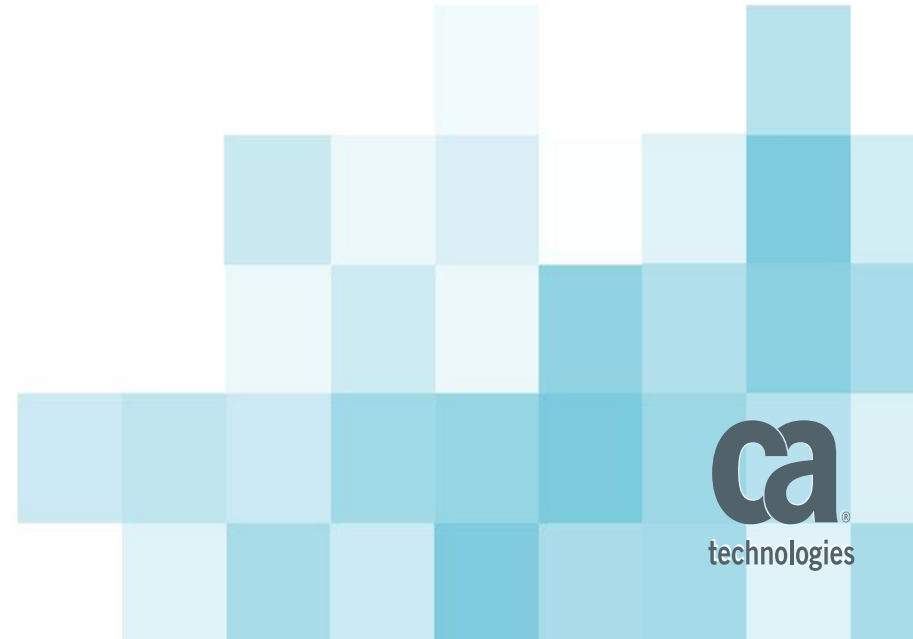# CA User Group

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
  - 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

ca
technologies

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

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

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

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 …)

ca technologies

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
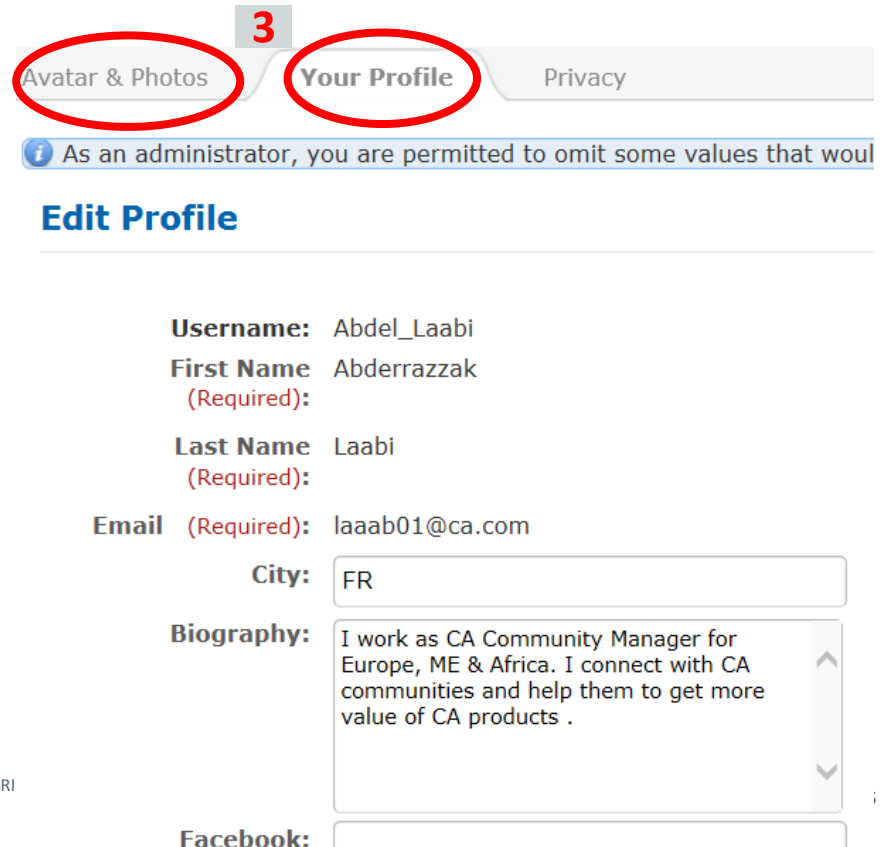
Update your profile

