CA Business Service Insight (BSI)

Roadmap Presentation

October 25, 2017

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CA Business Service Insight (BSI)
Solution Overview

Business Problems Addressed	Key Capabilities	Personas
- Visibility into the impact of operational performance on contractual obligations - Ensure vendors are performing to their agree upon levels - Aligns investments with mission critical objectives - Proves value to internal service offering "customers"	- Service Performance Library - Resource Configuration Library - SLA Templates - Contractual SLA Support - Version Control for Services and Contracts - Financial, SLO & Ordinal Metrics - Penalty and credit tracking - Correctable SLA Alerting - Dashboards and ad-hoc reporting	- IT Management – Ops - Director of Service Level Management - CIO/VP of Information Technology - Director of Vendor Management - SIAM Manager

CA Business Service Insight (BSI)
Strategic Themes

Modern Environment	Security Compliance	Customer Driven Enhancements

VALUE DRIVERS

Obligations Management	**Deep Correlation**	**Expansive Context**
SLA Metrics focused on contractual obligations	Independent of event types	Through Timeslots, Calendars and Exceptions
Simplified access to Trends	**Powerful Calculations**	**Deep Data Integration**
Fast, Simple reporting and dashboards for SLAs	Goes beyond simple aggregation	Through high-performance adaptors

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CA Business Service Insight (BSI)
Timeline as of October 25, 2017

Delivered
CA Business Service Insight 8.3.5.3

- Support for Oracle 12c (Single Tier)
- Support for Windows 10 (Business Logic)
- Support for IE11 Enterprise Mode
- Support Java Development Kit (JDK) 1.8
- Vulnerability and functional issue fixes
- Word Add-In: Empty Report Data

Planned
CA Business Service Insight 8.3.x

Focus on Quality Improvement
- PSL Writer
- Data Lock Issue(s)
- Translation Scripts
- Other

Under Consideration
CA Business Service Insight

- Reporting/Dashboard Improvements
- Additional Browser Support
- Additional Operating System Support
- Timeslot Management Improvements
- Community-Voted Enhancements

