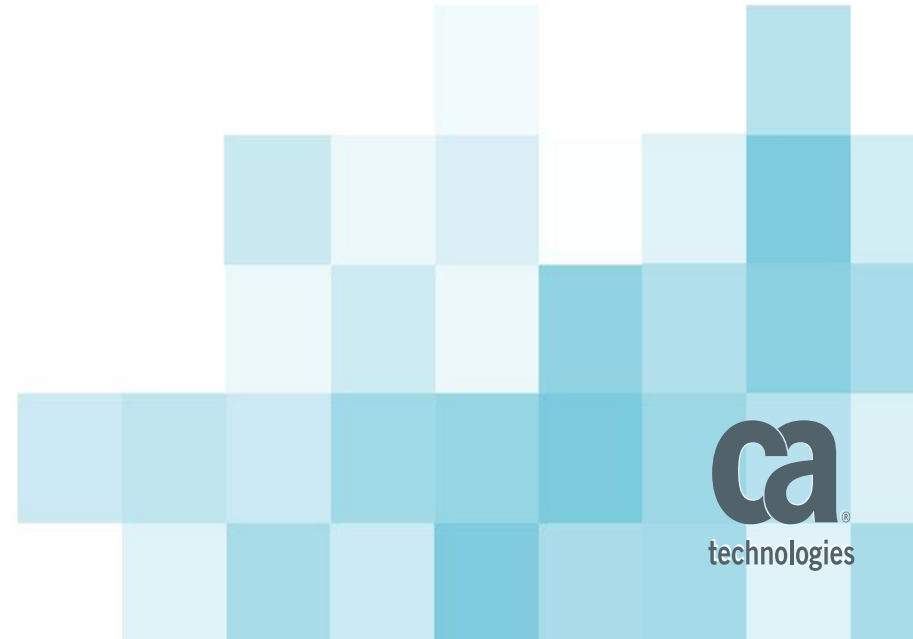


# CA User Group

## Guide for the members

Abdel Laabi,  
Principal Community Programs for Europe  
CA Technologies

January, 2017



# Content

- Introduction
- Best Practices - Get involved with the CA User Group
- Steps for key actions
  - How to join the User Group
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  - 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/d-a-ch-ca-apm-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



**This group is a private group.**

The moderator of this group must approve membership or invite you before you can view group content participate.

Ask to join this group



## 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 UK CA PPM User Group website. The header has a navigation bar with links: Overview, Activity, Content, People, Reports, Calendar, Actions (highlighted with a red circle), About, and Share. Below the navigation bar, there are icons for Discussion, Files, Document, and Event. The main content area shows 'RECENT ACTIVITY' with a post by Abderrazzak Laabi in the UK CA PPM User Group, dated 3 weeks ago. A dropdown menu is open from the 'Actions' link, showing options: CREATE, Discussion (with a red arrow), Document, Files (with a red arrow), and Event. The footer includes the CA technologies logo.

### 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

The screenshot displays a LinkedIn profile for Melanie Giuliani. The top navigation bar includes links for Home, News, Communities, Browse, Help, and Apps, along with a notification bell showing 50+ alerts, a profile picture, and a search icon. The profile header shows the name 'Melanie Giuliani' with a 'ca' badge. Below this, the title 'Community Programs Analyst' and company 'CA Technologies' are listed. The email address 'giume03@ca.com' and last login date 'November 19, 2015' are also visible. A large photo of two people skydiving is featured on the right. Below the photo, a trophy icon and the text 'VIEW POINTS DETAILS' are shown. At the bottom, a navigation bar includes 'Overview', 'Activity', 'Content', 'More', and 'Actions'. Two red circles highlight the 'Message' and 'Follow' buttons in the bottom right corner. The 'Message' button is circled with a red circle and the number 3 below it. The 'Follow' button is circled with a red circle and the number 2 below it.

