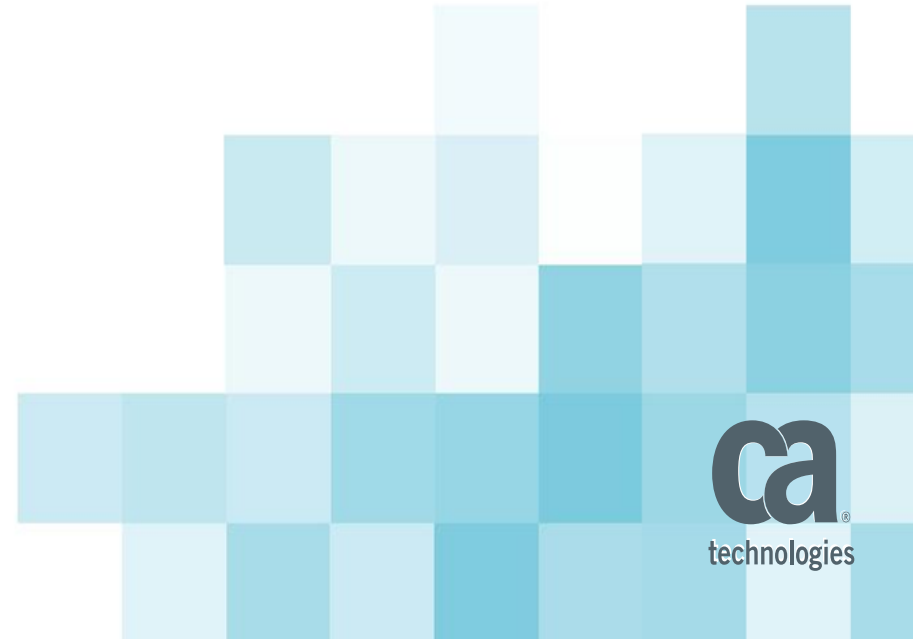


CA User Group

Guide for the members

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Principal Community Programs for Europe
CA Technologies

December, 2016



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.

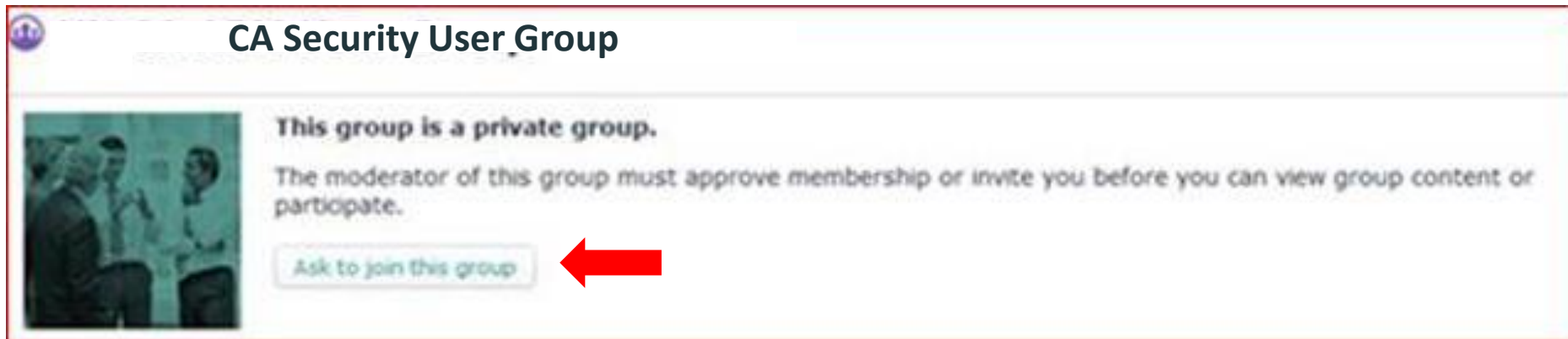
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the User Group ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/norwegian-ca-security-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



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 number '3' is in a grey box below the 'Message' button, and the number '2' is in a grey box below the 'Follow' button.

