

Xinfo

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agility
made possible™



agenda

- Challenge and response
- Xinfo lifecycle approach and benefits
- Scenario-Based Content (SBC)
- CA Gen scenarios and examples
- End-to-to bookshelf example
- Long-term vision for information delivery
- Questions

the challenge

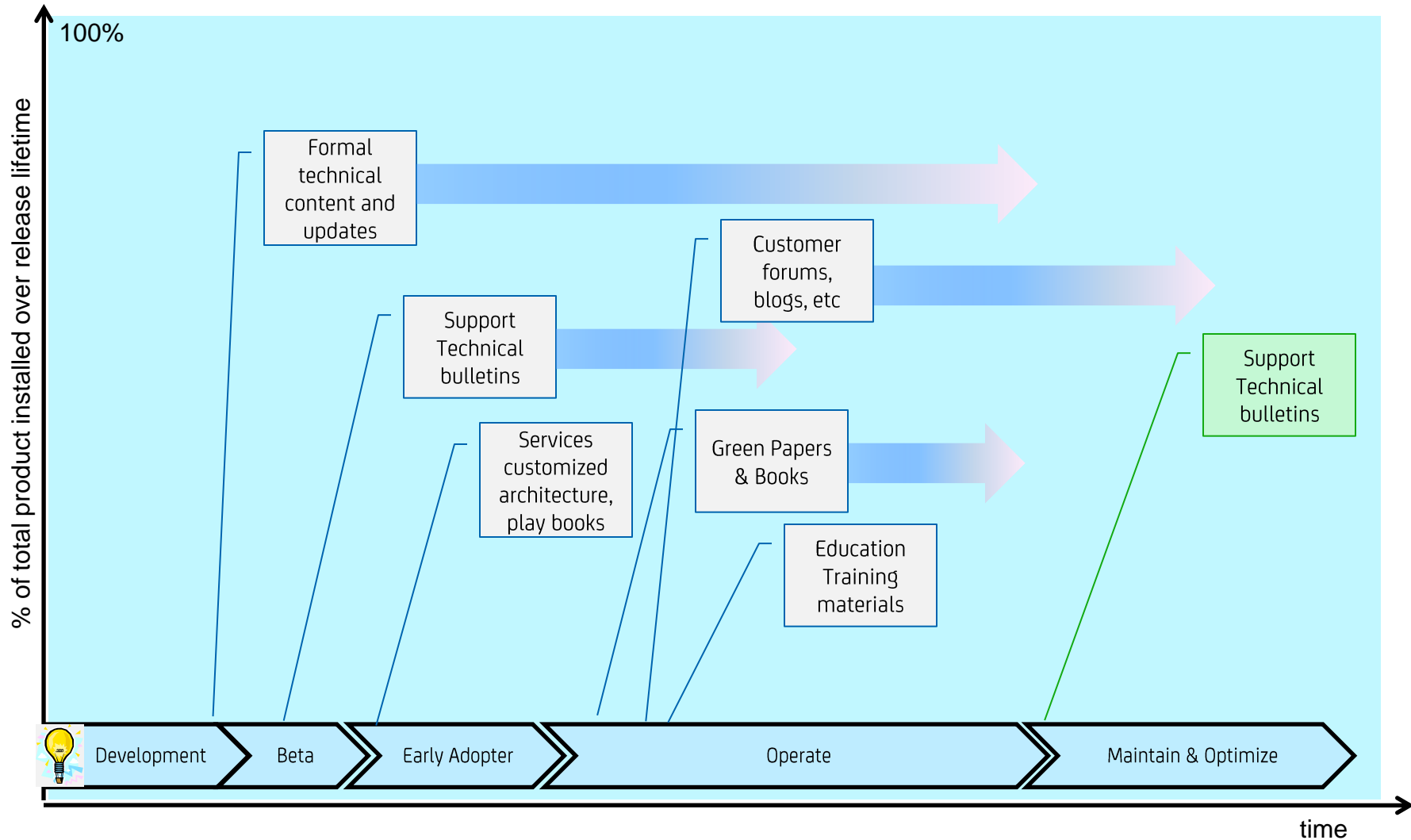
- technical information needs to be:
 - leaner
 - easier to search
 - focused on user scenarios that apply to day to day roles
 - take advantage of Internet, mobile, and SaaS delivery options
- technical information is part of the user experience with the product or solution

