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Community Webcast

*CA Business Intelligence JasperReports® Server r6.2.0
for CA Service Management*

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Agenda

1 WHAT'S CHANGED IN CA SERVICE MANAGEMENT REPORTING?

2 OVERVIEW OF CABI 6.X (JASPER SOFT)

3 DEMO

4 FUTURE OF REPORTING IN CA SERVICE MANAGEMENT

5 QUESTIONS

New reporting engine in CA Service Management

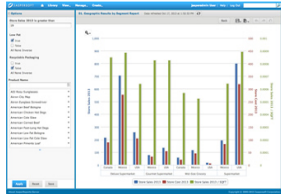
- **Old:** CA Business Intelligence 4.1 (SAP Business Objects)
 - Effective April 1, 2016 CA stopped distributing CABI 4.1 (SAP Business Objects)
 - CABI 4.1 has been removed from CA Service Management download packages
 - Existing Customers (prior to April 1) will continue to receive support for CABI 4.1 until December 31, 2018
- **New:** CA Business Intelligence JasperReports® Server r6.2.0 for CA Service Management (CABI 6.2)
 - Will be the default reporting technology packaged with CA Service Management
 - Currently available for download from CA Support Online
 - Includes out-of-the-box content

Why CABI 6.2?

- Built on TIBCO Jaspersoft BI technology
- Light-weight embeddable BI techstack
- Easy to set up and administer
- Easy-to-use self-service BI
- Supports creation of advanced reports and dashboards
- Multi-tenant architecture
- OLAP analysis

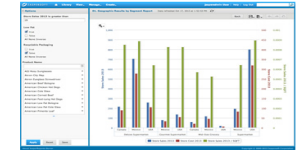
Jaspersoft Capabilities

Reporting and Analytics Capabilities



Self-Service Reporting & Analysis Solutions for Any User

Rich Visualization across various form factors



Greater Flexibility in Customizations

Embedded self-service BI



Out-of-the-box report content

- 32 reports in the current release – 2 Business Value Dashboards, 23 SDM Reports, 4 ITAM:APM Reports, 3 Service Catalog Reports

Business Value Dashboards	SDM Reports
Service Demand – Incidents	Active Requests Aging for Status
Operational Effectiveness	Active Request List
SDM Reports	Active Requests at Weeks End
Active Change Orders Aging	Request List
Active Change Orders Aging by Priority for Category	Request List by Organization
Active Change Orders Aging by Priority for Groups	Request List by Priority
Active Change Orders Aging by Priority for Status	Request List by Request Area
Active Incidents	Total Volume of Requests
Active Incidents Aging	Urgency Summary by Customer
Active Incidents Aging for Groups	Service Catalog Reports
Active Incidents Aging for Incident Areas	Request Overview
Active Incidents Aging for Status	Invoice Details
Active Problems Aging	Activer Users
KPI Report	Asset Portfolio Management Reports
	In-scope Owned Assets Not matched to Discovery Records
Active Requests Aging	Discovered assets not matched to any owned assets
Active Requests Aging for Groups	Owned Asset overview
Active Requests Aging for Request Areas	

Reporting content in CABI 6.2

Library View Manage Create superuser Help Log Out

Service Demand- Incidents Data refreshed Mar 27, 2017 at 1:54:18 PM

Back [Icons] search report [Icons] 70%

This dashboard provides insight into incident demand from business users to IT, and supports analysis of data through various time-periods, location, tenant or service.

