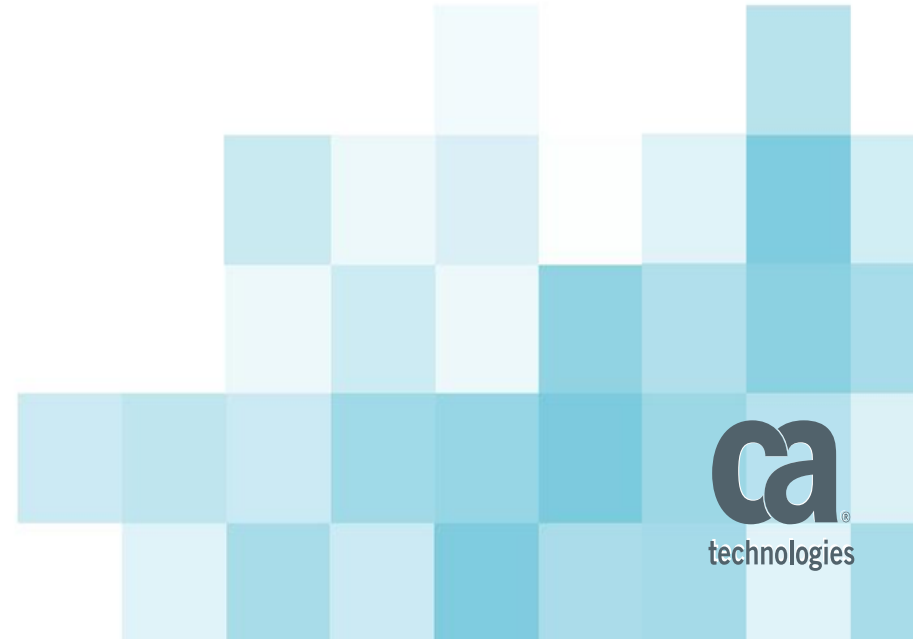


CA User Group

Guide for the members

Abdel Laabi,
Principal Community Programs for Europe
CA Technologies

September, 2016



Content

- Introduction
- Best Practices - Get involved with the CA User Group
- Steps for key actions
 - How to join the User Group
 - How to Start a conversation, ask question (online Forum)
 - How to create content (Document, Conversation ...)
 - How to connect with People & Update your profile
- Ideation : provide input to CA Product Management
 - Submit your idea to enhance the product / Vote for an idea
- Useful Links

Introduction

Welcome to the Guide for the CA User Group members.

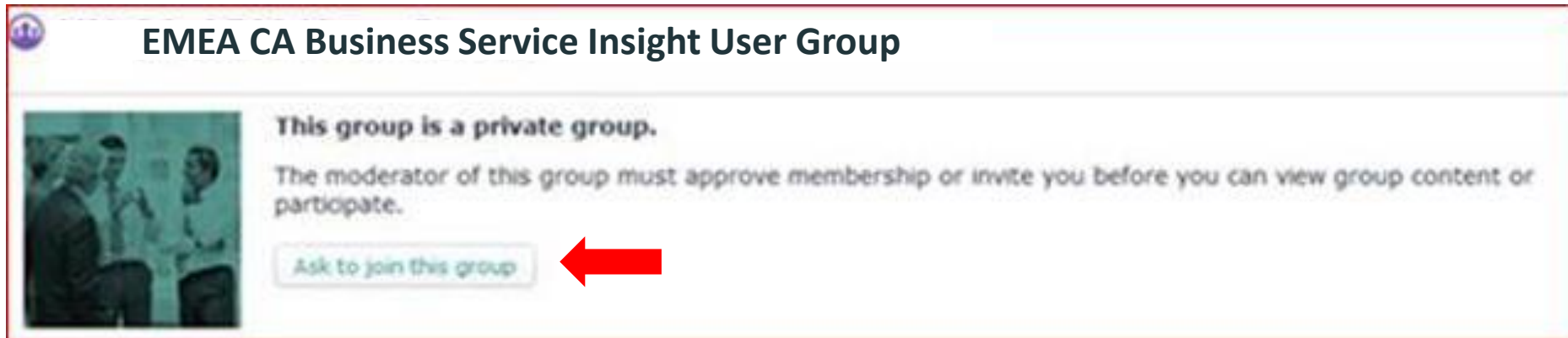
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the User Group ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/german-ca-business-service-insight-user-group>
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on **"Ask to join this group"**. Your request will be reviewed then Approved



2) Share your experience & knowledge

- **in-Person meetings** : User presentation, Roundtable discussions, ...



