

# CA User Group website

## Getting Started (Guide)

Abdel Laabi,  
Principal Community Programs for Europe  
CA Technologies

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# Content

- How to join the Community
- How to Start a conversation or ask question (online Forum)
- How to create content (File, Video, Poll, ...)
- Connecting 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

# How can I get involved with the CA Community ?



# 1) Join the Community

1. **Login** (email / password) - use your Support identification, or create an account
2. Click on **'Follow'** box on the top right corner of the page.
3. Select the **inbox** in order to be notified, and click **done**. This will make content flow to your inbox.

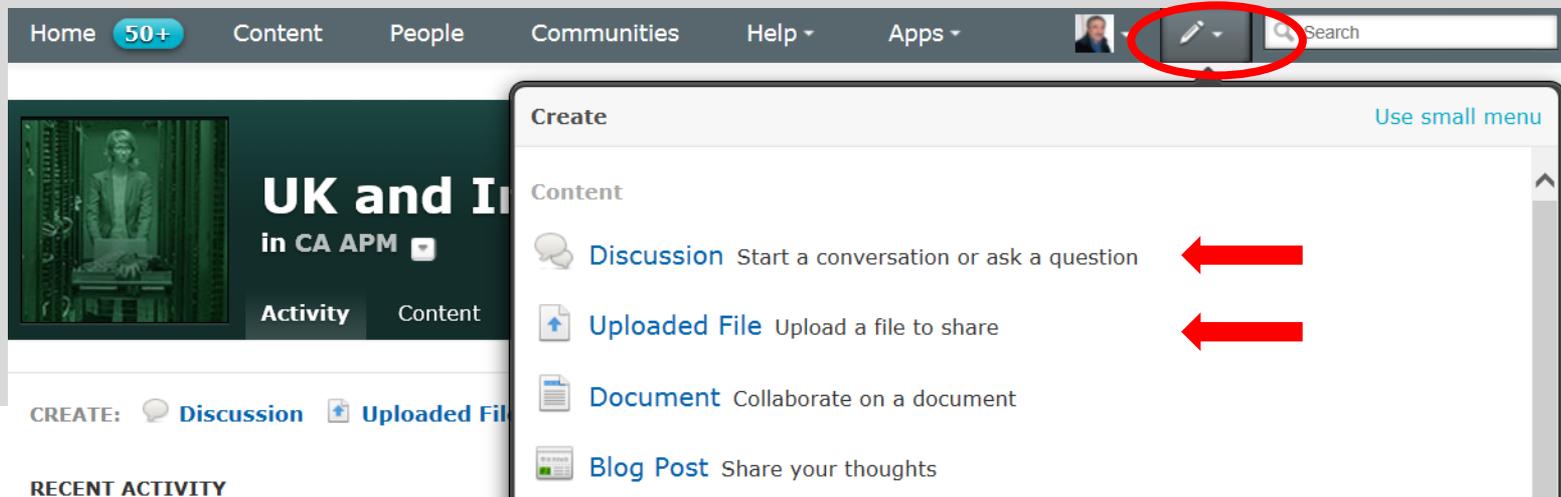
The screenshot shows the user interface of a community page. At the top, there is a navigation bar with links for Home, Content, People, Communities, Help, and Apps. A search bar is located on the right. The main header features a profile picture and the group name 'France CA Wily APM User Group' with the text 'in CA APM'. Below the header, there are tabs for Activity, Content, and People, along with a 'More' dropdown. A 'Follow in' dropdown menu is open, showing options: 'Connections Stream' (checked), 'Inbox' (checked), 'Stop Following', and 'Done'. Three red arrows point to the 'Following in 2 streams' header, the 'Inbox' option, and the 'Done' button, corresponding to the numbered steps in the instructions.

## 2) Share your experience & knowledge

- **in-Person meetings** : User presentations, Roundtable discussions, ...



