

Pre-Con Education: What's New in CA Service Management

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Abstract

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Learn about the major capabilities added to CA Service Desk Manager and CA Service Catalog in the last several releases (since 12.0) from CA Product Management.

Agenda

1 TRENDS → DRIVING NEED FOR CHANGE AND UPGRADE?

2 THE VALUE OF UPGRADING – RELEASE FEATURES & BUSINESS VALUE

3 MIGRATION CONSIDERATIONS AND SERVICE OFFERINGS

4 ADDITIONAL INFORMATION

5 SUMMARY

Is the Service Desk World Any
Different Today?

Delivering Business Value

Business Consumers

- Empowered; Self-service
- Consumer-like Experience
- Social & Collaborative
- Mobility



Power Users

- More Automation
- Deep Integrations
- OOTB Best Practices & Services
- Administrative Ease



Decision Makers

- Improved Quality
- Prove Business Value
- Cost/Consumption Transparency
- Reduce Change and License Risk



**Improve
User Satisfaction**

**Increase
Productivity**

**Lower
Cost of Ownership**

**Reduce
Business Risk**

**Make Better Decisions
& Prove Value**

Release Themes and Value

Year	Release	Themes	Value
2015	Value Packs	<ul style="list-style-type: none"> • User Experience – Search & Self-service personalization; Catalog Form Designer, Notifications & UI Enhancement • Automation – Environment Promotion 	<ul style="list-style-type: none"> • User satisfaction • Total Cost/Productivity/Lower Risk
2014	14.1	<ul style="list-style-type: none"> • User Experience – Modern, My Resources*, Password reset* • Automation – “Smart” Install & Upgrade, OOTB services content* • Decision-making – Business Value Reporting 	<ul style="list-style-type: none"> • User satisfaction • Productivity • Total Cost
2013	12.9	<ul style="list-style-type: none"> • User Experience – Unified Self-service • Automation – Advanced availability 	<ul style="list-style-type: none"> • User satisfaction • Productivity
	Mobility 2.0	<ul style="list-style-type: none"> • Mobility – Common mobile framework 	<ul style="list-style-type: none"> • User satisfaction
2012	Collaboration & Mobility Release	<ul style="list-style-type: none"> • Mobility – Targeted mobile apps • User experience – CA Open Space 	<ul style="list-style-type: none"> • User satisfaction • Productivity
	12.7	<ul style="list-style-type: none"> • Mobility – Browsers & API • Automation – Change & Process 	<ul style="list-style-type: none"> • Business risk reduction • Productivity
2011	12.6	<ul style="list-style-type: none"> • User Experience – UI Upgrade 	<ul style="list-style-type: none"> • User satisfaction/Productivity
2010	12.5	<ul style="list-style-type: none"> • Automation – extensive enhancements 	<ul style="list-style-type: none"> • Productivity
2009	12.1	<ul style="list-style-type: none"> • Automation – Change Management 	<ul style="list-style-type: none"> • Business risk reduction • Productivity
2008	12.0	<ul style="list-style-type: none"> • Integration – CMDB, Support Automation, Knowledge Tools • User Experience – Role-based UI 	<ul style="list-style-type: none"> • User satisfaction • Productivity