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, …

Ideation : Submit & vote for Product Enhancement ideas

Submitting ideas for product enhancements
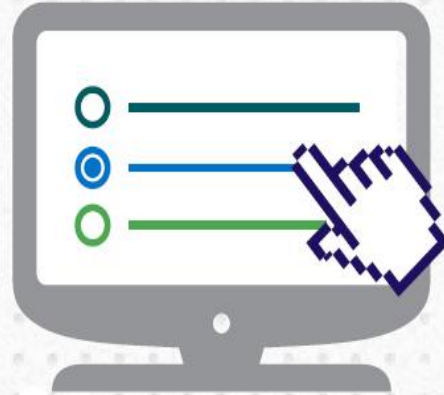
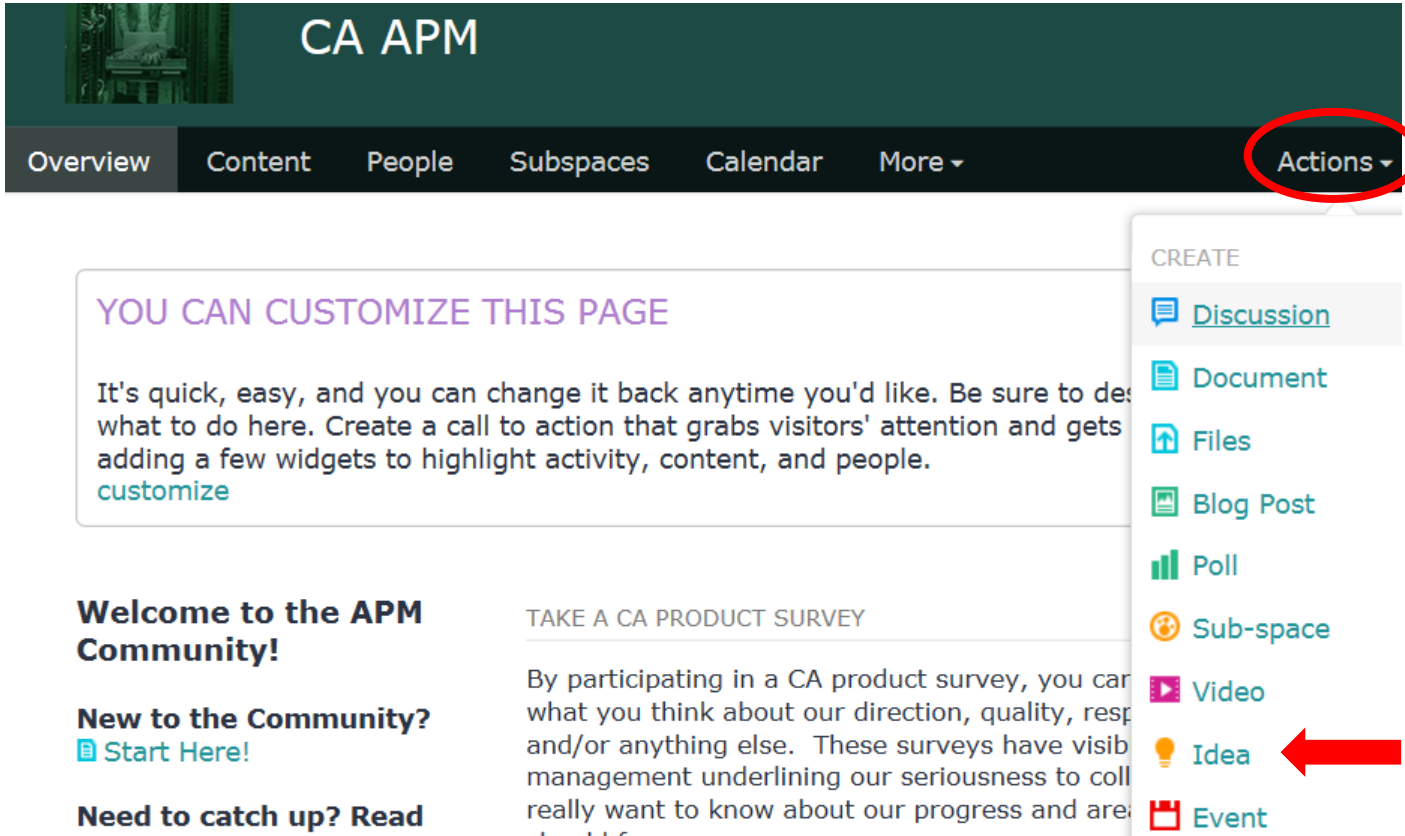Voting on and discussing ideas from other community members

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**

technologies

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**

© 2014 CA. ALL RIGHTS RESERVED.

Ideation : Vote for ideas from community members

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

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 ca - Last Modified: Aug 25, 2015 4:58 PM

3

57 ⌃⌄   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".

ca technologies

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

ca technologies

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

ca
technologies

Thank you

Abdel Laabi

CA Community Manager - EMEA

abderrazzak.laabi@ca.com

 @cainc

 slideshare.net/CAinc

 linkedin.com/company/ca-technologies

ca.com