Home News Communities Browse Help Apps

50+

Melanie Giuliani **ca**

TITLE  
Community Programs Analyst

COMPANY  
CA Technologies

EMAIL  
giume03@ca.com

LAST LOGGED IN  
November 19, 2015

VIEW POINTS DETAILS

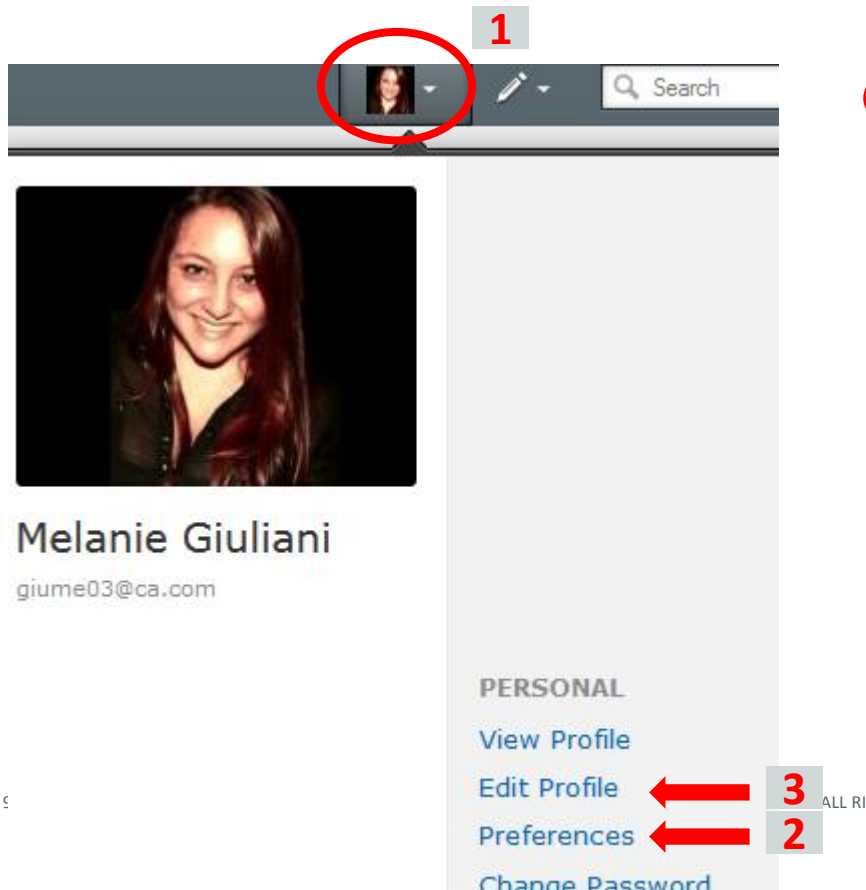
Overview Activity Content More Actions

Message Follow

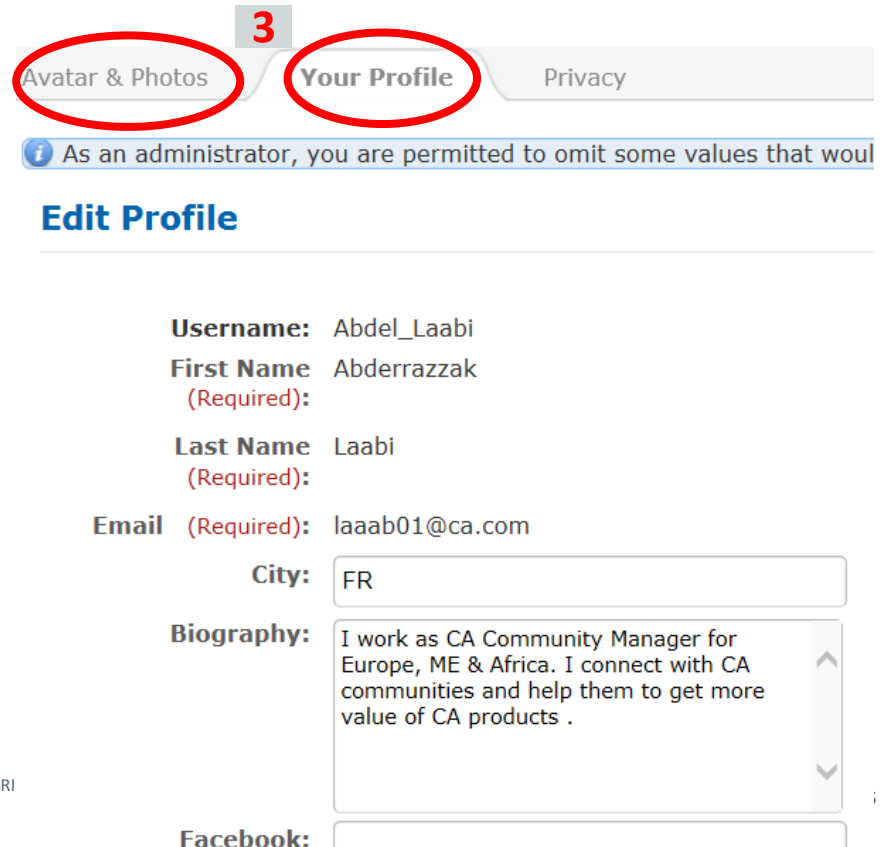
3 2

# 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, ...



This screenshot shows a user profile for Melanie Giuliani. A red circle with the number '1' highlights the user's profile picture in the top navigation bar. Below the profile picture, the name 'Melanie Giuliani' and email 'giume03@ca.com' are visible. On the left sidebar, under the 'PERSONAL' section, there are links for 'View Profile', 'Edit Profile', 'Preferences', and 'Change Password'. Red arrows point to 'Edit Profile' (labeled with a red '3') and 'Preferences' (labeled with a red '2').