- **Online** : Click on '**Action**' to share a document or start a conversation ('**Discussion**') ..

The screenshot shows the user interface of the 'European CA Business Service Insight User Group'. At the top, there's a navigation bar with 'Following' and 'Actions' (highlighted with a red circle). Below this is a menu with 'Overview', 'Activity', 'Content', 'Images', 'People', 'Reports', and 'Events'. The 'Activity' tab is selected, showing options for 'Question', 'Discussion', 'Files', 'Document', and 'Event'. A 'RECENT ACTIVITY' section shows a post by 'Abderrazzak Laabi' in the 'European CA Business Service Insight User Group'. On the right, a 'CREATE' dropdown menu is open, listing 'Question', 'Discussion' (with a red arrow pointing to it), 'Document', 'Files' (with a red arrow pointing to it), and 'Event'. A calendar widget shows 'OCT 6'.

3) Be active contributor

Get involved in the user group activities (as User Group member, or Board member)

- Make suggestions, ideas, Topics for the next UG meeting, ...
- Contribute to enhance the CA solution (Ideation ...)



Connecting with people

- 1) Click on **People** tab and use the sorting options to filter and find relevant people
- 2) Click on **Follow** tab on the bottom right
and choose whether to follow that user via your inbox or connections stream.
- 3) Click on **Message** tab on the bottom right to send private message

The screenshot displays a LinkedIn profile for Melanie Giuliani. The top navigation bar includes links for Home, News, Communities, Browse, Help, and Apps, along with a notification bell showing 50+ alerts, a profile picture, and a search icon. The profile header shows the name 'Melanie Giuliani' with a 'ca' badge. Below this, the title 'Community Programs Analyst' and company 'CA Technologies' are listed. The email address 'giume03@ca.com' and last login date 'November 19, 2015' are also visible. A large image of two skydivers is featured on the right. At the bottom, the 'Overview' tab is selected, and the 'Message' and 'Follow' buttons are highlighted with red circles. The 'Message' button is labeled with a red '3' and the 'Follow' button with a red '2'.