* Requires CA Service Management Package

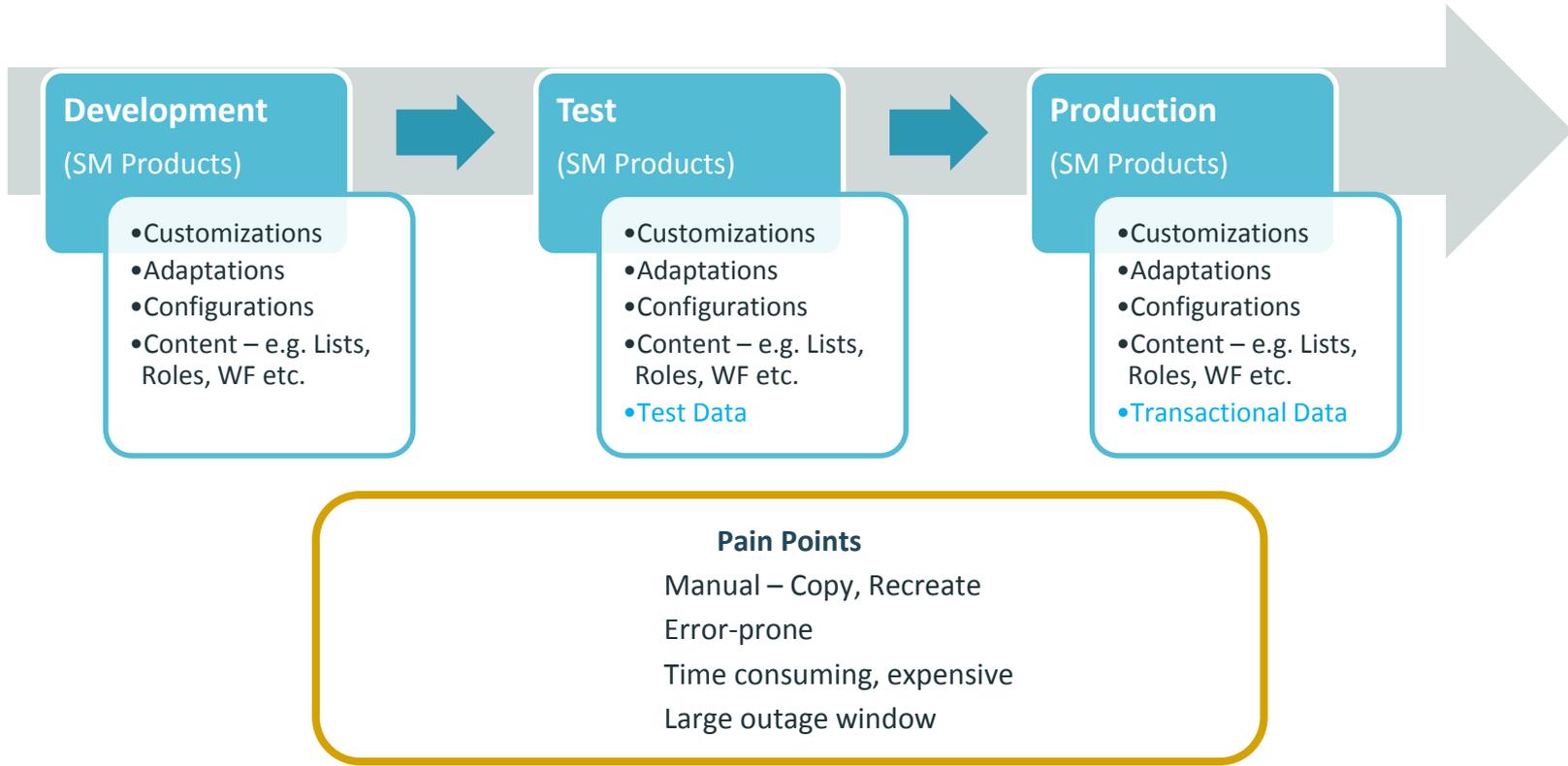
CA Service Management Value Pack 2

14.1 Value Pack 2

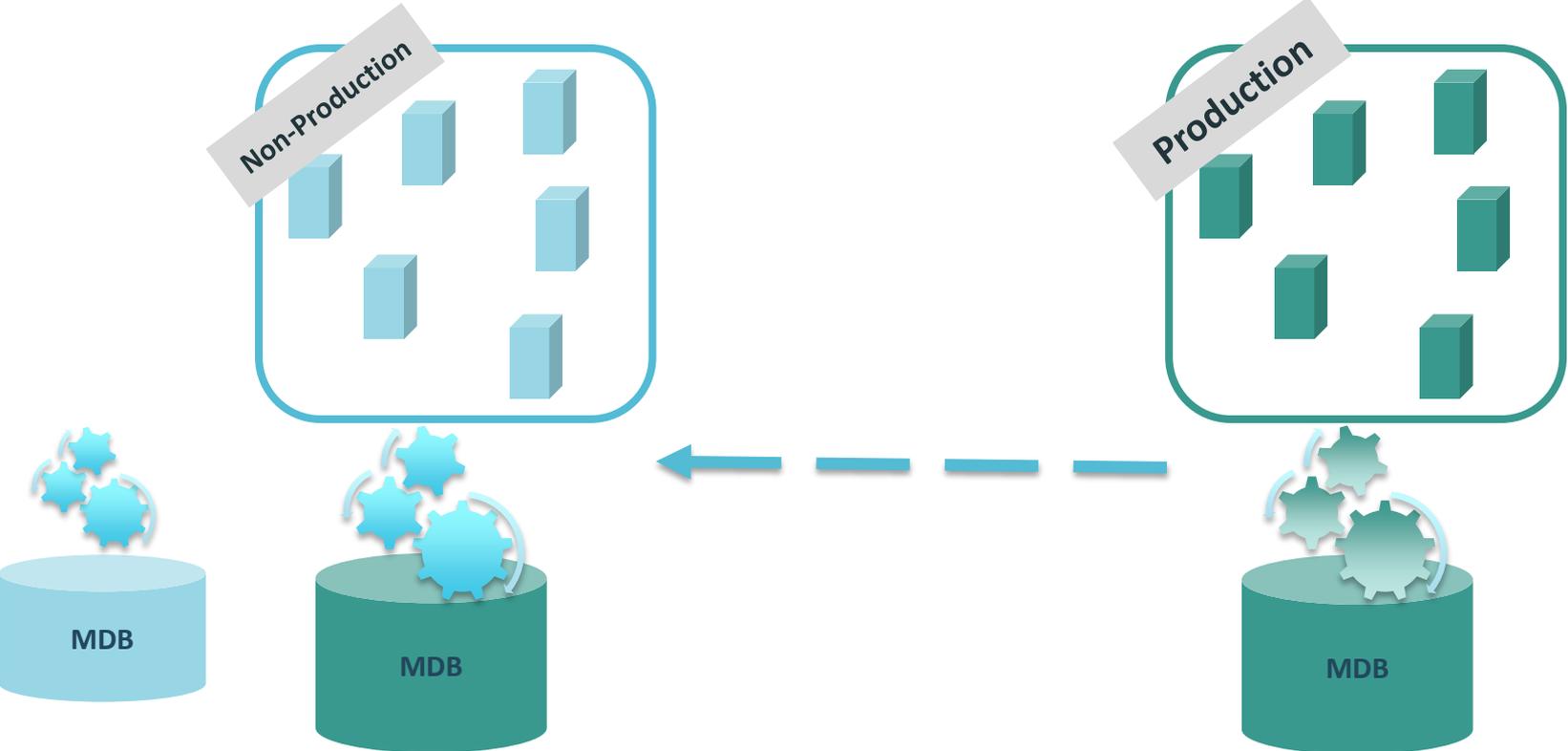
(a.k.a. 14.1.02 – Delivered November 9, 2015)

- **Environment Promotion** - Simplifies the process of moving configuration changes through the Dev, QA, UAT to PROD environments
- **Copy MDB** process duplicates MDB configuration to create Dev, QA, UAT environments
- **Search Personalization**
- **Unified Self-service** – Include CA Service Desk Manager Attributes, Hide/Show Communities, reset EEM passwords within Unified Self-service
- **Common Patch Installer** – install patches across CA Service Management products