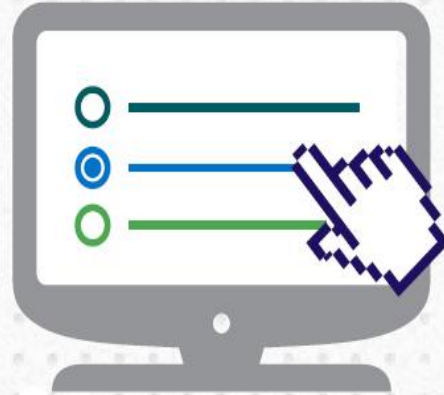
This screenshot shows the 'Edit Profile' form. At the top, there are tabs for 'Avatar & Photos', 'Your Profile', and 'Privacy'. The 'Your Profile' tab is selected and circled in red with a red '3'. Below the tabs, an information message states: 'As an administrator, you are permitted to omit some values that would otherwise be required.' The form fields are as follows:

- Username:** Abdel\_Laabi
- First Name (Required):** Abderrazzak
- Last Name (Required):** Laabi
- 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:** (empty field)

# Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas  
for product  
enhancements



Voting on and discussing  
ideas from other  
community members



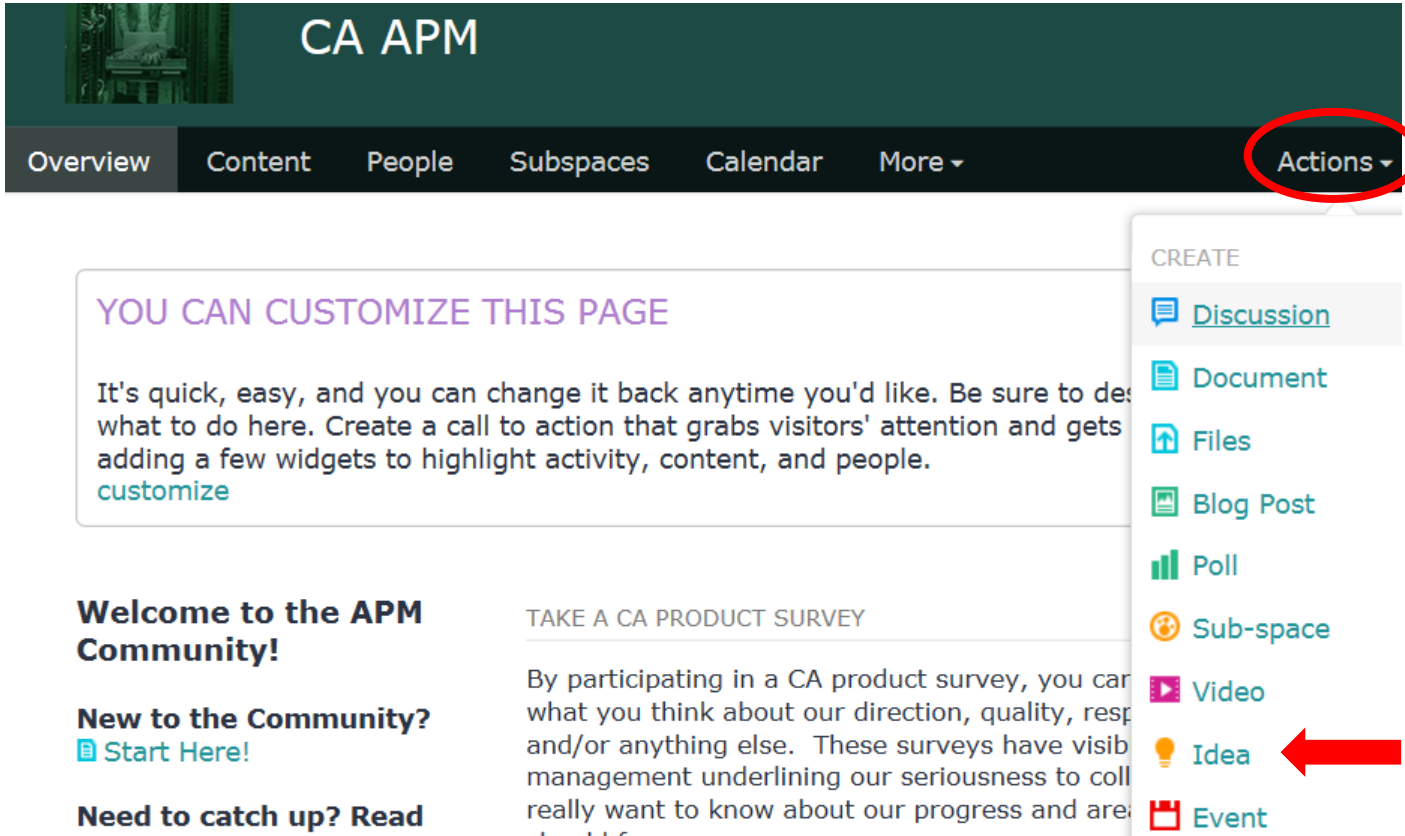
Opting into product validation  
programs to test incremental process  
and provide feedback that will  
influence the next software iteration