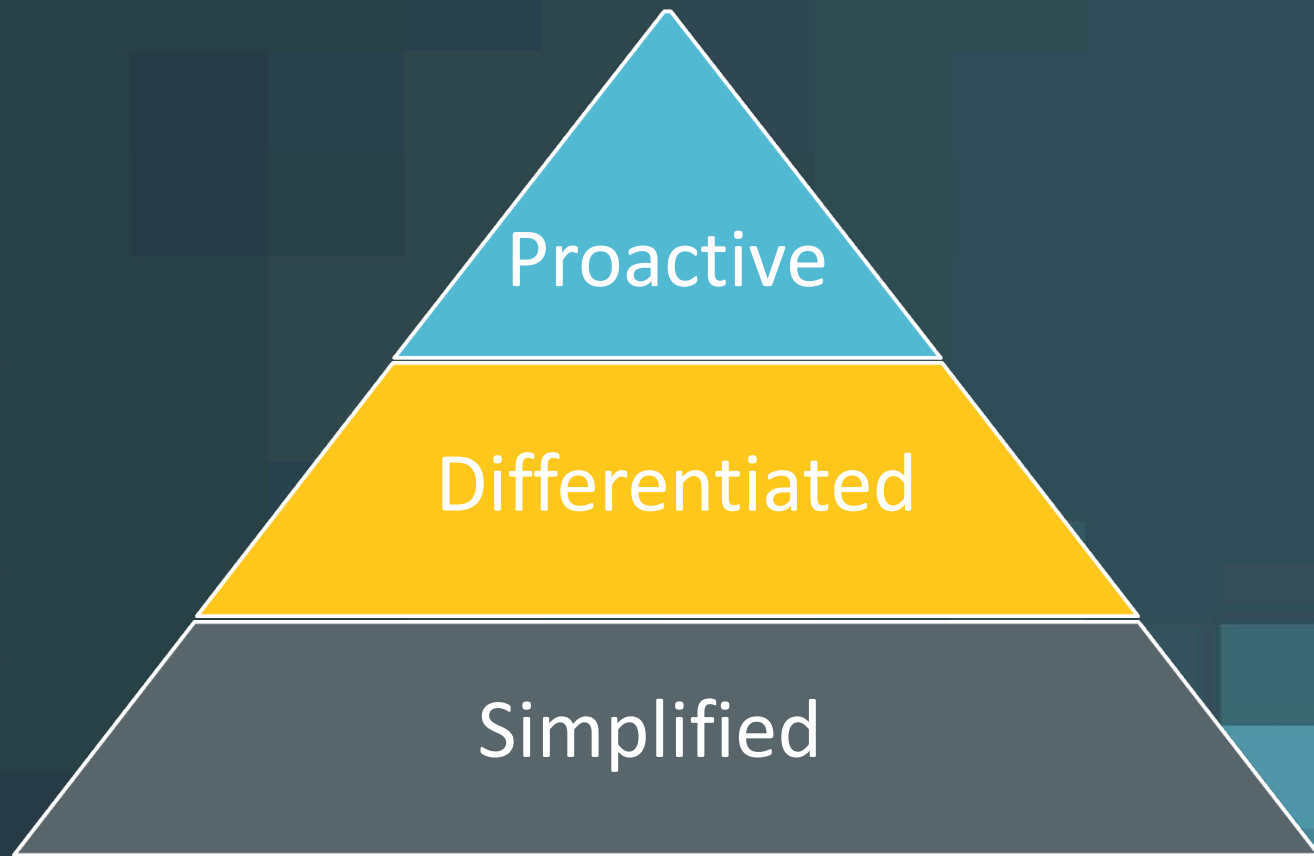| ▋ Modern Environment	▋ Customer Driven Enhancements	▋ Security Compliance

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IT Service Management

CA Service Management Vision and Roadmap

Vision

Proactive

Differentiated

Simplified

xFlow Analyst User Experience
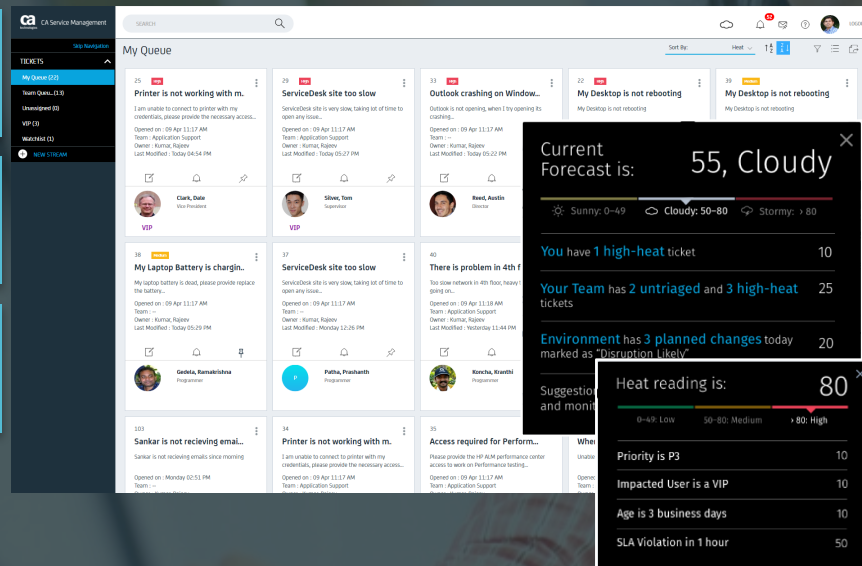## Context and Prioritized Understanding

