Business Service Insight

User Forum

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October 2012
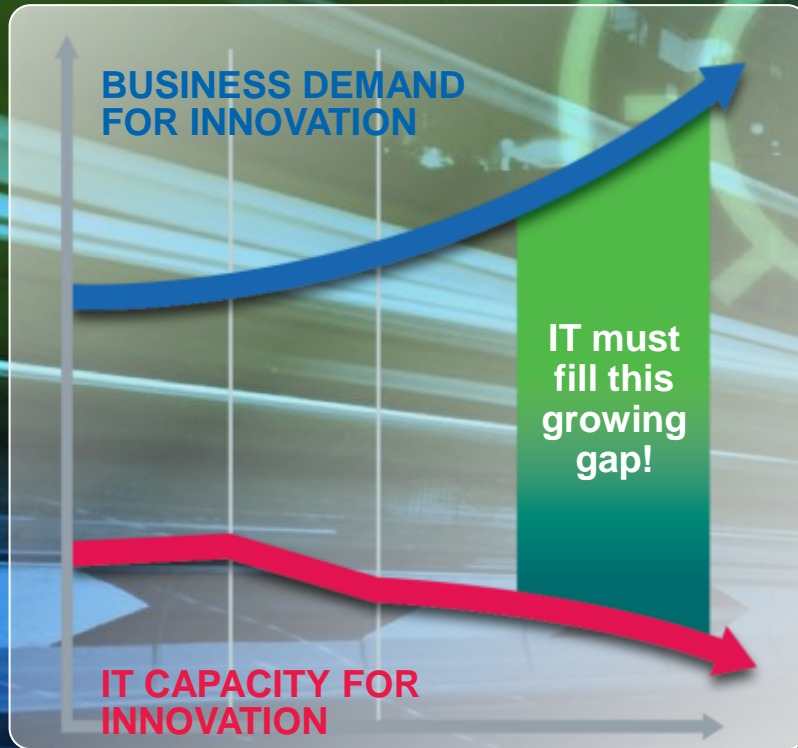
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agenda

— Service Management Context for CA

— Business Service Insight Roadmap

— Business Service Insight 8.2

— Business Relationship View - BRV

— Business Service Insight 8.3

— BRV Demo

— Q&A

the transformation has begun

BUSINESS DEMAND FOR INNOVATION

IT must fill this growing gap!

IT CAPACITY FOR INNOVATION

accelerate innovation and growth

Mobility	Social	Big Data	SaaS	Client Experience

optimize existing investments

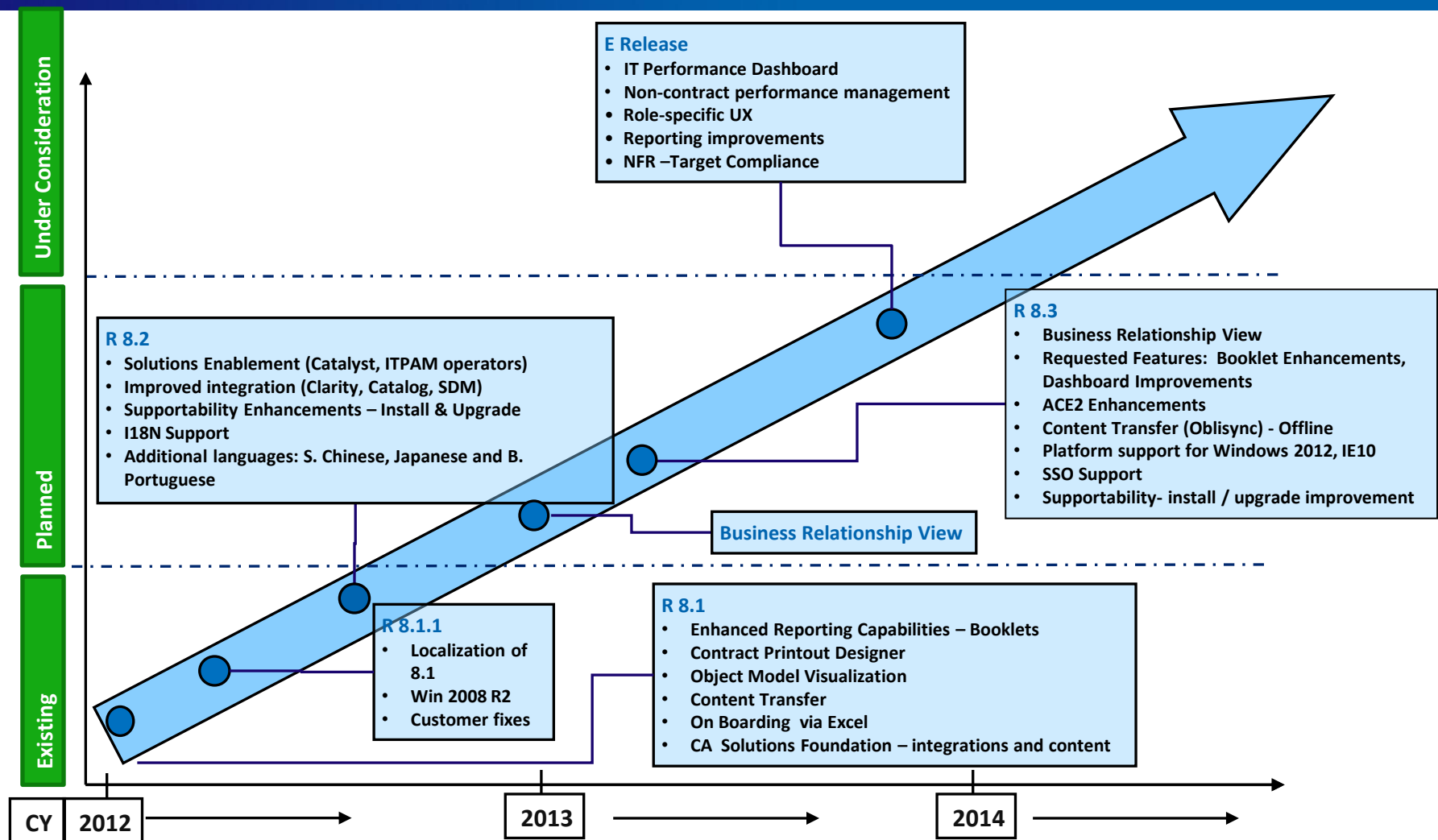| Rationalization	Agile Cloud Delivery	Standardized Infrastructure	Automation Reengineering	Bring Your Own Device

