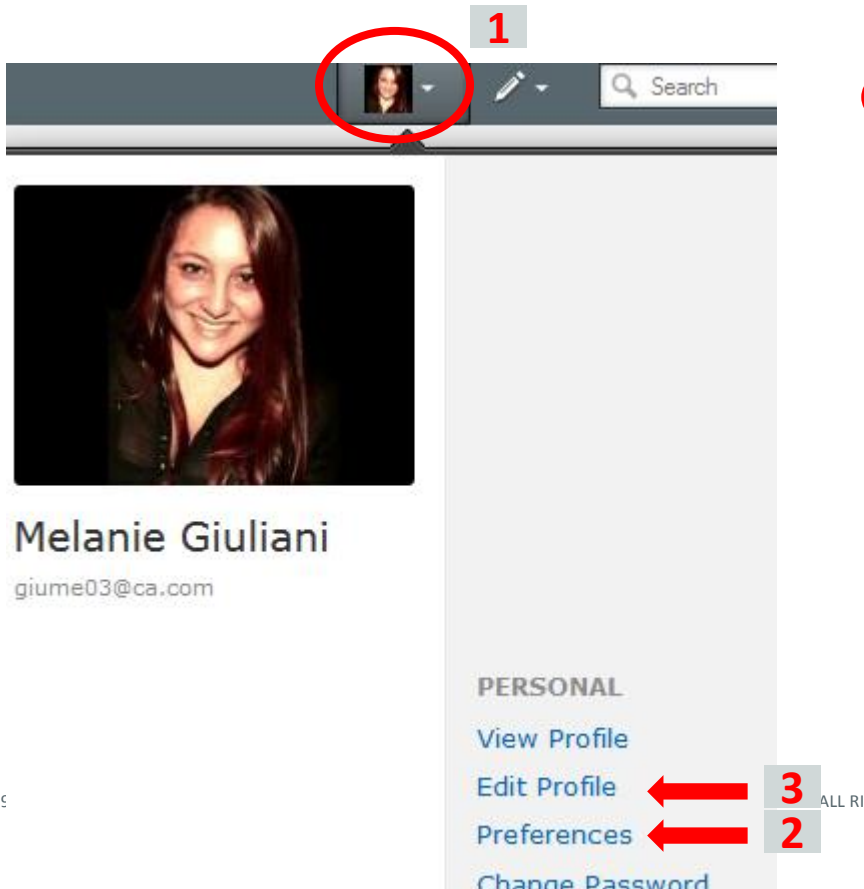
Overview Activity Content More ▾ Actions ▾

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

Search

Melanie Giuliani

giume03@ca.com

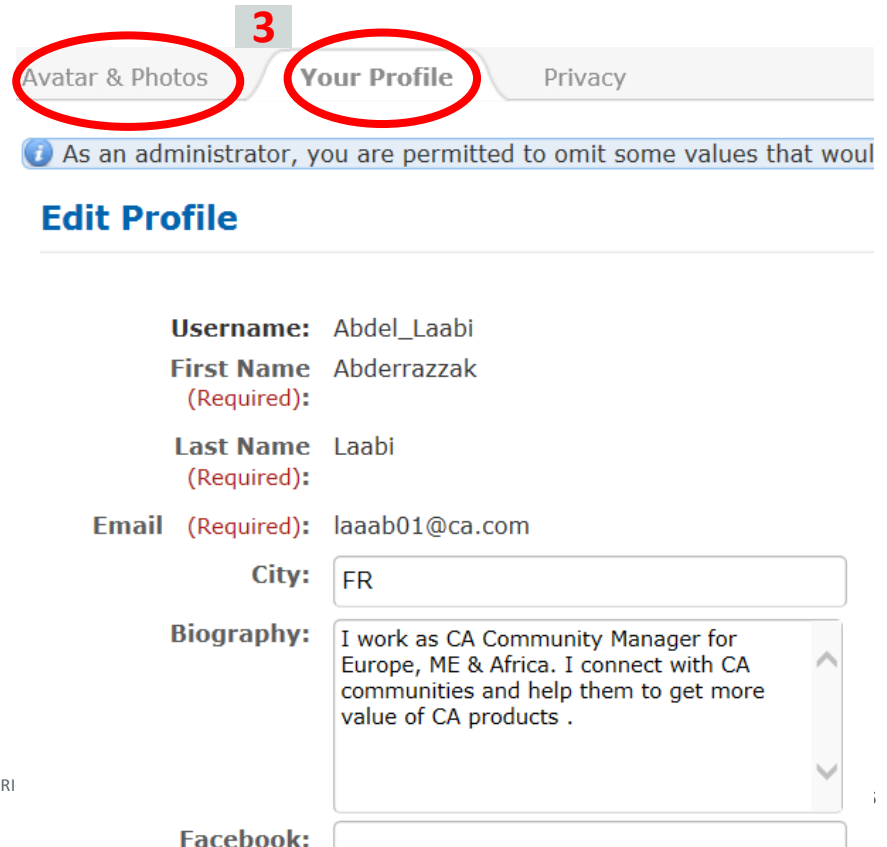
PERSONAL

[View Profile](#)

[Edit Profile](#)

[Preferences](#)

[Change Password](#)



3

Avatar & Photos

Your Profile

Privacy

As an administrator, you are permitted to omit some values that would otherwise be required.