Home News Communities Browse Help Apps

50+

Melanie Giuliani **ca**

TITLE
Community Programs Analyst

COMPANY
CA Technologies

EMAIL
giume03@ca.com

LAST LOGGED IN
November 19, 2015

VIEW POINTS DETAILS

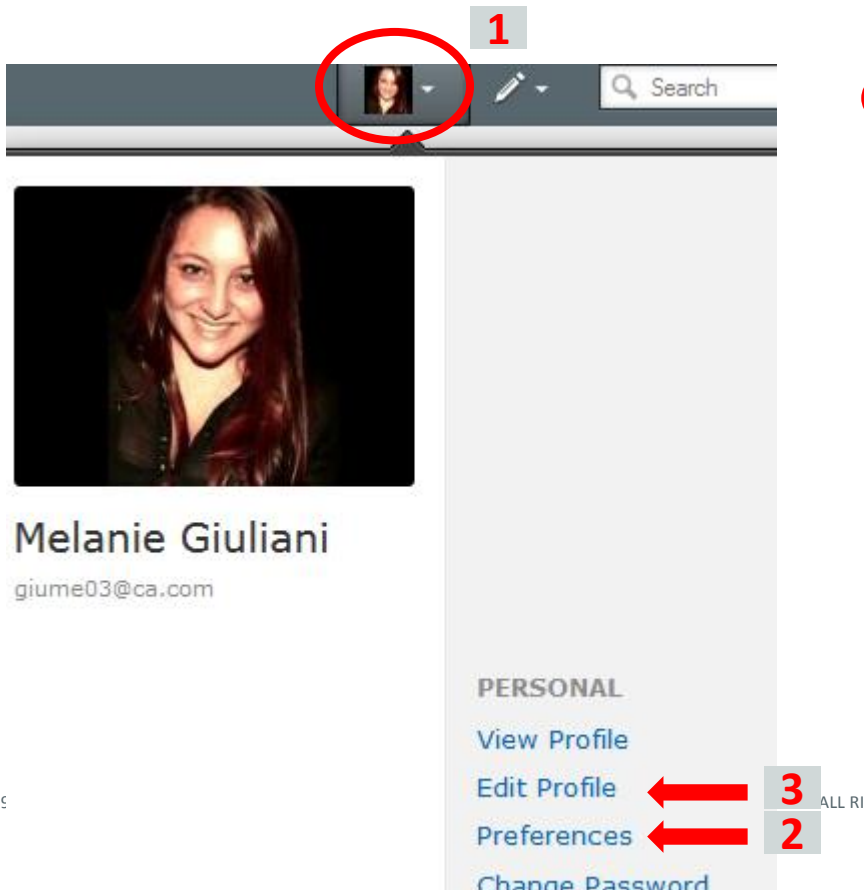
Overview Activity Content More Actions

Message Follow

3 2

Update your profile

- 1) Click on the drop menu on the top of the page
- 2) Click on **Preferences** and update your time zone, language, ...
- 3) Click on **Edit Profile** to load your photo, update your Biography, ...



1

Avatar & Photos

Search

Melanie Giuliani

giume03@ca.com

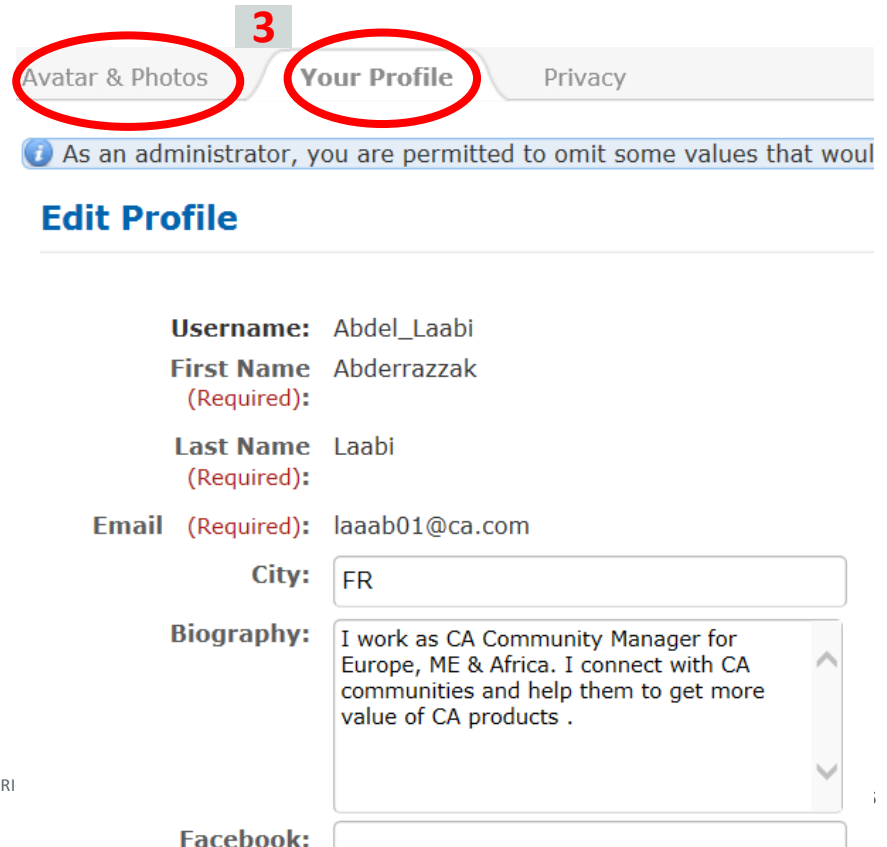
PERSONAL

View Profile

Edit Profile ← 3

Preferences ← 2

Change Password



3

Avatar & Photos

Your Profile

Privacy

As an administrator, you are permitted to omit some values that would otherwise be required.