TRANSFORM FROM MAINTAINING TECHNOLOGY TO DELIVERING INNOVATION

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emphasis going forward will be on

- Targeted mobile apps

- Deeper best practice tools and solution content

- Improved availability, reliability, supportability, and performance

- Tighter interoperability and solution integration

CA Business Service Insight
anticipated timeline as of October 2012

Under Consideration
Planned
Existing

E Release
- IT Performance Dashboard
- Non-contract performance management
- Role-specific UX
- Reporting improvements
- NFR –Target Compliance

R 8.2
- Solutions Enablement (Catalyst, ITPAM operators)
- Improved integration (Clarity, Catalog, SDM)
- Supportability Enhancements – Install & Upgrade
- I18N Support
- Additional languages: S. Chinese, Japanese and B. Portuguese

R 8.3
- Business Relationship View
- Requested Features: Booklet Enhancements, Dashboard Improvements
- ACE2 Enhancements
- Content Transfer (Oblisync) - Offline
- Platform support for Windows 2012, IE10
- SSO Support
- Supportability- install / upgrade improvement

Business Relationship View

R 8.1.1
- Localization of 8.1
- Win 2008 R2
- Customer fixes

R 8.1
- Enhanced Reporting Capabilities – Booklets
- Contract Printout Designer
- Object Model Visualization
- Content Transfer
- On Boarding via Excel
- CA Solutions Foundation – integrations and content

| CY | 2012 | 2013 | 2014 |

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CA Business Service Insight 8.2 - highlights (1)

- I18N and additional localized languages
  - Add Japanese , Simplified Chinese and Brazilian Portuguese to the current supported languages
  - Supported Languages: English, French, German, Italian, Japanese, Simplified Chinese, Brazilian Portuguese and Spanish.

- Solutions and integrations enablement
  - Expand the product integration capabilities.
  - Integration with SDM, Wily APM, Nimsoft SD and SOI
  - BSI Objects will be exposed through Catalyst to allows easy integration
  - New ITPAM operators allow BSI to be part of automation cross different CA products (e.g. catalog, SD, Clarity)

CA Business Service Insight 8.2 - highlights (2)

- Easier Installation , migration and configuration
  - In order to reduce the interaction needed to install and configure the system, 3rd party pre-requisites are integrated with the installer
  - JBOSS - JBOSS version was upgraded to JBOSS 7.1
    - The JBOSS Installation tool is no longer required. The JBOSS package will be distributed on a third party CD, and will be required during the installation.
  - ACE Transition Service –migrate metrics from ACE1 to ACE2 with no need to keep the original ACE1 instance up

- Hide Password
  - Previously visible passwords for database connection strings are hidden

CA Business Service Insight 8.2 - highlights (3)

- Content transfer

  - Additional entities

- Customers requests

  - The length of the address email was enlarged to 300 characters

  - API to import docx notes for metrics was added

  - The title "Duration" in adapter scheduler was changed to "stop time"

  - DEVIATION TAG on dashboard was removed

  - Widget (border) and the title are independent

  - Clear ACE Instance Management Screen

  - Performance Improvements to shorten lifecycle

  - Exception In Translation Script - Supports TimeZone in AddException

  - New Booklet mechanism - Automatic Update of table of contents

- Quality

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bring your own device

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BRV - Business Relationship View

- GA planned date - Nov 2012

- Presents business executives with up to date information at their fingertips. A user-friendly tablet devices /multi browser representation to visualize the quality and status of the service delivery managed in BSI.

- Some of BRV's benefits include:
  - A Scorecard Page that provides an overview of the business and favorites
  - Drill Down capability that enable drill down to a Customer, Vendor, Service, or Contract. Further drill down to the respective metrics and metric statuses of each.
  - A Communication Platform that allows to take immediate action by sending an email to the responsible party after a possible breach of contract.
  - Touch-optimized interface on tablets

- Cross platform support:
  - iPad , Android Tablets, Firefox - Version 9 and higher, Chrome - Version 16 and higher, Internet Explorer - Version 9 and higher

BSI 8.3 – planned features

- ACE2 Enhancements and migration from ACE1

  - Answers the demand that data will be calculated in a defined and limited time. Customers today deal with higher volumes of data and expect faster calculations

- Content Transfer (Oblisync) Offline

  - Transferring BSI entities via files between two system which have no connectivity

- Platform support

  - Windows 2012, IE10

  - Compliance to up to date platform versions

- SSO Support

  - Required by many of our customers for in-organization integrations

- Requested Features

  - customer commitments that were requested by many of our customers or accounts that are important from CA perspective. Main features: Booklet Enhancements, Dashboard Improvement, Improvements to install and upgrade

Questions?

thank you