With xFlow you get

- Card view
- Weather
- Heat

Which enables you to …

- Provides at-a-glance view of service desk health and priorities
- Consolidates analyst and teams queues in single view
- Helps analyst prioritize their work across multiple dimensions

xFlow Analyst User Experience

Context and Prioritized Understanding

With xFlow you get

- Card view
- Weather
- Heat

Heat reading is: **80**

0-49: Low   50-80: Medium   > 80: High

Priority is P3	10
Impacted User is a VIP	10
Age is 3 business days	10
SLA Violation in 1 hour	50

xFlow Analyst User Experience

Context and Prioritized Understanding

With xFlow you get

Card view
Weather
Heat

Current Forecast is: 55, Cloudy

☀ Sunny: 0–49   ☁ Cloudy: 50–80   ⛆ Stormy: › 80

You have **1 high-heat** ticket	10
Your Team has **2 untriaged** and **3 high-heat** tickets	25
Environment has **3 planned changes** today marked as "Disruption Likely"	20

Suggestion: Focus on resolving issues in your queue and monitor the Team Queue
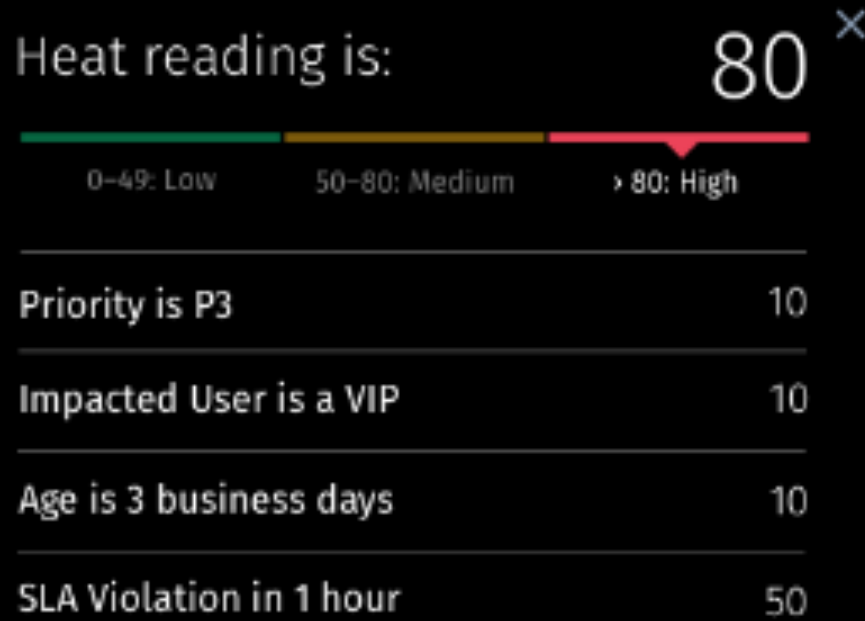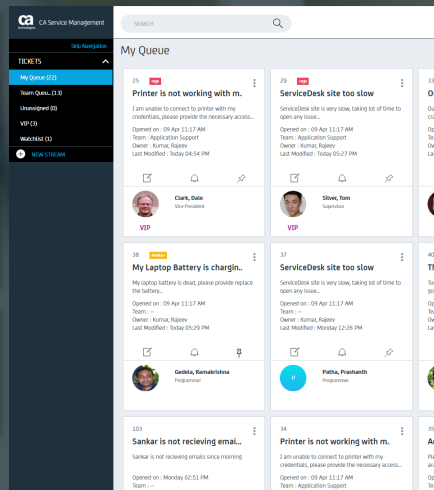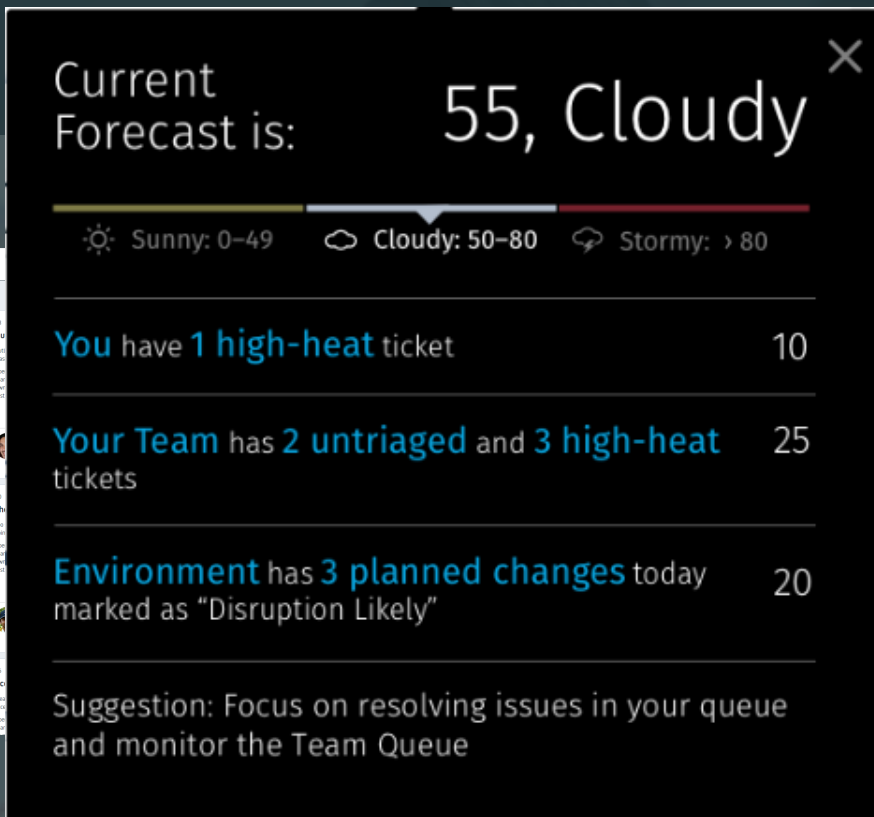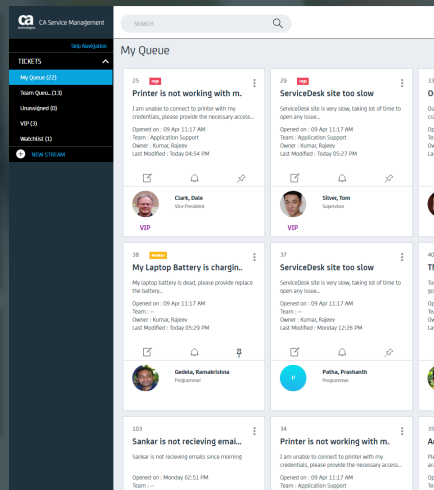
xFlow Analyst User Experience