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



Home **50+** Content People Communities Help Apps   Search

**UK and I**  
in CA APM

Activity Content

CREATE:  Discussion  Uploaded File

RECENT ACTIVITY

Create [Use small menu](#)

Content

-  **Discussion** Start a conversation or ask a question ←
-  **Uploaded File** Upload a file to share ←
-  **Document** Collaborate on a document
-  **Blog Post** Share your thoughts

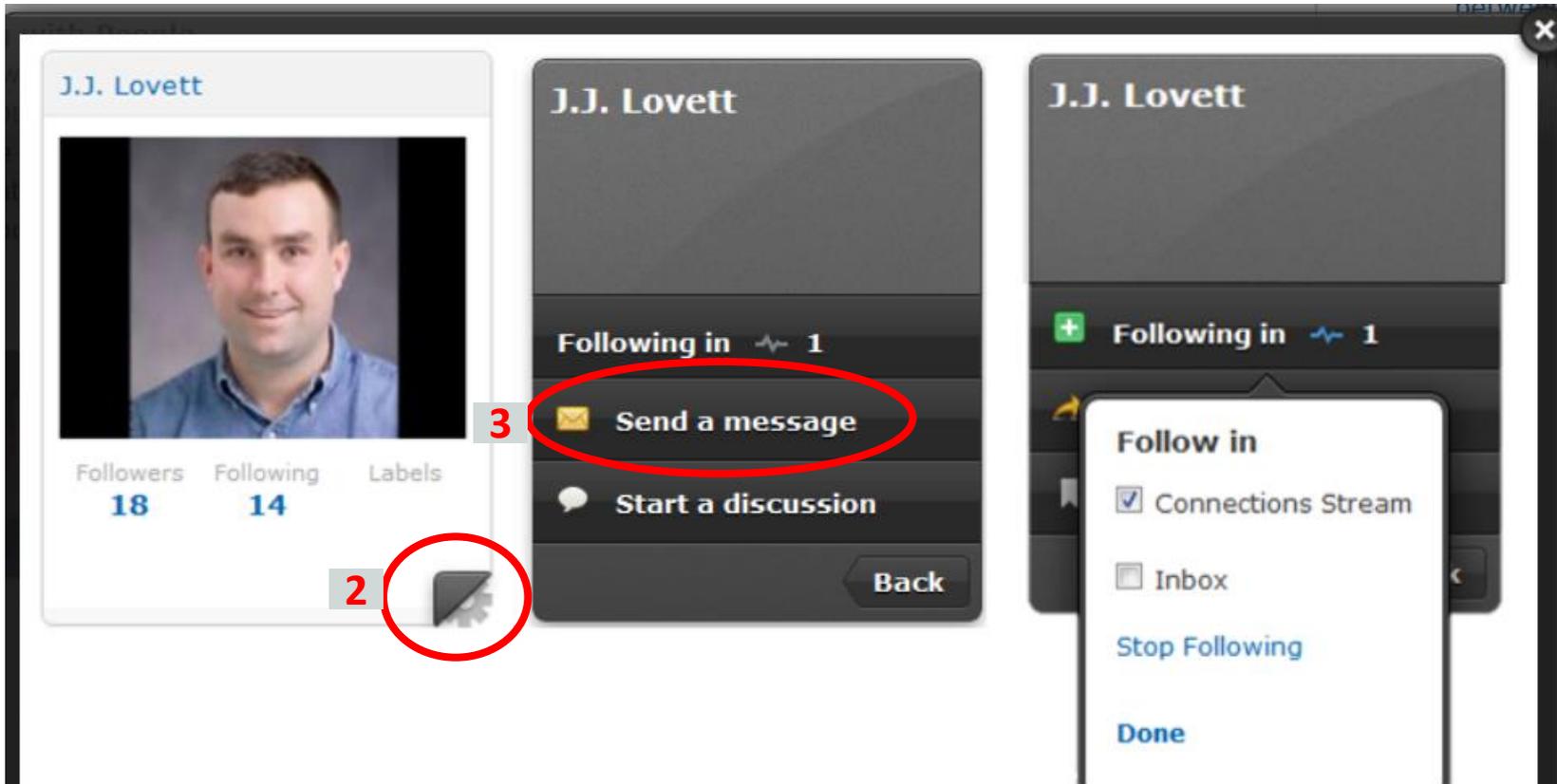
### 3) Be active member

- 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 ...)