Edit Profile

Username: Abdel_Laabi

First Name Abderrazzak
(Required):

Last Name Laabi
(Required):

Email (Required): laaab01@ca.com

City: FR

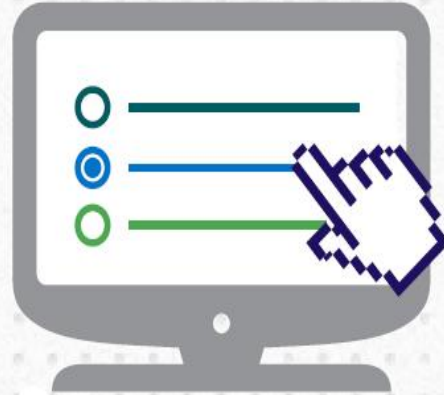
Biography: I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

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**

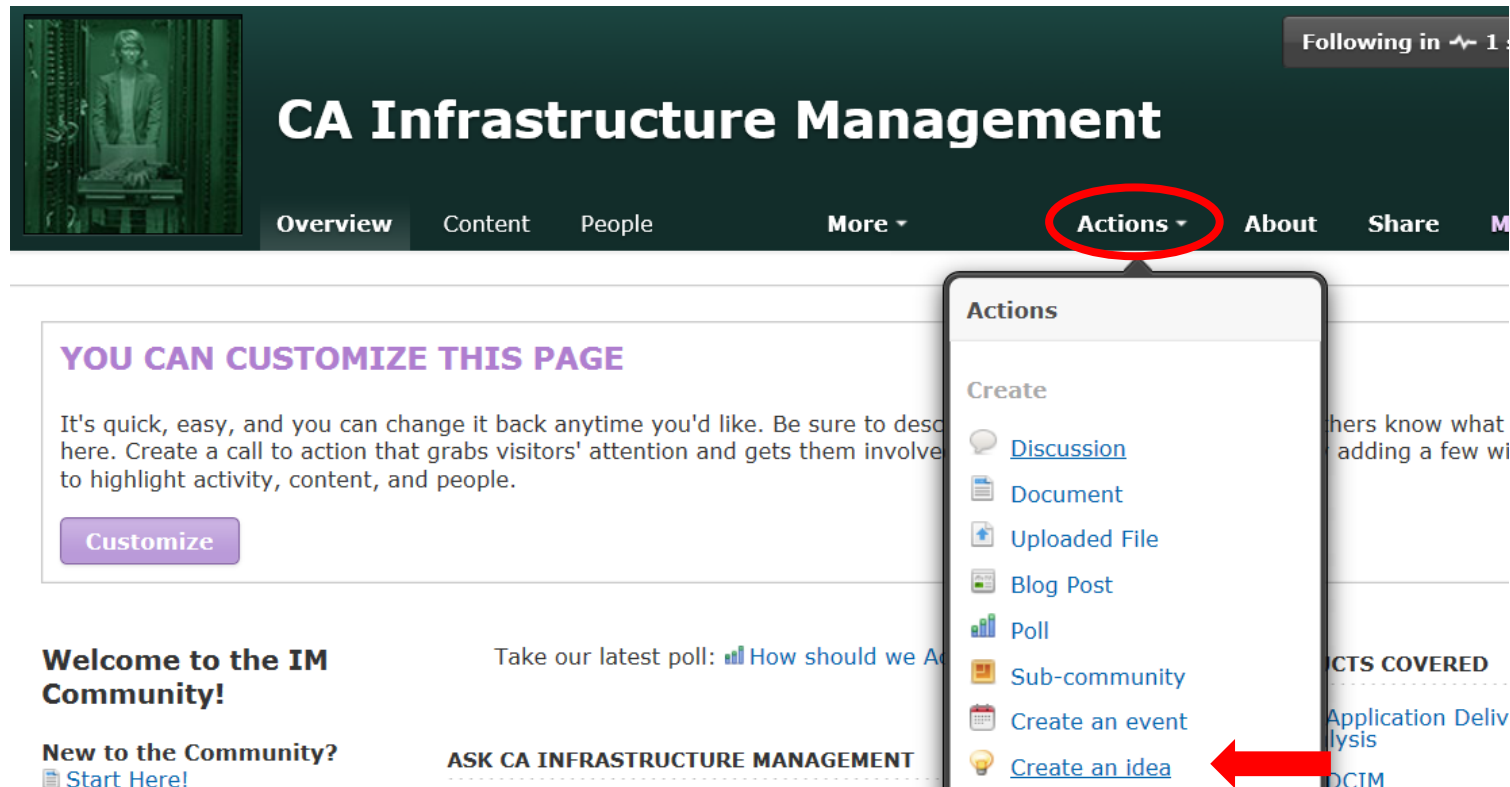
Ideation : Submit ideas for product enhancements