Edit Profile

Username: Abdel_Laabi

First Name Abderrazzak
(Required):

Last Name Laabi
(Required):

Email (Required): laaab01@ca.com

City: FR

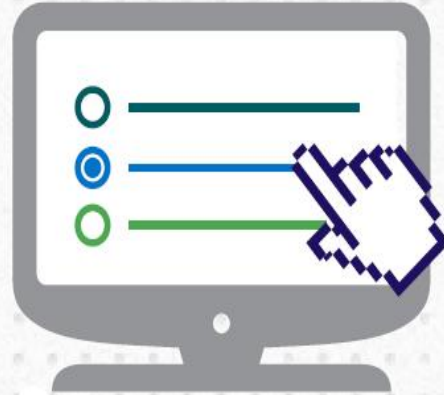
Biography: I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

Facebook:

Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas
for product
enhancements



Voting on and discussing
ideas from other
community members



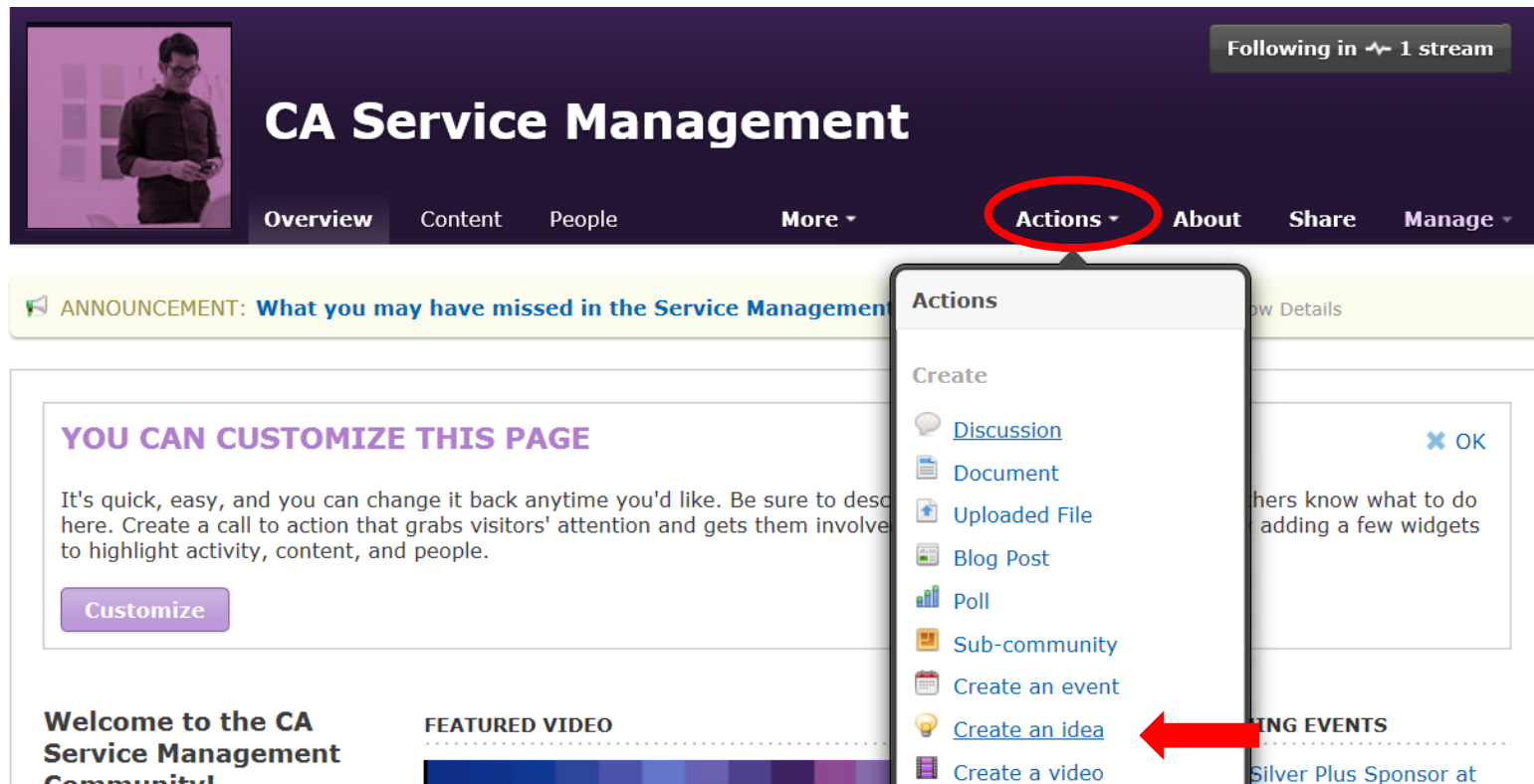
Opting into product validation
programs to test incremental process
and provide feedback that will
influence the next software iteration