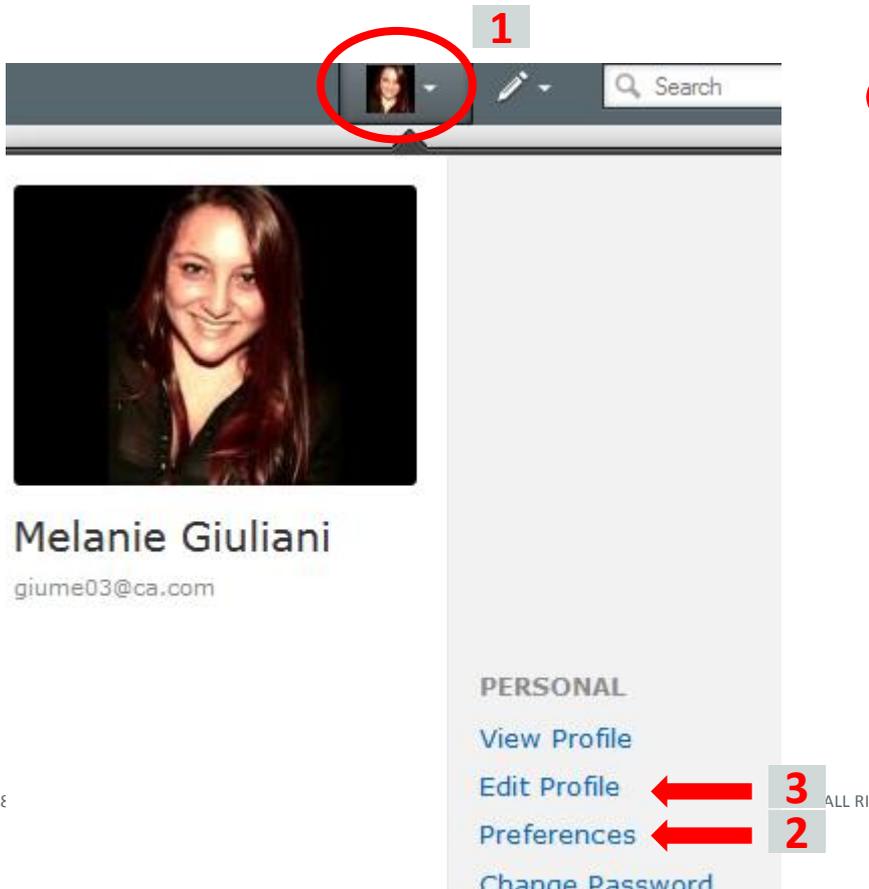
# Connecting with people

- 1) Click on **People** tab and use the sorting options to filter and find relevant people.
- 2) Click on the gear image in the bottom right corner of that user, and click "**follow.**" and choose whether to follow that user via your inbox or connections stream.
- 3) 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, ...