our response

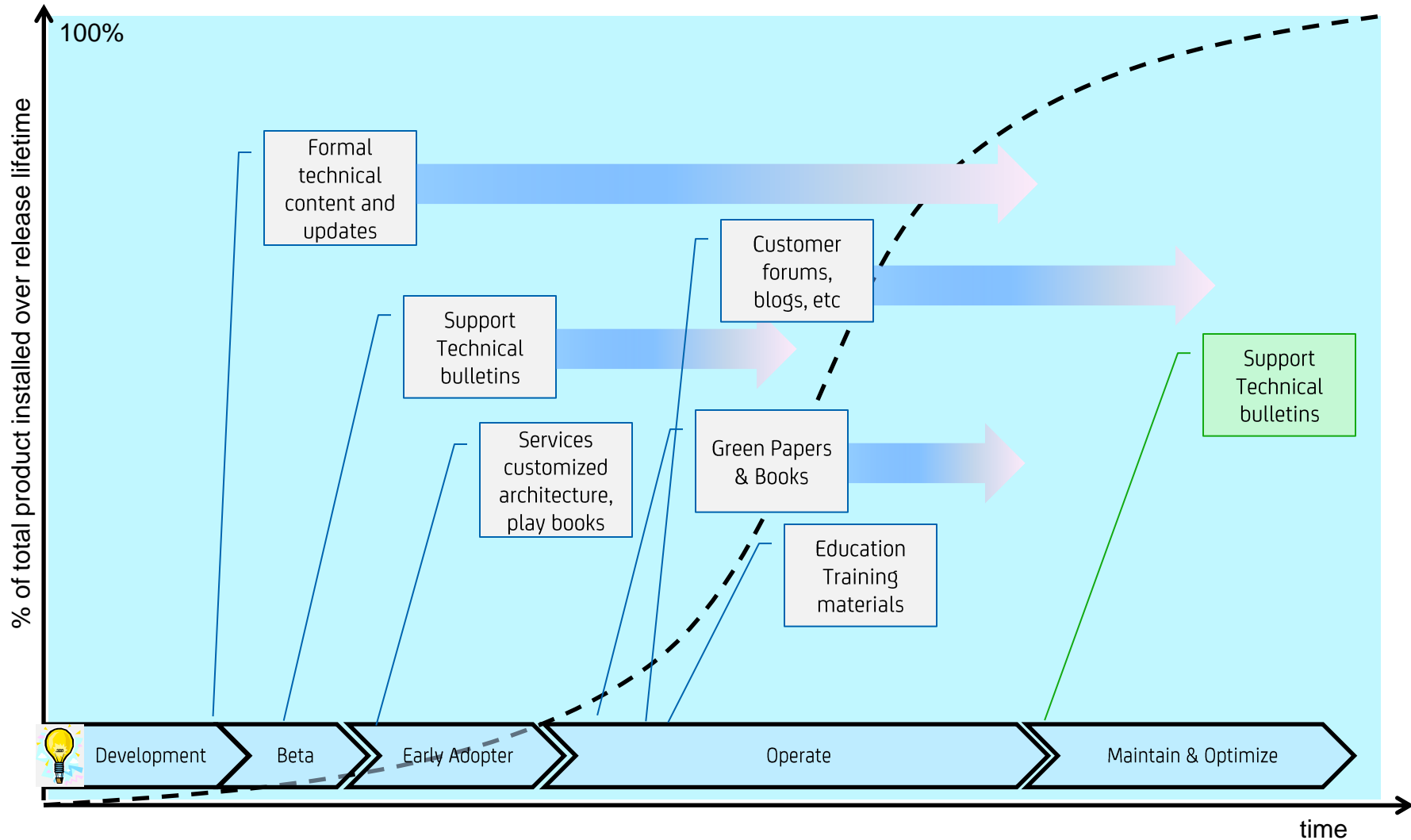
- Xinfo *is* end-to-end information
- Scenario-Based Content Methodology (SBC)
 - complementary to Agile Scrum
 - supports social networking with our customer base
 - just enough content to do what *you* need
- Technical Information Center (TIC)