5 of the 9 marquee features for the CA Clarity 13.3 release came directly from its Global User Community, which receives **~100 ideas per month**

Ideation : Submit ideas for product enhancements

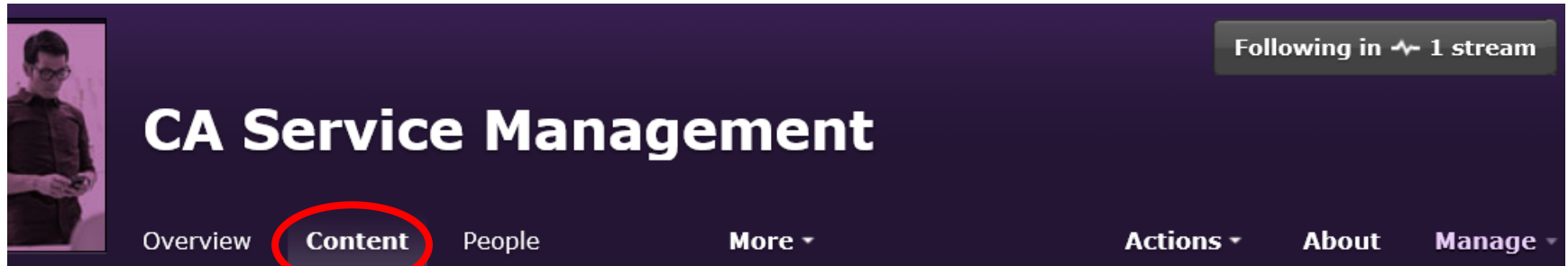
- 1) Global Community : <https://communities.ca.com/community/ca-service-management>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Idea**



The screenshot shows the CA Service Management community page. The header includes a profile picture, the title 'CA Service Management', and navigation tabs: Overview, Content, People, More, Actions (highlighted with a red circle), About, Share, and Manage. Below the header is an announcement banner. The main content area features a 'YOU CAN CUSTOMIZE THIS PAGE' section with a 'Customize' button. A dropdown menu for 'Actions' is open, showing options: Create, Discussion, Document, Uploaded File, Blog Post, Poll, Sub-community, Create an event, Create an idea (highlighted with a red arrow), and Create a video. The page also includes a 'FEATURED VIDEO' section and a 'SILVER PLUS SPONSOR' section.