Active Assistance

With xFlow you get

- Story Timeline view

- Service Genius Integrated troubleshooting

- Suggested solutions & experts

- Assistive Command Box
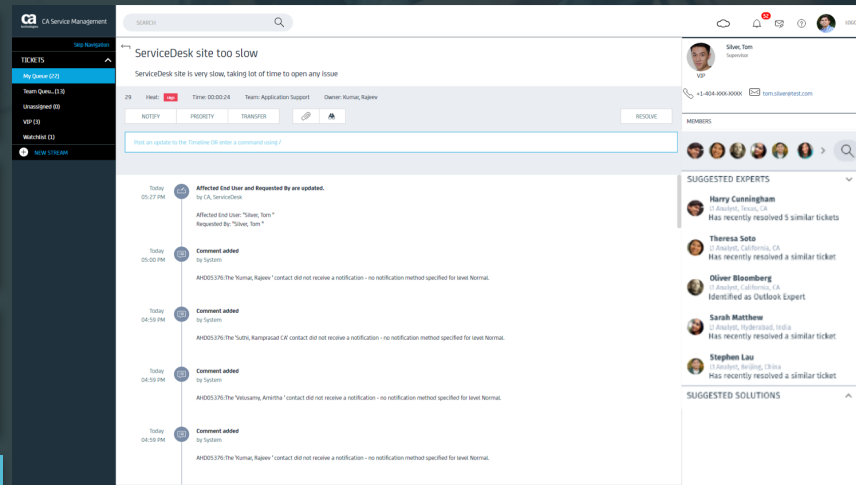
Which enables you to ...