Incident Volume for Top Categories

Category Name	Incident Volume
App.Erp	69
App.TIX	62
App.Saga.CRM	22
Net.Router	16
Sec.Virus	14
Phone	6
Email	6
App.ERP	1
App.SFDC	1

Incident Cost for Top Categories (in USD)

Category Name	Incident Cost
App.Erp	2,244
App.TIX	2,719
Net.Router	1,240
App.Saga.CRM	1,141
App	10
Net.VPN	8
App.MSDotbook	7
App.ERP	0
Phone	0
Sec.Virus	0
Email	0

Incident Effort (time spent in Hours) for Top Categories

Category Name	Incident Effort (in H)
App.Erp	2
App.TIX	2
Net.Router	1
App.Saga.CRM	1
Email	0
App	0
App.MSDotbook	0
Net.VPN	0
Phone	0
Sec.Virus	0
App.ERP	0

Incident Volume trend for Top Categories

Category Name	Jan-2016	Apr-2016	Jun-2016
All Categories	~10	~90	~100
App.ERP	~5	~30	~35
App.Erp	~5	~30	~35
App.SFDC	~5	~30	~35
App.Saga.CRM	~5	~30	~35
App.TIX	~5	~30	~35
Email	~5	~30	~35
Net.Router	~5	~30	~35
Phone	~5	~30	~35

Incident Cost trend for Top Categories (in USD)

Category Name	Jan-2016	Apr-2016	Jun-2016
All Categories	~0	~4.5k	~4.5k
App	~0	~1k	~2k
App.ERP	~0	~1k	~2k
App.Erp	~0	~1k	~2k
App.MSDotbook	~0	~1k	~2k
App.Saga.CRM	~0	~1k	~2k
App.TIX	~0	~1k	~2k
Email	~0	~1k	~2k
Net.Router	~0	~1k	~2k
Net.VPN	~0	~1k	~2k

Incident Effort (time spent in Hours) trend for Top Categories

Category Name	Jan-2016	Apr-2016	Jun-2016
All Categories	~0	~4	~4
App	~0	~1	~2
App.ERP	~0	~1	~2
App.Erp	~0	~1	~2
App.MSDotbook	~0	~1	~2
App.Saga.CRM	~0	~1	~2
App.TIX	~0	~1	~2
Email	~0	~1	~2
Net.Router	~0	~1	~2
Net.VPN	~0	~1	~2

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Reporting content in CABI 6.2

Active Incidents Aging by Groups

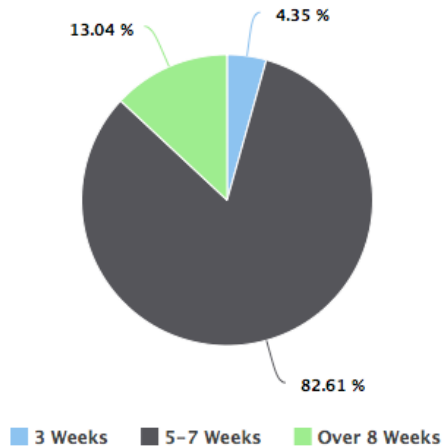
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Group: [*, CA Group, CA Group 1, ITC1 Group, itc2, itc3group, qgroup]

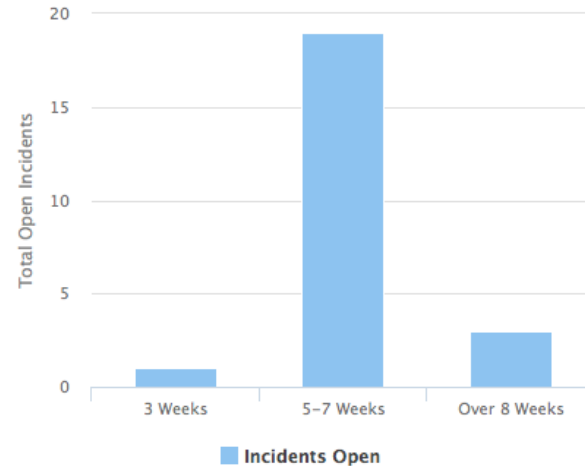
This shows the count of open Incidents by the number of weeks open. User must input a Group name for a search of only the Incidents in that Group.

Please navigate to succeeding pages to see information in tabular form.