**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-apm>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Idea**



The screenshot shows the CA APM community page. The top navigation bar includes 'Overview', 'Content', 'People', 'Subspaces', 'Calendar', 'More', and 'Actions'. The 'Actions' menu is open, showing options like 'Discussion', 'Document', 'Files', 'Blog Post', 'Poll', 'Sub-space', 'Video', 'Idea', and 'Event'. A red arrow points to the 'Idea' option. Below the navigation bar, there is a section titled 'YOU CAN CUSTOMIZE THIS PAGE' with a 'customize' link. To the left, there is a 'Welcome to the APM Community!' section with a 'Start Here!' link. To the right, there is a 'TAKE A CA PRODUCT SURVEY' section with a description of the survey.

CA APM

Overview Content People Subspaces Calendar More Actions

YOU CAN CUSTOMIZE THIS PAGE

It's quick, easy, and you can change it back anytime you'd like. Be sure to describe what to do here. Create a call to action that grabs visitors' attention and gets them adding a few widgets to highlight activity, content, and people.

[customize](#)

Welcome to the APM Community!

New to the Community?  
[Start Here!](#)

Need to catch up? Read

TAKE A CA PRODUCT SURVEY

By participating in a CA product survey, you can share what you think about our direction, quality, response and/or anything else. These surveys have visibility management underlining our seriousness to collaborate. We really want to know about our progress and are

CREATE

- Discussion
- Document
- Files
- Blog Post
- Poll
- Sub-space
- Video
- Idea
- Event

# 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 APM interface. At the top, there's a header with 'All Places > CA APM' and buttons for 'Configure' and 'Following'. Below the header is a navigation bar with tabs: 'Overview', 'Content' (highlighted with a red circle and a '1' in a grey box), 'People', 'Subspaces', 'Calendar', 'More', 'Actions', and 'Abo'. On the left side, there's a 'CATEGORIES' section with four items: 'CA Application Performance Management', 'CA App Synthetic Monitor', 'CA Executive Insight', and 'CA Mobile App Analytics'. The main content area shows 'All Content (4171)' with various icons. The 'Ideas' icon (a lightbulb) is highlighted with a red circle and a '2' in a grey box. Below this, there are filters: 'All stages' (dropdown), 'Filter by shared content' (checkbox), 'Type to filter by text' (input), 'Filter by tag' (input), and 'Sort by score' (dropdown). At the bottom, there's a table with columns: 'Title', 'Author', 'Latest activity', and 'Views'. The first row shows an idea titled 'Domain.xml changes do not require any restart' by 'Aaron Ritter', dated 'October 17, 2015 9:43 PM', with '369' views and a '75' score. The idea is marked as 'DELIVERED'.

1

2

Title	Author	Latest activity	Views
Domain.xml changes do not require any restart 75 DELIVERED	Aaron Ritter	October 17, 2015 9:43 PM	369

# 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 APM > Ideas

## **A GUI SmartStor administration tool**

Created on Sep 27, 2012 3:09 PM by Florian Cheval  - Last Modified: Aug 25, 2015 4:58 PM

57

3

You have not voted.

WISH-LISTED

Problem Statement: SmartStor grows. Performance of my EMs degrade. Using the SmartStor tools is a very long and painful process and does not give a good visibility of what one is actually doing.

I want a GUI to:

\_Show metrics and their associated disk usage and sort those

\_Show Agents and their associated disk usage and sort those

\_Have the ability to enter agent and metric regexps, get a table as a result, being able to select rows and do a "delete all historical data older than X days".

# 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






## **Abdel Laabi**

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 [linkedin.com/company/ca-technologies](https://linkedin.com/company/ca-technologies)

**ca.com**