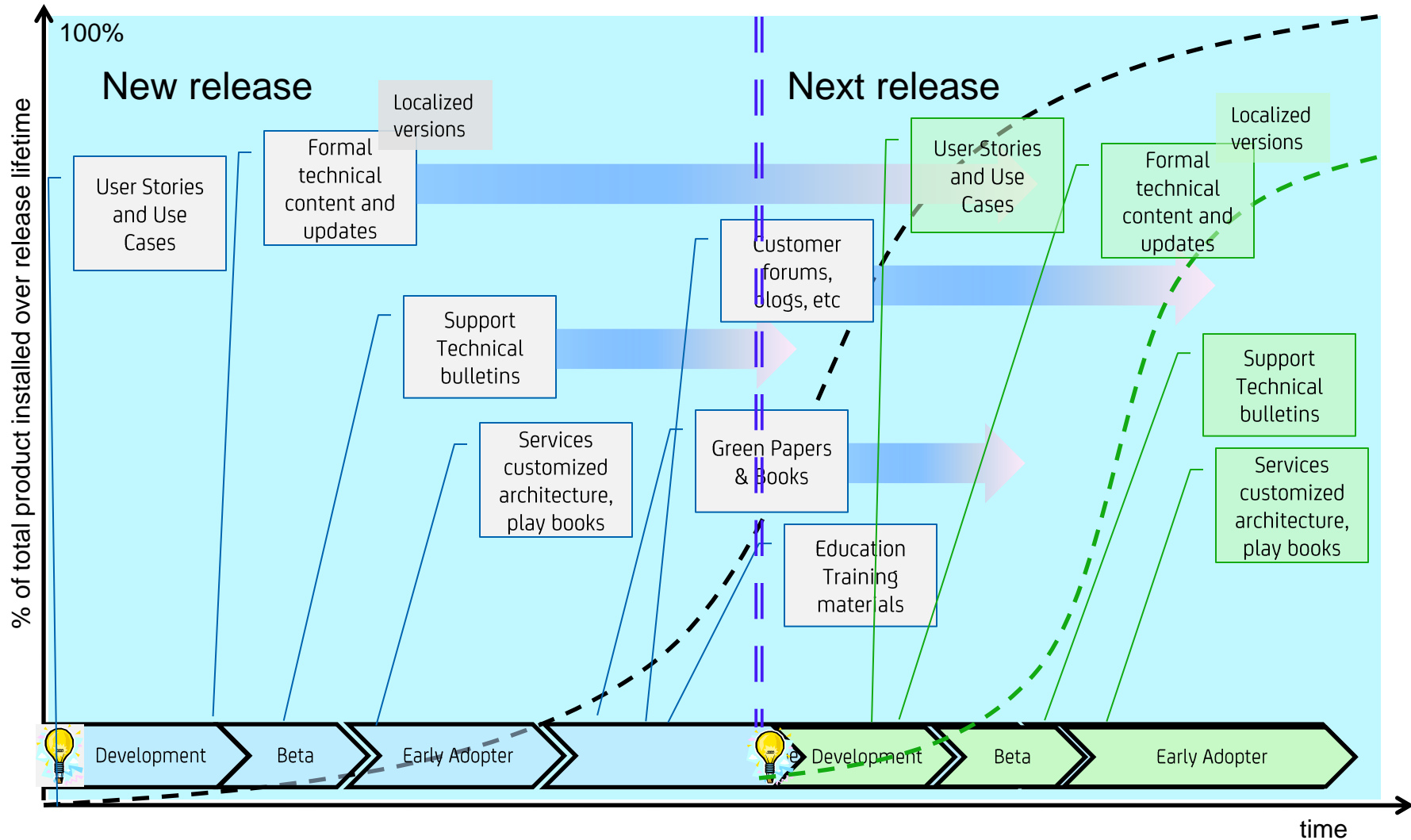
typical lifecycle



a changing lifecycle



end-to-end lifecycle



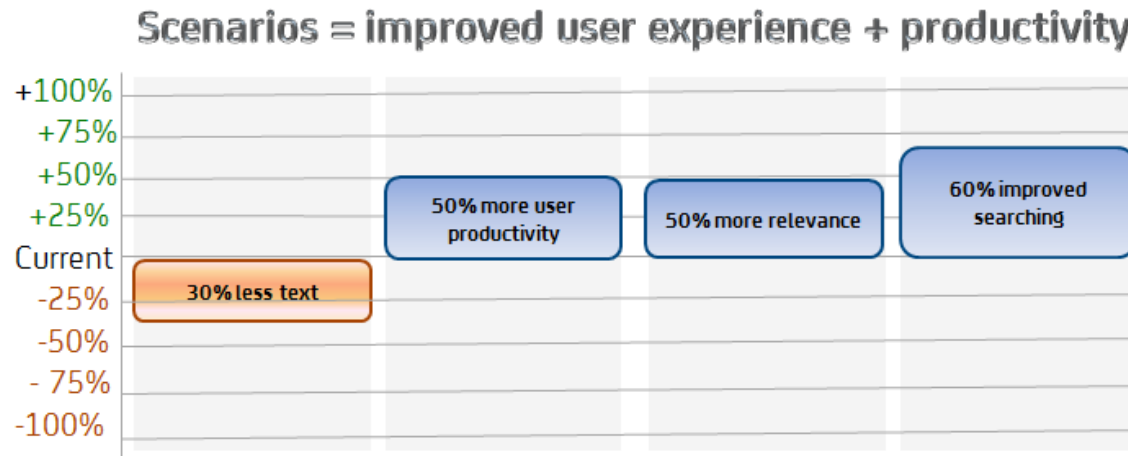
end-to-end approach benefits

- improved scope of information for a product or solution when viewed from end-to-end
- more re-use of SME authored, edited, tagged, and localized content
- optimized formats and distribution of content across all CA Technologies customer channels (product help, Services, web sites, communities, social networks, mobile devices)
- results in information:
 - more relevant and useful and wider in scope
 - easier to find

Scenario-Based Content (SBC) definition and benefits

what is a scenario?

