

# CA Service Management

## Office Hours

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# Agenda

- 1 **CASM OFFICE HOURS GUIDELINES**
- 2 **SPOTLIGHT SESSION - Upgrading Service Point to 17.4 & Configuring MS Teams**
- 4 **PRODUCT RELEASE & LIFECYCLE UPDATES**
- 5 **Q & A**
- 6 **WHAT'S NEXT**



# Introduction & Guidelines



# CA Service Management Office Hours!

## When to catch the Event?

- Bi-monthly cadence; **2<sup>nd</sup> Thursday of every other month** @ 10am-11am EST (3pm-4pm GMT)
- Event details will be posted on **CASM Community** Page
- Dates for next Office Hour
  - **11<sup>th</sup> Jan 2024**
  - **14<sup>th</sup> March 2024**

## What to expect?

- Chat based session – to ask questions on any topic, post them under the **Q&A** console of Gotomeeting
- Every Office Hour will include an **in-depth presentation & discussion** on specific Product related Topic
- Topics for forthcoming Office Hours will be **chosen based on audience feedback**
- Drop in your preferred topics under the **Chat** console
- Office Hours are not for – Ticket reviews, Commercial discussions



## Spotlight Session

- Upgrading Service Point to 17.4
- Configuring MS Teams





# Upgrading Service Point to 17.4



# Upgrading Service Point to 17.4

- Simplified solution upgrade process
- Auto discovers existing environment
- Upgrade xFlow Analyst / Business User Interface
- Auto integration
- SSL Configurator Utility

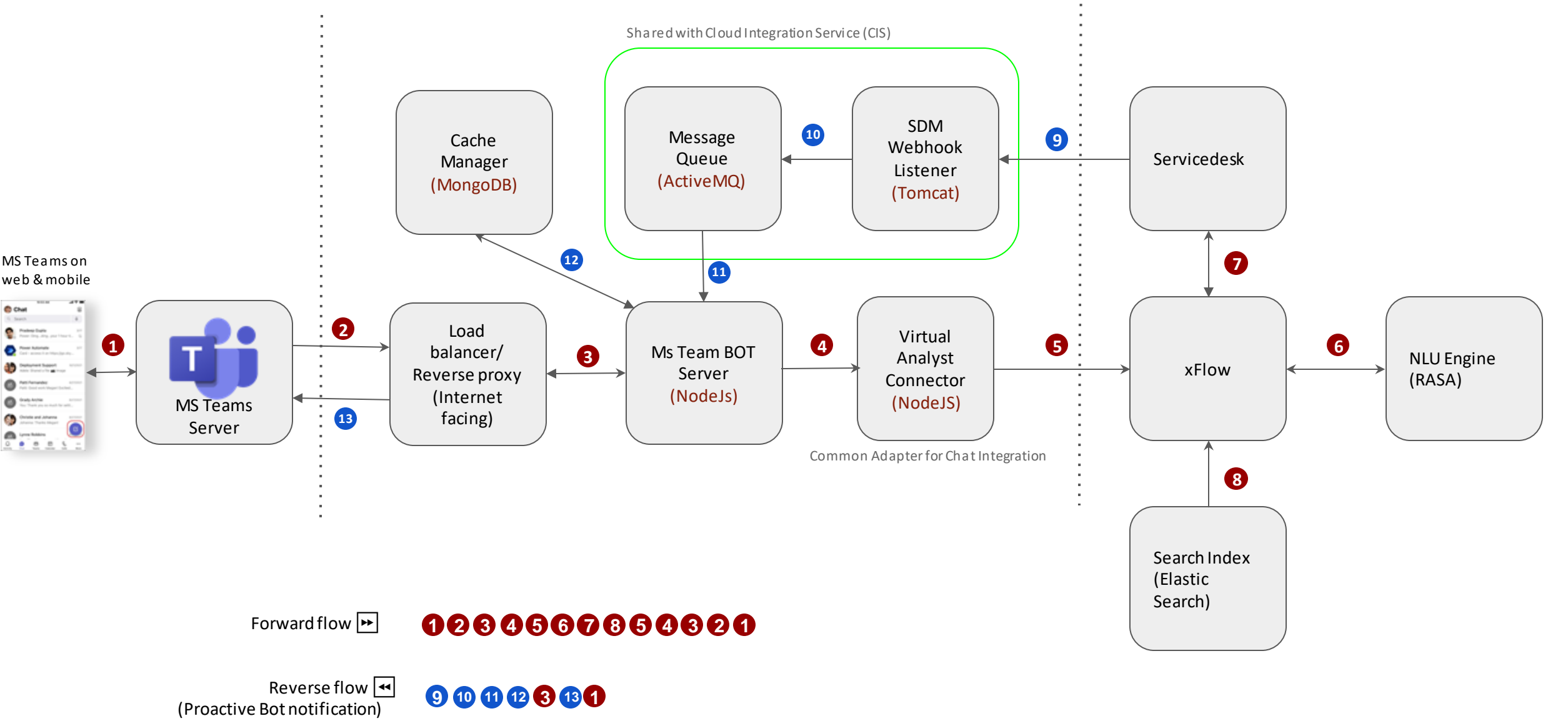


# Configuring MS Teams





# Components of MS Teams Integration module





# Product Updates

Release, Lifecycle & Other Noteworthy Updates



# CA Service Management – Lifecycle Updates

## Announced EOS Dates

- 17.3: **July 31, 2024**
- Jasper Reports 7.9: **November 18, 2023**

Subscribe to Lifecycle Page on Broadcom Support for timely updates -

<https://support.broadcom.com/group/ecx/productdetails?productName=CA%20Service%20Management%20-%20Service%20Desk%20Manager>

## Release Updates

- Released
  - Cumulative Pack for 17.3 (**17.3.0.23**)
    - Quality & Security improvements
  - Cumulative Pack for 17.4 (**17.4.1.0**) – **Nov 9, 2023**
    - Quality & Security improvements

Planning Upgrades – Recommended to fill Service Management **Upgrade Questionnaire**

<https://knowledge.broadcom.com/external/article?articleId=136872>

# What's Next

- Back with next CASM Office Hour session on **Thursday, 11<sup>th</sup> January 2024**
  - **Spotlight Session**
    - Demonstrate Service Point Enhancements
      - SDM Task Approvals
      - SDM Categories
    - Demonstrate Utilities (Promotion)
- Post questions, feedback about the session on CASM Community page.



# Q&A

*Transcript of Q&A will be posted on the CASM community page after the session*





Thank You



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