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

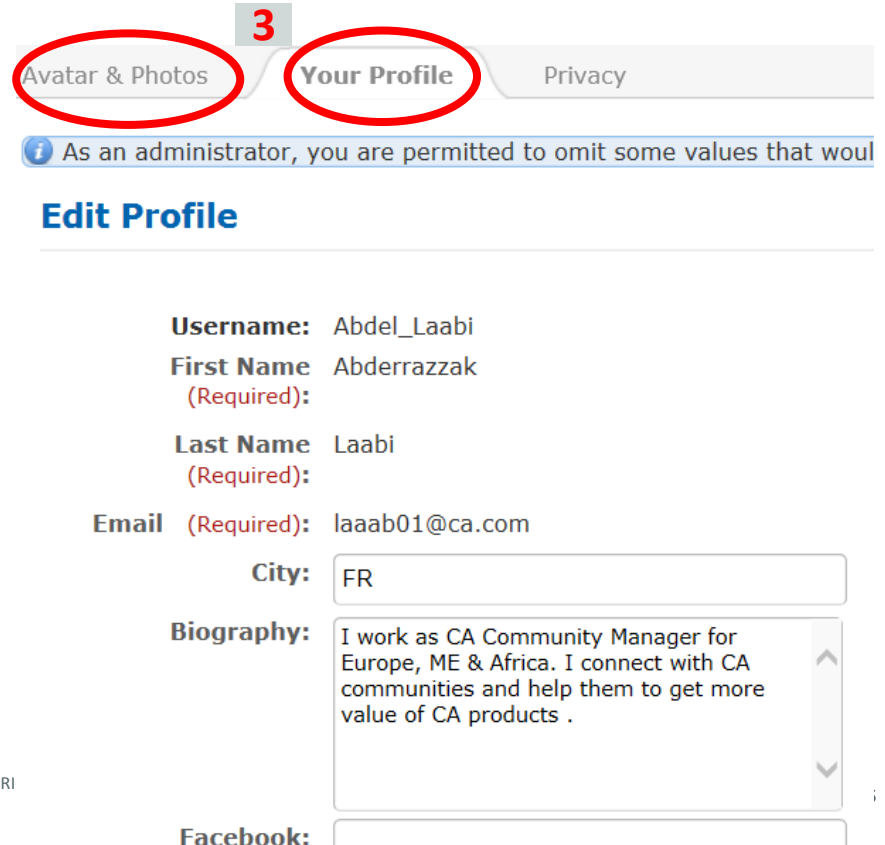
3 2

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').



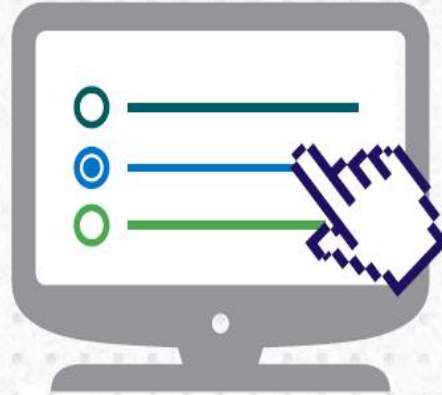
This screenshot shows the 'Edit Profile' form. At the top, there are tabs for 'Avatar & Photos', 'Your Profile', and 'Privacy'. The 'Your Profile' tab is selected and circled in red with a red '3'. Below the tabs, an information message states: 'As an administrator, you are permitted to omit some values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