Ideation : Vote for ideas from community members

- 1) Click on **Content** tab,
- 2) Click on **Ideas** (💡) to list all the ideas

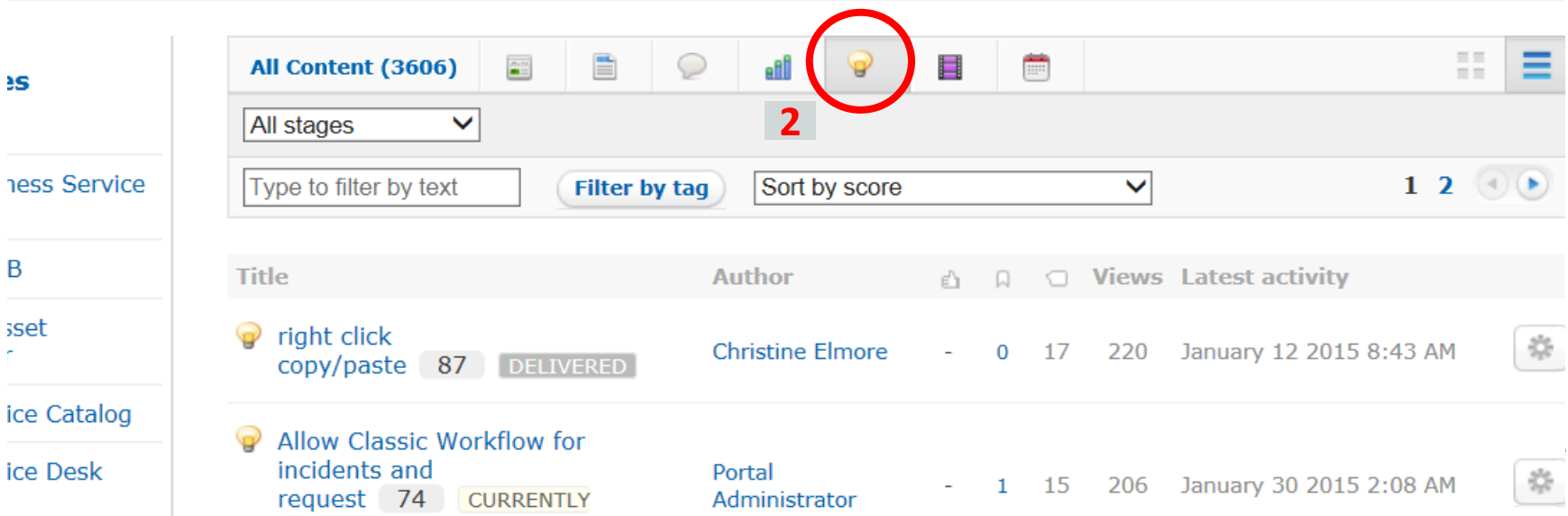


Following in 1 stream

CA Service Management

Overview **Content** People More Actions About Manage

ADVERTISEMENT: What you may have missed in the Service Management Community! January 2015 [Show Details](#)



All Content (3606)

All stages

Type to filter by text Filter by tag Sort by score

Title	Author	Views	Latest activity
💡 right click copy/paste 87 DELIVERED	Christine Elmore	0 17 220	January 12 2015 8:43 AM
💡 Allow Classic Workflow for incidents and request 74 CURRENTLY	Portal Administrator	1 15 206	January 30 2015 2:08 AM

Ideation : Vote for ideas from community members

3) Click on an idea in order to open it, then **vote** through the button on the top left



All Places > CA Service Management > Ideas

 **Allow Classic Workflow for incidents and request**

Created on May 17, 2011 3:06 PM by [Portal Administrator](#) - Last Modified: Dec 30, 2014 1:28 AM

74

3

Voted on 77 times. You have not voted.

CURRENTLY PLANNED

Classic workflow is actually quite simple, and powerful. It is very low overhead from an administrative perspective. simple request would greatly benefit from this where IT PAM may be a bit overkill.

Categories: CA Service Desk Tags ([edit](#)): [service_desk](#)

15 Comments

[Add a comment](#)



Tammy Zadell Feb 20, 2013 6:12 PM

I too would love to have the classic workflow also available for incidents, requests and problems. We have too many cases where one team has to do something to fulfill a request or resolve part of an incident and then they have to re-route it to another team to do their part <hr><hr>And I also

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Ideation : Benefits

- Enables transparency and turns enhancement requests into conversations
- Places context around the priority and value of an idea
- Maximizes the input of our customers into our development process
- Provides a timely decision for customers' ideas
- Keeps customers informed of decision and status changes
- Builds trust with our customers that we are building products based on open, transparent and collaborative process

Useful Links

CA Communities : All Regional User Groups & Global communities

Ideation (Video) : <https://communities.ca.com/videos/1447>

CA Communities User Guide

The Water Cooler

The go-to spot to ask questions, submit ideas, or find tips, tricks and training pertaining to the CA Communities

Thank you