1

Avatar & Photos

Melanie Giuliani

giume03@ca.com

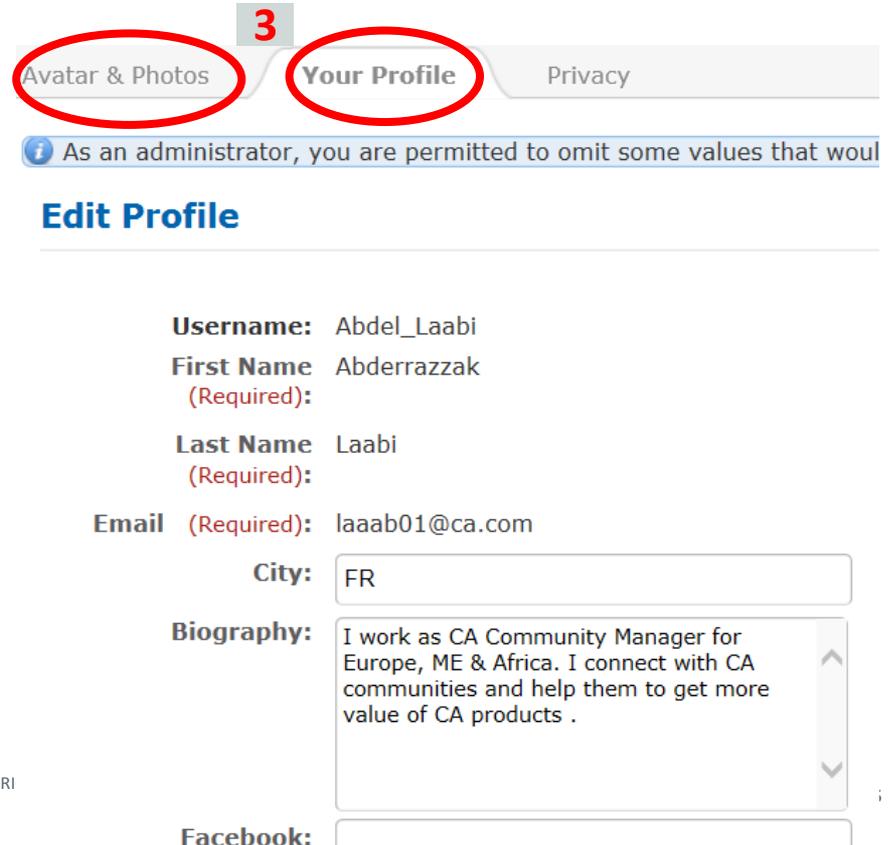
**PERSONAL**

[View Profile](#)

[Edit Profile](#) ← 3

[Preferences](#) ← 2

[Change Password](#)



3

Avatar & Photos

**Your Profile**

Privacy

[i](#) As an administrator, you are permitted to omit some values that would

### Edit Profile

**Username:** Abdel\_Laabi

**First Name** Abderrazzak  
(Required):

**Last Name** Laabi  
(Required):

**Email** (Required): laaab01@ca.com

**City:** FR

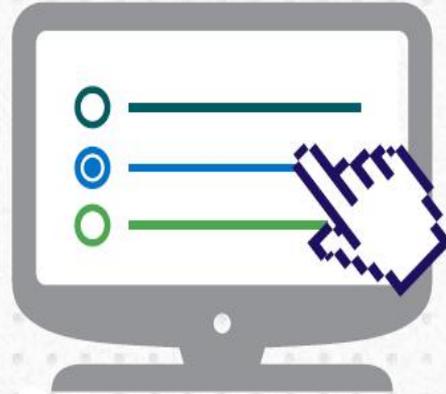
**Biography:** I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

**Facebook:**

# Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas  
for product  
enhancements



Voting on and discussing  
ideas from other  
community members



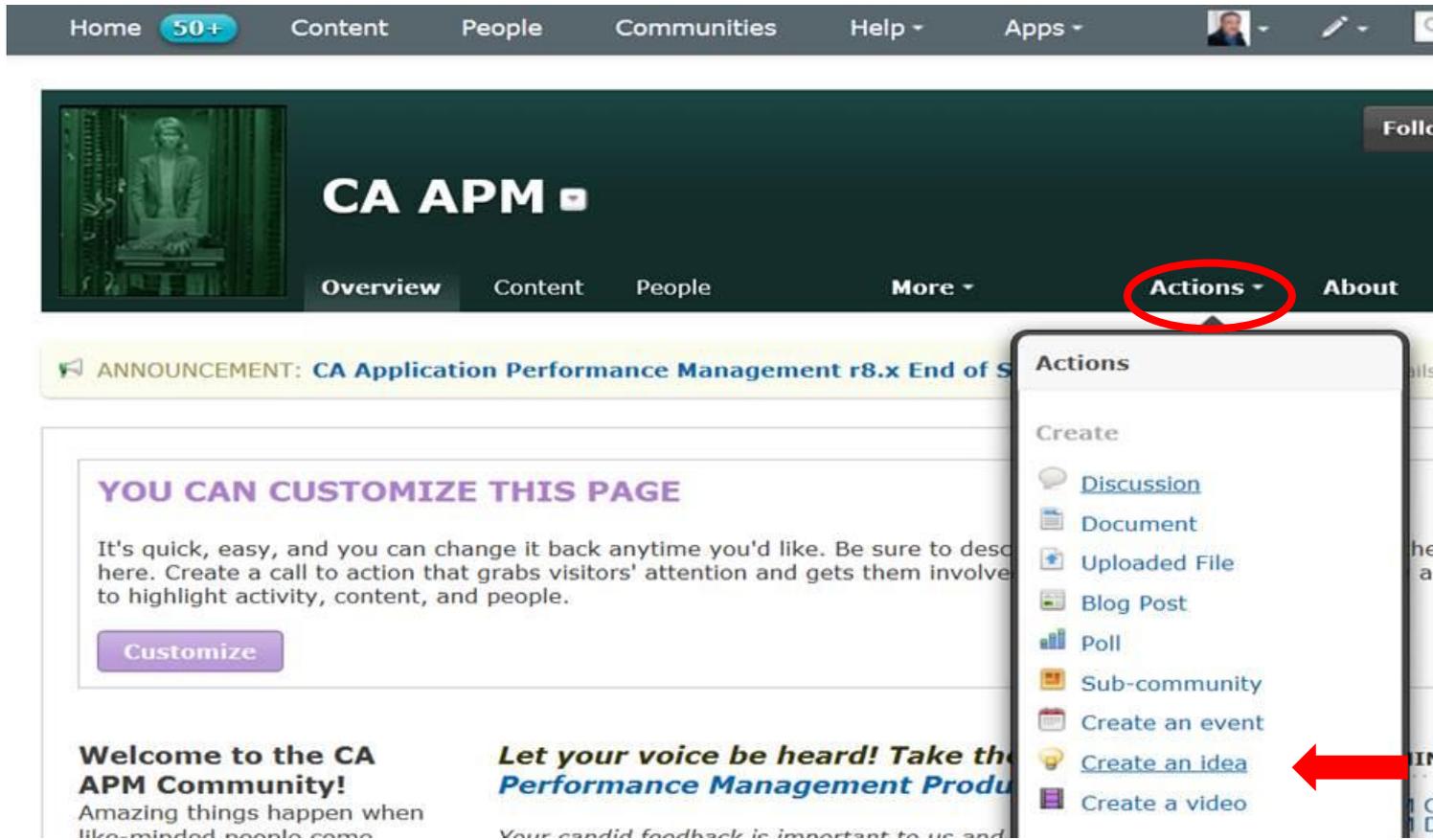
Opting into product validation  
programs to test incremental process  
and provide feedback that will  
influence the next software iteration



