

Time Actuals Adapter for CA PPM

At a Glance



Time Actuals Adapter for CA PPM imports resource time entries into CA PPM from external systems such as service management applications, including Remedy or ServiceNow, or purpose-built timekeeping solutions.

The Time Actuals Adapter is CA SaaS compliant, and leverages an integration framework that supports integration via flat files or via web services – XOG/REST APIs. This ensures that the integration is not restricted to any single HR system.

The integration framework provides the ability to easily configure attribute mappings, and business and validation rules through custom objects. It also has a comprehensive error handling capability.

Key Outcomes: Why Time Actuals Adapter?



- Importing time entries from external systems reduces employee overhead spent recording time when organizations have multiple source for time entry for compliance and/or business reasons. Employees can focus on adding additional time entries, project or investment per organizational guidelines, in CA PPM
- Helps combine time entries from multiple systems in CA PPM, which facilitates the use of CA PPM's powerful workflow engine for time approval.
- Automation with validation for data quality and correctness of time entries prior to loading to CA PPM.
- Reduces scope for errors by eliminating manual copying of data.
- Provides complete administrative control for determining the frequency of import of time entries in to CA PPM via CA PPM's native job scheduler.
- Robust error handling and reporting via multiple portlets.

What Does the Time Actuals Adapter Automate?

The Time Actuals Adapter imports resource time entries including notes (with reference information such as ticket #) from external systems in to CA PPM as un-submitted timesheets.

Input Type Code	Charge Code	Mon. 6	Tue. 7	Wed. 8	Thu. 9	Fri. 10	Sat. 11	Sun. 12
B2B Enhancements (PR1086)								
Infrastructure Requirements (Planning Phase)	Billable Development	8.00			8.00	8.00		
Requirements Definition (Design Phase)	Billable Development		2.00					
Industry Trade Show (PR1089)								
Secure all rentals (Exhibitor Package Forms)	Billable Management		2.00					

Timesheet – New UX

Investment	Description	Input Type Code	Charge Code	Mon 1/2	Tue 1/3	Wed 1/4	Thu 1/5	Fri 1/6	Sat 1/7	Sun 1/8	Total	ETC
Tasks												
<input checked="" type="checkbox"/>	CRM Contact Center and Technical Design	Billable	Design		8.00			8.00			16.00	0.00
<input checked="" type="checkbox"/>	PCI Controls Remediation Requirements Definition	Billable	Design			8.00	8.00				16.00	24.00
	Subtotal: Tasks			0.00	8.00	8.00	8.00	8.00	0.00	0.00	32.00	
Other Time												
<input checked="" type="checkbox"/>	Vacation Time	Billable	Design	8.00							8.00	

Timesheet – Classic PPM View

How It Works

The Time Actuals Adapter accepts resource data from the external HR system in the form of delimited flat file (.csv, .txt), validates data, forms the required web service request, and loads the data in to CA PPM.

Where possible, the Application Adapter may also make direct web service calls to retrieve data (instead of using flat files).

Recommendation: For an adapter of this type, CA recommends the use of file-based batch integration due to the likely volume of data and access restrictions to the source system.

The following portlets are configured to monitor and diagnose errors during operation of the Time Actuals Adapter:

- **Time Actuals Adapter** portlet provides the summary information for all Time Actuals Adapter jobs with the ability to filter for a specific execution of the Time Actuals Adapter job.
- **Time Actuals Adapter Archive** portlet provides the summary information of validation errors, warnings and errors from XOG for a specific execution of the Time Actuals Adapter job.
- **Time Actuals Adapter Errors** portlet provides detailed information on the validation errors, warnings and run time errors for a specific execution of the Time Actuals Adapter job. This portlet helps identify the source of the error, to take corrective actions.
- **Time Actuals Adapter XOG** portlet provides detailed information on the XOG input and output generated in a specific execution of the Time Actuals Adapter job. This portlet helps identify XOG errors, to take corrective actions.

Note: The Time Actuals Adapter can be configured to send email alerts to administrators indicating successful completion of the Time Actuals Adapter job or failures in the execution of the Time Actuals Adapter job.

TIPS:

- Time Actuals Adapter does not support timesheet adjustments.
- The Time Actuals Adapter should be used when CA PPM is wholly/partially used for timesheet approval/controls, and timesheet reports in CA PPM are being utilized.
- If the goal is to view resource actual hours recorded in an external system, Transaction Adapter for CA PPM may be a better fit.

Compatibilities



On Premise

CA PPM Version: CA PPM 14.3 or higher.

Database:

- Oracle 11.2 Standard and Enterprise Edition: version 11.2.0.4.x or higher patch level
- Oracle 12c Standard and Enterprise Edition: version 12.1.0.2.x or higher patch level

No MSSQL Support

SaaS

CA PPM Version – CA PPM 14.3 or higher.

Contact your CA Services representative for further assistance with purchasing this component.