- Better understand historical time-based activities associated with Incidents and Requests

- Guides Analysts in their investigation resulting in faster issue resolution

- Context based suggestive knowledge and skills-based routing for quicker faster resolution

- Recognizes keywords to drive resolution

CA Service Management

SEARCH

TICKETS

Skip Navigation

My Queue (0)

Team Queu..(0)

Unassigned (0)

VIP (0)

Watchlist (0)

⊕ NEW STREAM

Unassigned

Sort By:

Analyst   Insights   CMDB+

USS Nxt

Planned: App Launcher

AM:14

Asset Query ITIL Polic..

A Managed Asset encountered a query=
based policy violation of medium...

Opened on : 12 Sep 2002 04...
Team: --
Owner : System_MA_User
Last Modified : 12 Sep 2002 04:...

C   System_MA_User

AM:14

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IT Service Management – Long-Term Roadmap

Insights
ITSM business metrics library, Adhoc analysis. Dashboards, xFlow-integrated experience, Mobile access

Analyst
KANBAN Streams, Virtual War Room, Multi-vendor Service Desk, Virtual Analyst

SaaS Techstack
Foundation for CASM SaaS, Light-weight scalable backend, Containerized, EC2 compatible, Performant, Tenant Onboarding/Offboarding, Capability/App based licensing, Usage insight, self-support

USS nXT
Context-aware, proactive recommendations, Chat-bot, collaboration/support-automation, multi-lingual

Smart Automation
Codeless configuration, Chatops enabled, scalable, embedded

Agile Support Management
Barcode/Qrcode based ticket creation, cross platform collaboration, integration with social Apps,

CMDB+
Graphical CMDB, Connectors – CA and third-party monitoring & infra mgmt solutions, Built for heterogeneous multi-sourced services, integrated asset management

Targeted Mobile Experience
Simplified experience, Voice commands, Performant, context /location-aware, for business users/approvers & field analysts

SIAM
Multi-vendor, multi-sourced service management, IT financial and service level management, billing & chargeback

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Multi-Sourcing (MSI/SIAM)

Multi-Supplier Integration
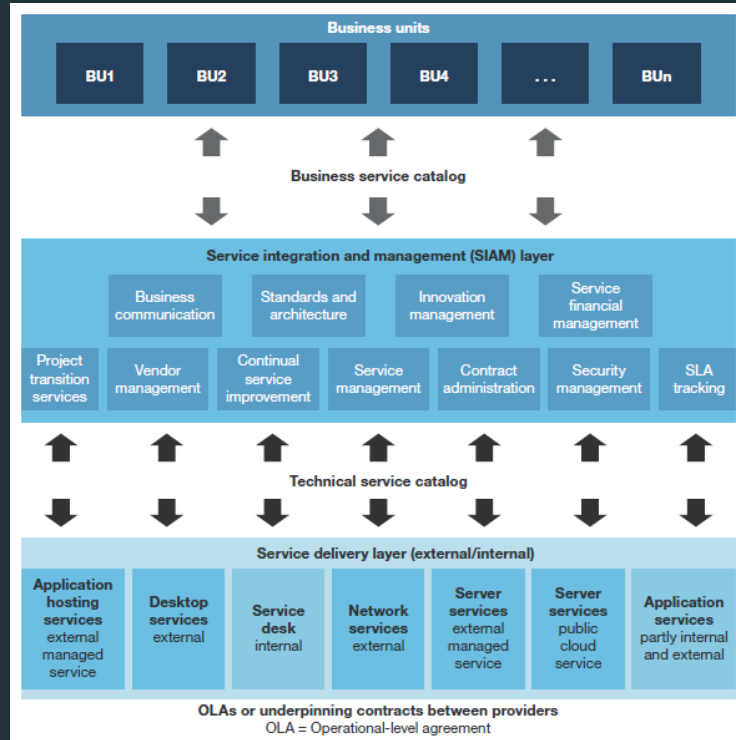Service Integration and Management

