CA Service Management 17.4

Release Overview

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Agenda

1 CA Service Management 17.4 – Release Overview

2 Demo of the New Capabilities

3 Product Lifecycle Updates

4 Questions

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CA Service Management 17.4

1 Agile Change Management – SDM JIRA Integration

2 Virtual Analyst Multi Channel – MS Teams Integration

3 SDM Maileater MS Graph API Support

4 Other supportability enhancements and defect fixes

✓ Minor version update for 17.x

✓ Upgrade/update Paths
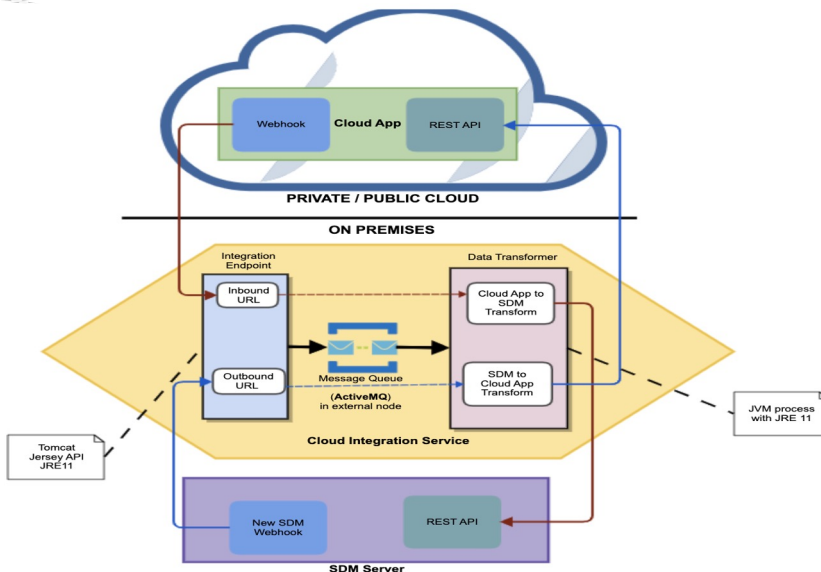- 14.1 → 17.3 → 17.4
- 17.0 or 17.1 or 17.2 or 17.3 → 17.4