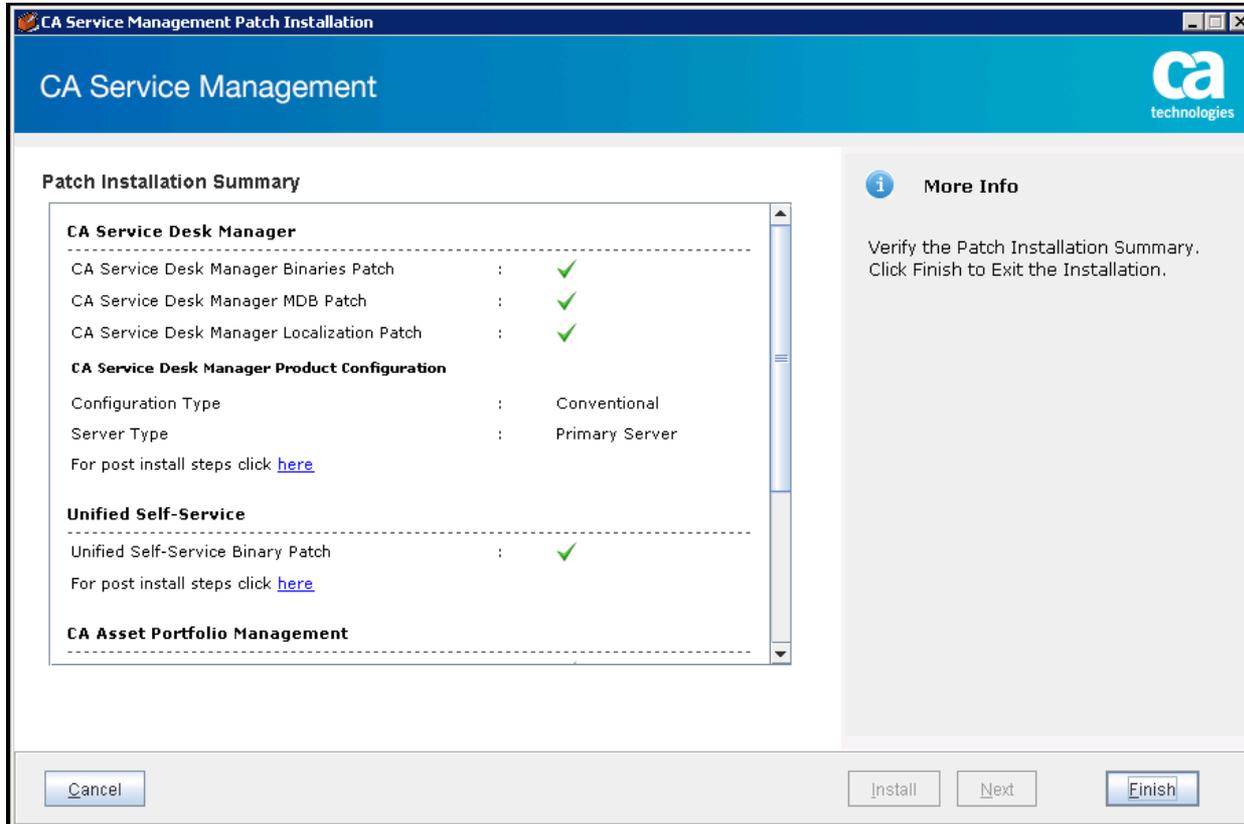
Environment Promotion



MDB Level Setting – Documented Procedure



A Common Patch Installer for CA Service Management



CA Service Management Value Pack 1

Value Pack 1

(aka 14.1.01 – Delivered April 15, 2015)

CA Service Catalog

- Forms search
- Form associations
- Email Notifications for notes and attachments
- Refreshed Icons and Label options

CA Service Desk Manager

- Attachments for CIs and Manual Notify
- Show CC list in notifications
- CC lists for Manual Notify
- Classic Workflow available for Request, Incident and Problem objects

Catalog

Form Designer and Picker

- Forms can be searched in Form Designer and Picker
- Form associations can be viewed to understand dependencies

The screenshot displays the CA Service Catalog web application. The main interface includes a navigation menu with options like Home, Catalog, Accounting, and Administration. A 'Forms' tab is active, showing a tree view of forms under 'Network Engineering or Design'. A 'Preview' window is open, showing the 'Associations' tab for a selected form. This window lists associated 'Service Offerings' and 'Related Service Option Groups'. A 'Select Form - Mozilla Firefox' dialog box is also visible, showing a preview of the form's content, including fields for 'Network Location', 'Number of Users/Cubes', and 'Security Level'. The 'Additional Capabilities' section includes checkboxes for 'Wireless LAN' and 'Voice over IP (VoIP)'. The main interface also features a table of form properties on the right side.

Name	Value
_id	network_desing
Business Unit	CA
CSS Class	
Created	10/5/2011 19:19:45
Created By	Administrator, Service Deli...
Form Type	request
Label Align	right
Label Width	150
Modified By	Administrator, Service Deli...
Modified On	1/1/2012 15:40:10
Name	Network Engineering or De...
onLoad	
onSubmit	

Catalog Notifications

- Email notification for notes
- Email notification for attachments
- Configurability

The screenshot displays the 'CA Service Catalog' Administration interface. The top navigation bar includes 'Home', 'Catalog', 'Accounting', and 'Administration'. The current page is 'Edit Action' for the event 'When note is added to Service Catalog request'. The 'Action Information' section shows the following configuration:

- Name:** Notify Requestor
- Description:** Notify Requestor when a note is added
- Type:** Request Email
- Status:** Disabled
- Parameter:** \$all\$
- Timeout:** 0 Seconds
- Include Request Detail:** Yes
- Type:** Request
- Request ID:** \$source_id\$
- Request Item ID:** (empty)
- From Name:** (empty)
- From Email:** (empty)
- To:** \$req_for_user_id\$
- CC:** (empty)
- BCC:** (empty)
- Subject:** A Note is added to the request \$request_name\$ (\$source_id\$)
- Message:** A note was added to your request: \$note_text\$

