

CA PPM Product Management Customer Engagement



At CA Technologies, we appreciate your business and the opportunity to provide you with high-quality, innovative software and services. As part of our ongoing commitment to customer success, we regularly solicit customer feedback and ideas to inform our development process. We strongly encourage your organization to participate in any (or all) of the activities listed as desired.

Customer Innovation Panel

A new process has been introduced to address suggestions we have received regarding the handling of ideas on our current CA PPM Communities idea site. This process centers around a new idea site at <https://cappm.brightidea.com>. Access to this site is granted to the official voting representative(s) of each customer organization. More information on the innovation process can be found [here](#).

- To nominate your organization's voting representative, please provide their name and e-mail address to cappm@ca.com with the subject "CA PPM Customer Innovation Panel".

Customer Validation Program

During each CA PPM release cycle, certain features are made available pre-release to selected customers for non-production use to validate the value that the feature delivers. The 6 or 7 selected customers participate in a one week "sprint" as part of a virtual validation team to exercise the new functionality and provide consensus feedback.

- Your organization must be committed to upgrading to the new version in Production within 90 days after the GA date; preference is given to customers that are using the existing GA release.
- To be considered for participation, please send your name, organization, and contact information (phone & e-mail) to cappm@ca.com with the subject "CA PPM Customer Validation".

Customer Advisory Board

A select group of customers is invited to meet with the entire CA PPM Product Management team as part of the activities around the annual CA World conference.

- Your organization must have started using the modern user experience in some fashion.
- To be considered for participation, please send your name, organization, and contact information (phone & e-mail) to cappm@ca.com with the subject "CA PPM Customer Advisory Board".

Product Design & User Experience (UX) Modeling Participation

CA PPM Product Management engages with individual customers on an ongoing basis to discuss current business challenges and how those challenges might be addressed by new future features. These discussion sessions often include exposure to thought models or early UX prototypes.

- Participation in these activities is curated based on area of interest.
- You must have seen a CA PPM roadmap presentation within the previous 90 days, either via one of the regularly scheduled [CA PPM Roadmap](#) presentations or some other method (PPM User Group, one-on-one meeting, etc.)
- To participate, please inform your CA account representative that you wish to discuss with Product Management an area of interest identified during the roadmap presentation.