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Agile Change Enablement

SDM <-> JIRA Bi-directional Integration

Use Cases

- **Automate** the transformation of **incidents** and other **requests** in SDM to **Stories/bugs** in ALM Tool in real time.
- **Automate** the transformation of **Stories/Bugs** in ALM tool to **Change Orders/Service Requests** in SDM.
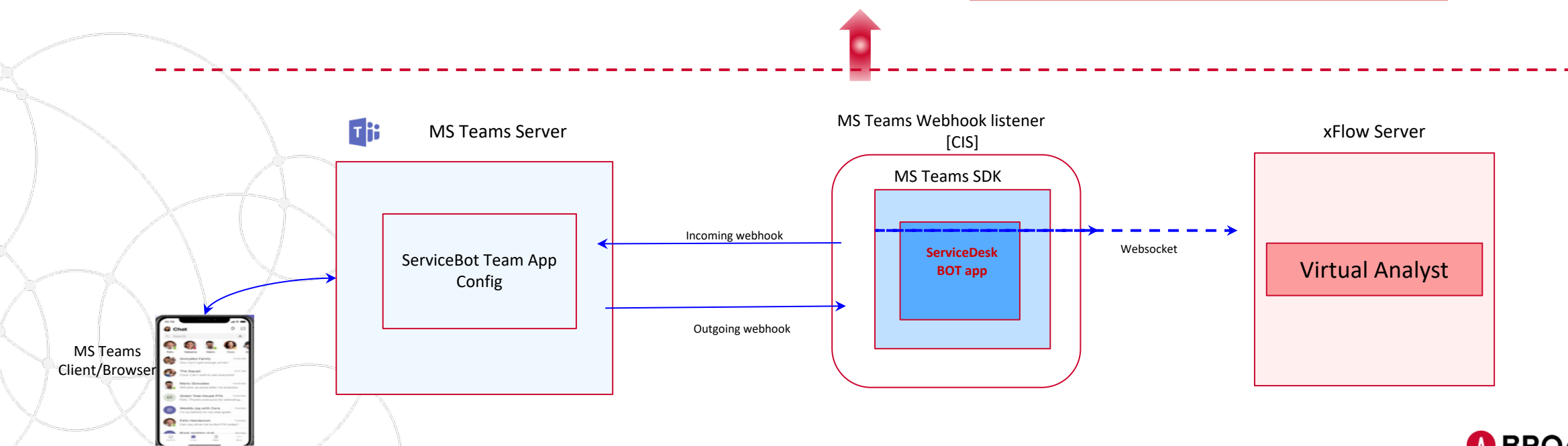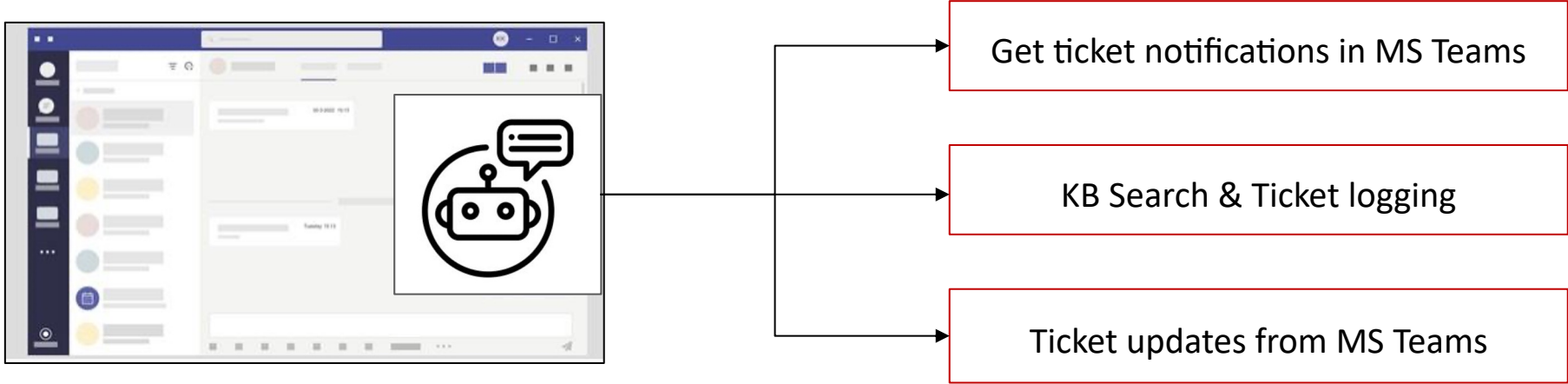
Cloud Integration Service

- Foundation for horizontal integration at scale.

- The Cloud Integration Service (CIS) integrates SDM with any cloud product in a bidirectional manner via their corresponding Webhooks and REST APIs.

- A Webhook service sends a POST HTTP message to the CIS, who in turn, processes the request, transforms the data and makes the appropriate call to the other product's REST API.

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Virtual Analyst Multi-channel
VA – MS Teams Integration

Get ticket notifications in MS Teams

KB Search & Ticket logging

Ticket updates from MS Teams

MS Teams Server

MS Teams Webhook listener [CIS]

MS Teams SDK

xFlow Server

ServiceBot Team App Config

Incoming webhook

ServiceDesk BOT app

Websocket

Virtual Analyst

Outgoing webhook

MS Teams Client/Browser

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SDM Maileater – MS Graph API Support

- Enabling SDM **Maileater** to support **MS Graph API** for **inbound** emails

- Provides option to migrate off legacy protocol of **IMAP4/POP3**

- New configuration "**GRAPH**" introduced for Mailbox setup

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Supportability Updates & Other Enhancements..

- Catalog Cache Versioning for Service Point

- Support for gMSA-based authentication for Service Catalog

- Latest **OS & DB** certifications

    ❏ Windows Server(2022), RHEL , Oracle 21C

- Techstack Upgrades & Security improvements

DEMO

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CA Service Management – Lifecycle Updates

Announced EOS Dates

- CA Service Management 17.3: **July 31, 2024**

Please visit the CA Service Desk Manager product information page for up-to-date information on release & EOS dates, product & support bulletins:

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

Upgrade Assistance

- Designated Weekend Upgrade
  - Oct'23 & Feb'24
  - More before EOS date of 17.3

- Broadcom Designated Weekend Upgrade Program: Registration Form

- Service Management Upgrade / Hot Site Preparation Questionnaire

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Questions?

Thank You