Below the configuration, a preview of the email notification is shown. It includes a profile picture, the date and time (Sun 3/22/2015 12:00 AM), the sender (CA Service Catalog), and the subject (A Note is added to the request Access Security (10008)). The recipient is listed as Kumar, Rajeev. The main body of the email reads: 'A note is added to your request: Your new badge is ready. You can collect it from security desk. Thanks.'

Catalog

User Interface (UI) Enhancements

- Flat icons for out-of-the-box content
- Improved UI label option for simple offerings
- Also seen in Unified Self-service

The screenshot displays a self-service catalog interface. At the top, there is a search bar with the placeholder text "Search for specific service" and a "Search" button. Below the search bar is a grid of 14 service tiles, each with a flat icon and a title. The tiles are:

- Access Security**: Employee access and Building sec...
- Add Tenant**: Create a tenant, configure tenan...
- Add User**: Add new users to the product and...
- Application Hosting**: Set up production environment fo...
- Database Management Se...**: Database Management services acr...
- Grant Access to HR App...**: Request access to HR application...
- Network Engineering/D...**: Design the network for your lab...
- New Hire Onboarding**: Bundle of services for New Hire ...
- New Project Request**: Request establishment of a new p...
- Procure Server**: Acquire and set up a server
- Request New Distributi...**: Request creation of a new email ...
- Request New File Share**: Request creation of a new File S...
- Reserve a Virtual Mach...**: Reserve one or more virtual mach...
- Virus Protection/Remed...**: Department-level SLA subscriptio...

On the right side of the catalog, there is a "CATEGORIES" sidebar with a list of service categories, each with a folder icon:

- Featured
- Application Services
- Catalog Services
- Corporate Services
- Facilities Services
- IT Support Services
- Network Services
- Personnel Services
- Project Services
- Reservation Services
- Service Management Administration
- Service Management Dashboards
- Telecom Services

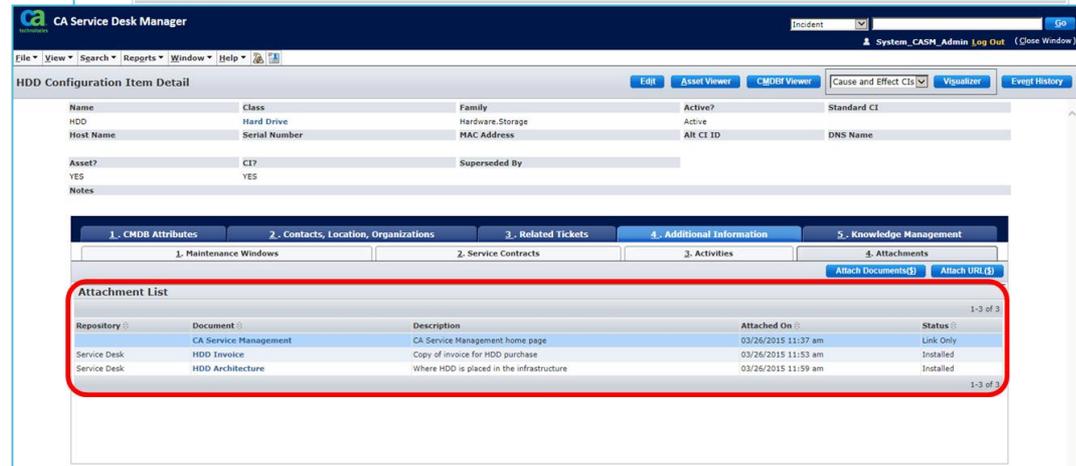
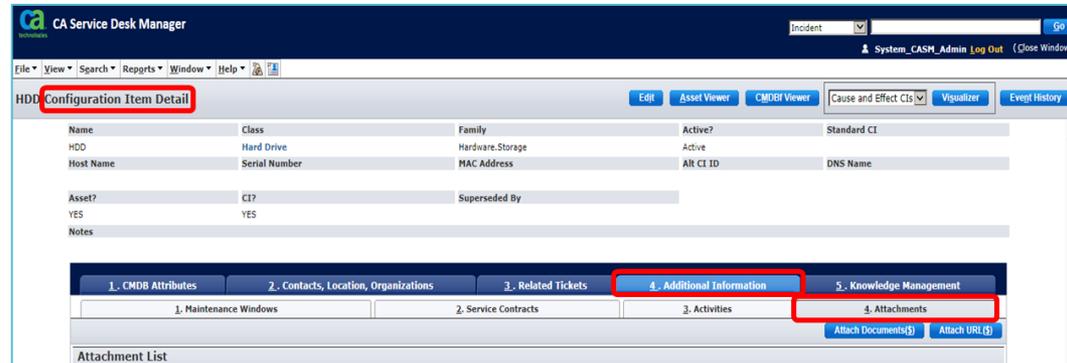
Below the catalog grid, there is a "Report an Issue" form. The form has a "Submit" button in the top right corner. It is divided into two sections:

- Issue Information**: Includes a "Category" dropdown menu and a "Description" text area.
- Your Information**: Includes input fields for "Name" (pre-filled with "Administrator, Service Delivery"), "EmailID", and "Phone number".

At the bottom of the form, there is a "Comments (0)" field.

Configuration Item Attachments

- Ability to add/remove attachments from Attachments tab in Configuration Items (CI)
- Uses the new file selection mechanism introduced in 14.1
- URLs can also be attached to the CI
- Uses Activity Log for audit



Manual Notify Attachments

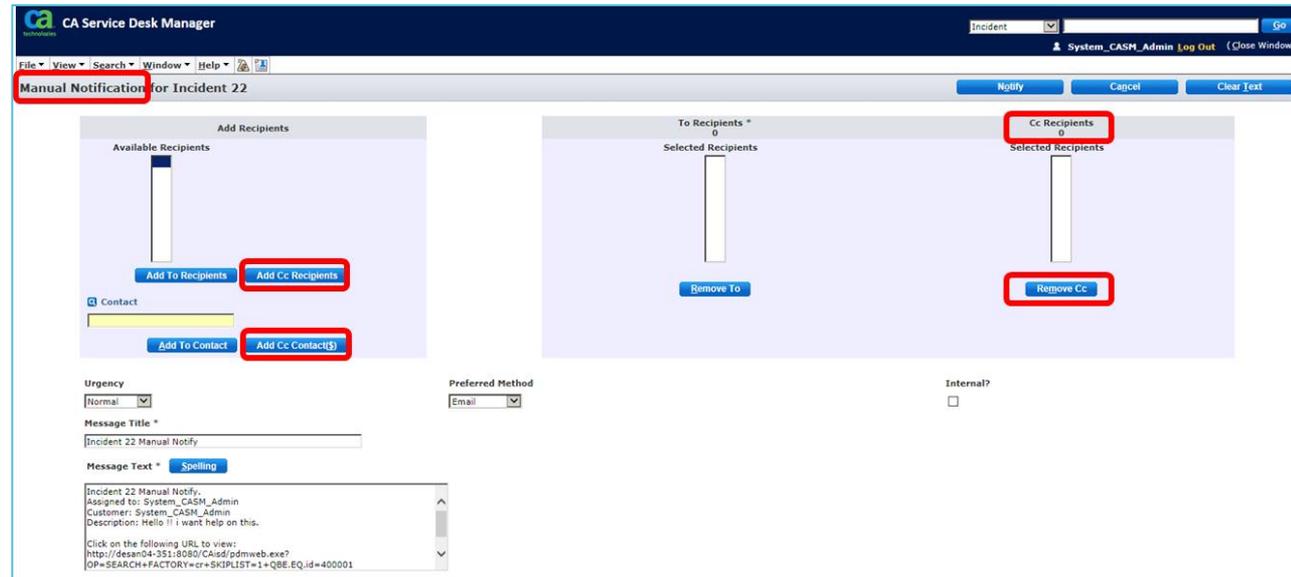
- Add attachment/URL to a Manual Notification
- Ability to add attachments in Manual Notification sent via e-mail method
- Ability to send the attachments in e-mail via Manual Notification
- Ability to see and download the attachments from e-mail which is received from Manual Notification

Show All Recipients on “TO” Line

- Currently only shows the single recipient; no one knows who else got the e-mail
- E-mails sent via Manual Notify and Automatic System Notifications must show all recipients on “TO” line
- Options Manager | Email | mail_show_to_cc_list installed by default