Service Integration and Management (SIAM)

"SERVICE INTEGRATION AND MANAGEMENT (SIAM) IS A MANAGEMENT METHODOLOGY THAT CAN BE APPLIED IN AN ENVIRONMENT THAT INCLUDES SERVICES SOURCED FROM A NUMBER OF SERVICE PROVIDERS.

SIAM HAS A DIFFERENT LEVEL OF FOCUS TO TRADITIONAL MULTI-SOURCED ECOSYSTEMS WITH ONE CUSTOMER AND MULTIPLE SUPPLIERS. IT PROVIDES GOVERNANCE, MANAGEMENT, INTEGRATION, ASSURANCE, AND COORDINATION TO ENSURE THAT THE CUSTOMER ORGANIZATION GETS MAXIMUM VALUE FROM ITS SERVICE PROVIDERS."

SIAM Foundation Body of Knowledge

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IT in a Multi-Sourcing Setup

Business units

| BU1 | BU2 | BU3 | BU4 | … | BUn |

Business service catalog

Service integration and management (SIAM) layer

| Business communication | Standards and architecture | Innovation management | Service financial management |

| Project transition services | Vendor management | Continual service improvement | Service management | Contract administration | Security management | SLA tracking |

Technical service catalog

Service delivery layer (external/internal)

| Application hosting services external managed service | Desktop services external | Service desk internal | Network services external | Server services external managed service | Server services public cloud service | Application services partly internal and external |

OLAs or underpinning contracts between providers
OLA = Operational-level agreement

* Forrester: Meet The Multi-Sourcing Challenge

*The aim of SIAM is to have a **single point of control and visibility** into the management and delivery of all services provided by your ecosystem of suppliers.*

Sourcing models:
1. In house
2. Staff augmentation
3. Traditional outsourcing
4. Managed services
5. Cloud services

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Speaker Session: AMX156S

Embracing and Facilitating SIAM and MSI:

Managing the Impossible with CA Business Service Insight
November 16, 2017 at 13:00

Service integration and management (SIAM) is one of IT's major challenges this decade. IT is also dealing with issues of multi-supplier integration (MSI), as there are a multitude of service suppliers who often need to work together. In this session, CA partner fusionPOINT presents how CA Business Service Insight can effectively manage and enable SIAM and MSI. Learn how unique- and cross-functional service levels and contracts can be monitored and calculated, as well as how collaboration and governance effectiveness and efficiency can be made transparent with SIAM-specific KPIs. Hear how to manage service delivery and service levels while increasing productivity and efficiency via transparency into the end-to-end facilitation of service integration. This transparency also drives improvements in IT and governance processes for individual parties and cross-functional collaboration. Find out how data from multiple systems can be normalized and plausibility checks performed to identify potential gaps or unnecessary performance breaches.

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Influencing Our Roadmap

CA Communities Ideation

- Submit your ideas on communities.ca.com
- Vote & comment on ideas that are important to you
- CA Product Management reviews ideas and updates status as they move through the lifecycle
- "Currently Planned" idea status indicates inclusion in Agile Backlog or Product Roadmap

Customer Validation

- Register to participate in:
  - Live Demos/End-of-Sprint Reviews
  - Private - Members Only - Online Community
  - Pre-Release Onsite Testing and Support (Beta)
  - Upgrade Support from SWAT Team
- How to register: validate.ca.com

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Michel Avenel

Sr. Principal Product Manager
Michel.Avenel@ca.com