- **Business/IT workflow:** explains how and where the product or solution addresses business processes (such as ITIL processes)
- **Role-based:** identifies jobs and personae that are involved in the processes and workflows; describes users' day-to-day responsibilities
- **Stand-alone:** forms an autonomous information unit
- **Lean:** content is modular and relevant; can be quickly scanned and understood



CA Gen scenarios today

Until we have the TIC installed:

- open the CA Gen product page on CA Support Online (support.ca.com)
- select Latest Knowledge Base Updates
- search for your topic of interest or “Scenario:” to see the available scenarios

example CA Gen scenarios

Here are a few samples of scenarios written for CA Gen 8.0:

- Scenario: Build a CA Gen Generated Application
- Scenario: How to Debug an Application Using Diagram Trace Utility
- Scenario: How to Map Actions in the Web Service Access Designer and Generate the Action Set

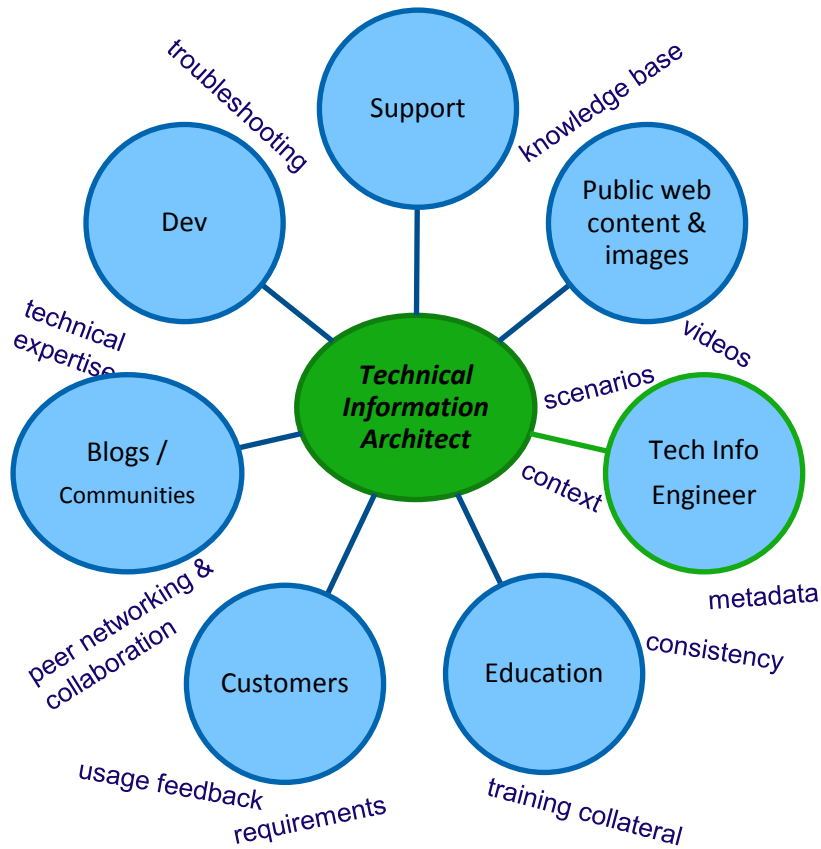
example CA Gen end-to-end bookshelf

Here is a pre-Beta draft of the CA Gen 8.5 bookshelf

CA Gen 8.5 Bookshelf

long-term vision for information delivery

the framework

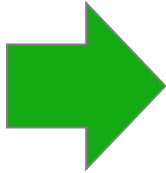


the “Technical Information Center”



A wiki-like gateway to CA internal content. Enables integration with public content, including peer networking, and collaboration sites. Integrated with MyCA.

Consolidated, diverse information sources could include: Tech Info content, KB articles, training collateral from Education; and (external) real-time comments streamed from customers or partners, communities, blogs, images, and videos.



the customer experience



- Access the Technical Information Center and browse all pertinent content, from a single location—with limited clicking
- Perform a customized search, based on user profile
- Create a personalized content library
- Provide feedback based on usage and satisfaction
- Subscribe to RSS feeds
- Collaborate with IT peers

questions

thank you

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