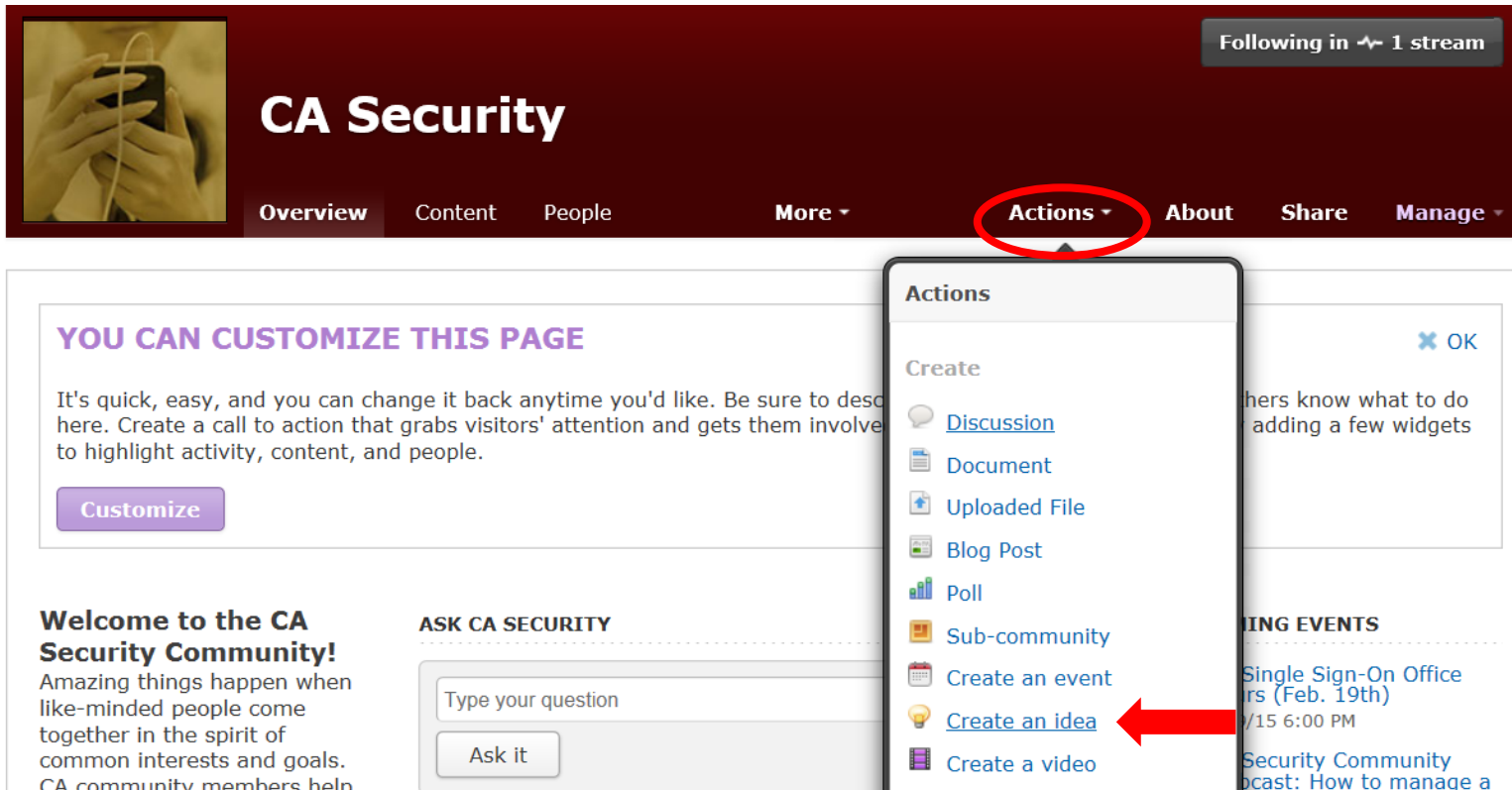
Voting on and discussing
ideas from other
community members



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

Ideation : Submit ideas for product enhancements

- 1) Global Community : <https://communities.ca.com/community/ca-security>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Ideas**



The screenshot shows the CA Security Community page. The header is dark red with a navigation bar containing 'Overview', 'Content', 'People', 'More', 'Actions', 'About', 'Share', and 'Manage'. The 'Actions' tab is circled in red. A dropdown menu is open, listing various actions: 'Create', 'Discussion', 'Document', 'Uploaded File', 'Blog Post', 'Poll', 'Sub-community', 'Create an event', 'Create an idea', and 'Create a video'. A red arrow points to the 'Create an idea' option. The main content area includes a 'YOU CAN CUSTOMIZE THIS PAGE' section with a 'Customize' button, a 'Welcome to the CA Security Community!' message, and an 'ASK CA SECURITY' section with a text input and 'Ask it' button. On the right, there's a 'FOLLOWING EVENTS' section with event details.

Following in 1 stream

CA Security

Overview Content People More Actions About Share Manage

YOU CAN CUSTOMIZE THIS PAGE

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

Customize

Welcome to the CA Security Community!

Amazing things happen when like-minded people come together in the spirit of common interests and goals. CA community members help each other know what to do by adding a few widgets

ASK CA SECURITY

Type your question

Ask it

FOLLOWING EVENTS

Single Sign-On Office Hours (Feb. 19th)
2/15 6:00 PM
Security Community Podcast: How to manage a

Actions

Create

- Discussion
- Document
- Uploaded File
- Blog Post
- Poll
- Sub-community
- Create an event
- Create an idea
- Create a video

Ideation : Vote for ideas from community members

- 1) Click on **Content** tab,
- 2) Click on **Ideas** (💡) to list all the ideas
- 3) **Open an idea** by clicking on it

The screenshot shows the CA Security community page. The 'Content' tab is highlighted with a red circle and a '1' label. Below it, the 'Ideas' icon (a lightbulb) is highlighted with a red circle and a '2' label. In the list of ideas, the idea 'Provide search support for ACO attributes in Administrative UI' is highlighted with a red circle and a '3' label.