**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) Go to the **Global Community** covering the product you are using
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Create an Idea**



The screenshot shows the CA APM community page. The top navigation bar includes links for Home (with a 50+ badge), Content, People, Communities, Help, and Apps. The main header for the CA APM community features a profile picture, the name 'CA APM', and tabs for Overview, Content, People, More, Actions (circled in red), and About. Below the header, there is an announcement banner for 'CA Application Performance Management r8.x End of S...'. The main content area has a section titled 'YOU CAN CUSTOMIZE THIS PAGE' with a 'Customize' button. A red arrow points to the 'Create an idea' option in the 'Actions' dropdown menu.

Home 50+ Content People Communities Help Apps

CA APM

Overview Content People More Actions About

ANNOUNCEMENT: CA Application Performance Management r8.x End of S...

**YOU CAN CUSTOMIZE THIS PAGE**

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

Customize

Welcome to the CA APM Community!  
Amazing things happen when like-minded people come

**Let your voice be heard! Take the Performance Management Produ**  
Your candid feedback is important to us and

**Actions**

Create

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

ca technologies

# Ideation : Vote for ideas from community members

- 1) Click on **Content** tab, then on **Ideas** (💡) to list all the ideas
- 2) Click on an idea in order to open it, then **vote** through the button on the top left

The screenshot displays the CA APM web interface. At the top, a navigation bar includes 'Home', 'Content' (circled in red with a '1' above it), 'People', 'Communities', 'Help', and 'Apps'. A search bar is on the right. Below the navigation bar, the page title is 'Automatic Backend/Frontend instrumentation' with a lightbulb icon. The idea was created on Sep 27, 2012, by Florian Cheval and last modified on Jun 14, 2014. The voting section shows '19' votes (circled in red with a '2' above it) and a 'VOTE' button. The idea is marked as 'UNDER REVIEW'. The problem statement and detailed description are visible below. On the right, there are 'Follow', 'Share', and 'Bookmark' buttons, and an 'ACTIONS' menu with options like 'Edit idea', 'Move idea', 'Delete idea', 'Report abt', and 'View as PT'.

# Ideation : demo

 Video

# 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 User Guide](#)

[CA Communities Major Changes & FAQs](#)

[The Water Cooler](#)

is also the go-to spot to ask questions, submit ideas, or find tips, tricks and training pertaining to the CA Communities

[CA Communities](#) : Main site, All Regional & Global communities



## **Abdel Laabi**

CA Community Manager - EMEA

[abderrazzak.laabi@ca.com](mailto:abderrazzak.laabi@ca.com)

 [@cainc](https://twitter.com/cainc)

 [slideshare.net/CAinc](https://slideshare.net/CAinc)

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

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