Percentage of Open Incidents by the Number of Weeks Open



Count of Open Incidents by the Number of Weeks Open

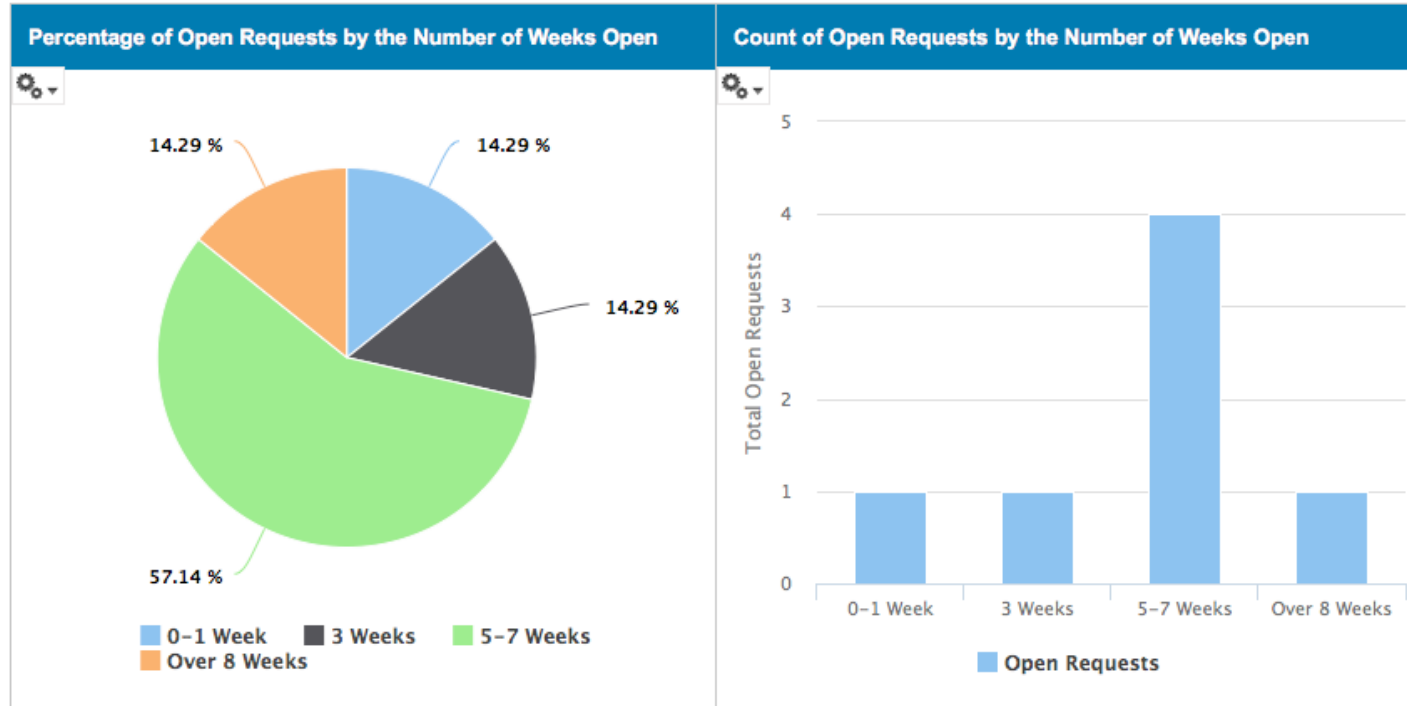


Reporting content in CABI 6.2

Active Requests Aging

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This report shows the count of all open Requests by the number of weeks open.
Please navigate to succeeding pages to see information in tabular form.



Demo

CA Service Management 17.0

- CA Business Intelligence 3.0
 - GUI installer with support for non-English languages
 - High Availability
 - Security and performance improvements
 - Several improvements in Dashboard capability
 - Security and export related enhancements in Scheduler
 - Performance and security improvements
- Out of the box content for CA Service Management remains unchanged

Future: Advanced Reporting for CA Service Management

- For Business and IT decision makers
- Drag-n-drop adhoc reporting or self-service BI
- *A data surface* of business metrics
- Rich visualization
- Integrated xFlow experience
- Pre-release validation to start soon – stay tuned!

Questions