CA Security Following in 1 stream

Overview **Content** People More Actions About Manage

Categories

- CA Data Protection
- CA Directory
- CA Identity Suite
- CA Privileged Identity Manager
- CA Risk Authentication
- CA Secure Cloud
- CA Single Sign-On
- CA Strong

All Content (3613)

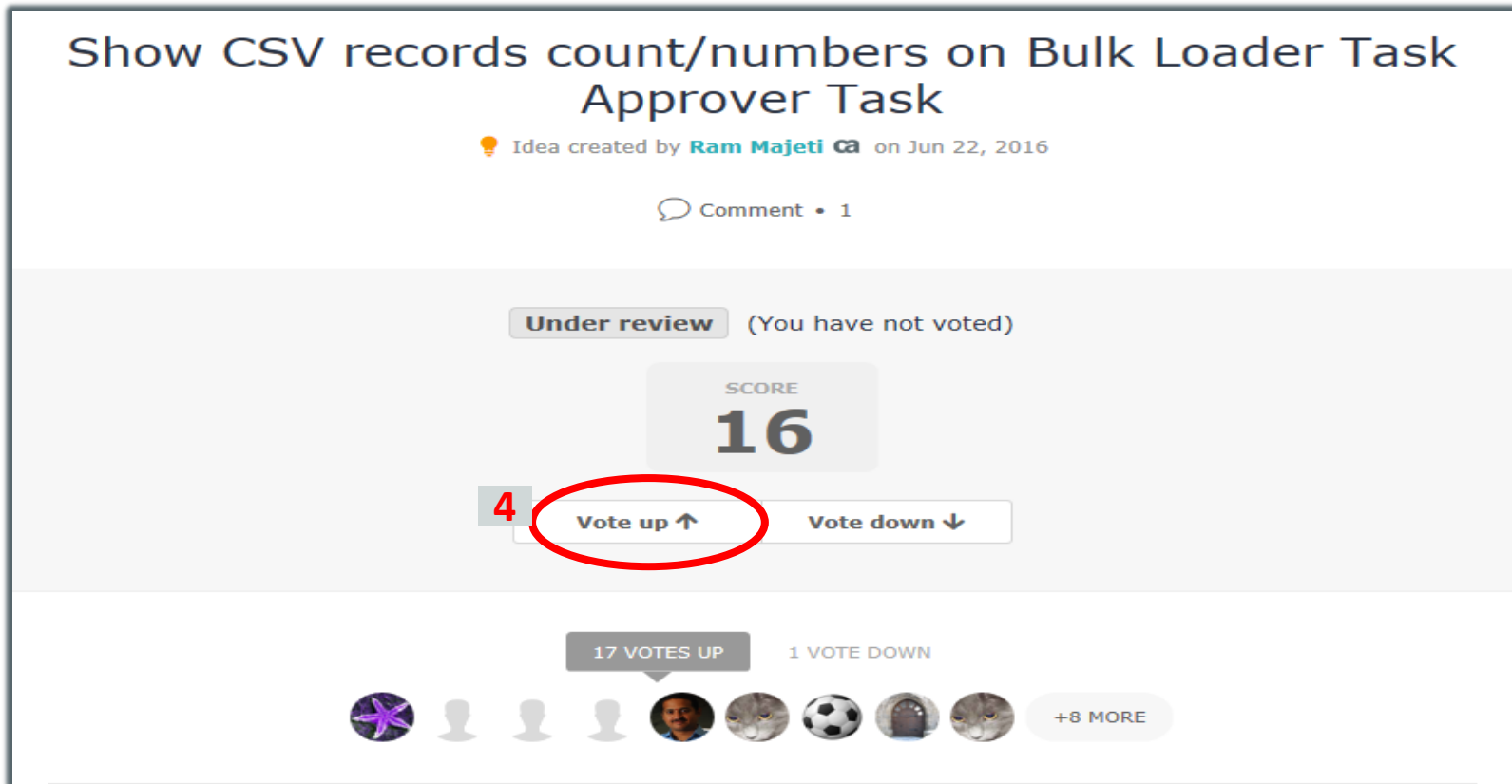
All stages

Type to filter by text Filter by tag Sort by score

Title	Author	Views	Latest activity
💡 Export/Import SM Objects via Shopping Cart in AdminUI 33 UNDER REVIEW	Josh Coffman	196	January 14 2015 9:28 PM
💡 Provide search support for ACO attributes in Administrative UI 33 NEW	Ujwol Shrestha	221	February 6 2015 4:05 PM

Ideation : Vote for ideas from community members

4) **Vote** through the button “Vote up”



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

