

May 18, 2020

To: CA Business Service Insight Customers  
From: The CA Technologies BSI Product Team  
Subject: Plan for the potential impact of Adobe Flash Player on CA BSI

CA Technologies, a Broadcom Company, is continually working to improve the software and services to best meet the needs of our customers. This communication is to serve as a reminder that many browser vendors have announced to drop support for Adobe<sup>®</sup> Flash<sup>®</sup> from their respective browsers after December 31<sup>st</sup>, 2020 and to prepare your organization for that event in order to ensure your use of the CA Business Service Insight is not impacted adversely.

Currently, the CA BSI interface uses Adobe<sup>®</sup> Flash<sup>®</sup> to display the charts on web and BRV. The impacted functionality (Charts on the web & BRV) is planned\* to be addressed by delivering enhanced charting functionality that does not require the use Adobe<sup>®</sup> Flash<sup>®</sup> Player. To that end, please make note of the following changes and plan accordingly.

- The enhanced charts for web and BRV are planned to be delivered as a patch update on CA Business Service Insight 8.3.5.4 version.
- The patch update to deliver enhanced charts for web and BRV is planned\* for release by the end of Q3 calendar year 2020

Should you need further assistance in understanding this change or have additional questions or feedback, please contact your CA account representative CA Support or our CA community page.

Thank you again for your business.

\* Subject to change without prior notice and at the sole discretion of CA Technologies, a Broadcom Company.