1) Global Community :

<https://communities.ca.com/community/ca-infrastructure-management>

2) Login (email / password) - use your Support identification

3) Click on **Action** tab on the top, then **Create an Idea**



The screenshot displays the CA Infrastructure Management community page. The top navigation bar includes tabs for Overview, Content, People, More, Actions (highlighted with a red circle), About, and Share. Below the navigation bar, a section titled 'YOU CAN CUSTOMIZE THIS PAGE' provides instructions on how to create a call to action. A 'Customize' button is visible. The main content area features a 'Welcome to the IM Community!' message and a 'New to the Community?' link. A red arrow points to the 'Create an idea' option in the 'Actions' dropdown menu.

CA Infrastructure Management

Following in 1

Overview Content People More **Actions** About Share

YOU CAN CUSTOMIZE THIS PAGE

It's quick, easy, and you can change it back anytime you'd like. Be sure to describe your idea here. Create a call to action that grabs visitors' attention and gets them involved. Use this to highlight activity, content, and people.

[Customize](#)

Welcome to the IM Community!

Take our latest poll: [How should we Ac](#)

ASK CA INFRASTRUCTURE MANAGEMENT

ACTS COVERED

Application Deliv
lysis

DCIM

Actions

Create

- [Discussion](#)
- [Document](#)
- [Uploaded File](#)
- [Blog Post](#)
- [Poll](#)
- [Sub-community](#)
- [Create an event](#)
- [Create an idea](#)

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 Infrastructure Management web application. The top navigation bar includes 'Overview', 'Content' (highlighted with a red circle and labeled '1'), 'People', 'More', 'Actions', 'About', and 'Manage'. Below the navigation bar, the 'Content' section is active, showing 'All Content (15981)'. A red circle and label '2' highlight the 'Ideas' icon (💡) in the top toolbar. The main content area displays a list of ideas with columns for Title, Author, Views, and Latest activity. The first idea is 'Radical idea for Releases - Make sure they are stable and stop releasing so many!' by Della Pietra, with 150 votes and a status of 'UNDER REVIEW'. The second idea is 'Make Alarm history visible in Spectrum GUI' by Portal Administrator, with 122 votes and a status of 'DELIVERED'.

CA Infrastructure Management

Following in 1 stream

Overview **Content** People More Actions About Manage

1

All Content (15981)

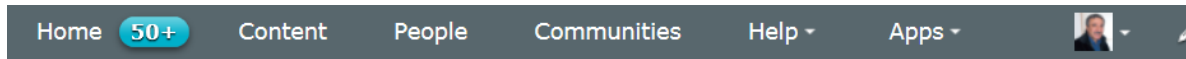
All stages

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

Title	Author	Views	Latest activity
💡 Radical idea for Releases - Make sure they are stable and stop releasing so many! 150 UNDER REVIEW	Della Pietra	0 42 890	June 23 2015 1:30 AM
💡 Make Alarm history visible in Spectrum GUI 122 DELIVERED	Portal Administrator	2 12 293	July 24 2014 12:59 PM

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



All Places > CA Infrastructure Management > Ideas

Radical idea for Releases - Make sure they are stable and stop releasing so many!

Created on Apr 2, 2015 4:52 PM by Della Pietra - Last Modified: Apr 2, 2015 4:52 PM

150



Voted on 158 times. You have not voted.

UNDER REVIEW

3

I spend a lot of time updating robots/ probes/ hubs because when i log a case i get told that another release has been made.?I recently upgraded to version 7.0 on hubs, umps and all robots got an update too. After a few weeks i am told that another update (7.1) has been released and this is supposed to fix some other issues?I was having with FQDNs in the UMP.

I have found that the support team do not always know the details of new features across the product as there seems to be little handover from the development team.

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 : All Regional User Groups & Global communities

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

CA Communities User Guide

The Water Cooler

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

Thank you