Manual Notify Carbon Copy (“CC”)

- Ability to add “CC” e-mail address in a Manual Notification
- E-mails sent via Manual Notifications must show all recipients on “CC” line
- Options Manager | Email | mail_show_to_cc_list installed by default
- Not applicable to Automatic System Notifications



Service Desk Classic Workflow

- Classic Workflow available in Request, Incident, Problem
- Ability to define different Classic Workflows for each ticket object (Request, Incident, Problem) for the same Area
- Ability to choose Classic Workflow or CA Process Automation for each ticket object (Request, Incident, Problem) for the same Area
- Same capabilities as in Change Order and Issue

The screenshot displays the CA Service Desk Manager configuration interface for the 'Applications Update Request/Incident/Problem Area'. The interface includes a menu bar (File, View, Window, Help) and a header with the CA logo and 'CA Service Desk Manager' text. The main content area is divided into several sections:

- Symbol *:** A dropdown menu set to 'Applications'.
- Group:** A text input field.
- Survey:** A checkbox that is checked.
- Self-Service Include:** A checkbox that is checked.
- Description:** A text area containing 'Applications'.
- Last Modified Date:** A text input field.
- Organization:** A dropdown menu.
- Assignee:** A dropdown menu.
- Service Contract:** A text input field.
- Self-Service Symbol *:** A dropdown menu set to 'Applications'.
- Last Modified By:** A text input field.
- Record Status *:** A dropdown menu set to 'Active'.
- Service Type:** A dropdown menu.
- Area Urgency:** A dropdown menu set to '<empty>'.

Below these fields, there is a section titled 'This category is valid for the following:' with three checkboxes: 'Requests' (checked), 'Incidents' (checked), and 'Problems' (checked). At the bottom, there are three tabs: '1. General', '2. Workflow' (selected), and '3. Problems'. The 'Workflow' tab contains a 'Workflow' section with a 'Use ITPAM' button and a 'Use Classic Workflow' button, both of which are highlighted with red boxes. The text 'No Workflow Attached' is displayed below the buttons.

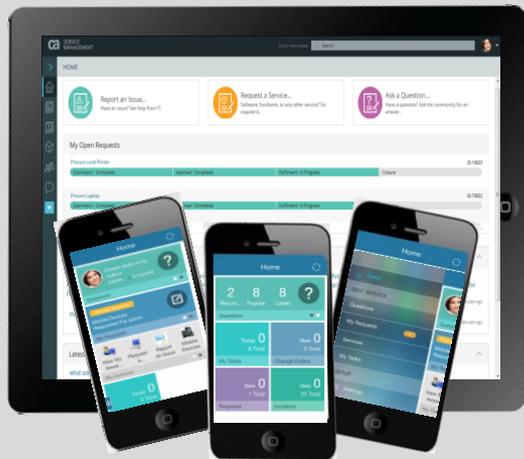
CA Service Management 14.1

CA Service Management 14.1

User Experience → Increased user satisfaction & productivity

Features

- Modernized self-service
 - iOS 7 look
 - Across solution
- “Quick Value” Content*
 - End users
 - Admins
- Enhanced Mobile
 - iOS 7 look
 - Multi-tenancy



“Quick Value” Content



Business Value

- Improved user satisfaction
- Increased Productivity
- Better service adoption
- Reduced demand on IT Analysts

* Requires service management package
@CAWORLD #CAWORLD

CA Service Management 14.1

Automation → Lower Total Cost of Ownership

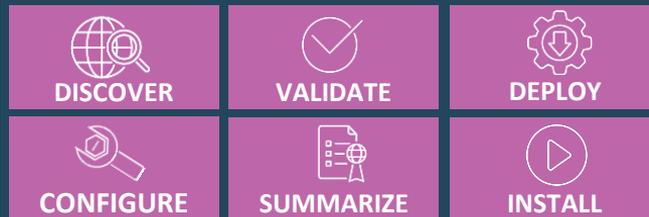
Features

- “Smart” install and upgrades
- Common Administration
 - Self-service
 - “Quick Value” content*

Common Administration



Common “Smart Install”



Business Value

- Increased power user satisfaction
- Easier administration
- Easier upgrade and maintenance
- Increased productivity & consistency
- Reduced cost of ownership

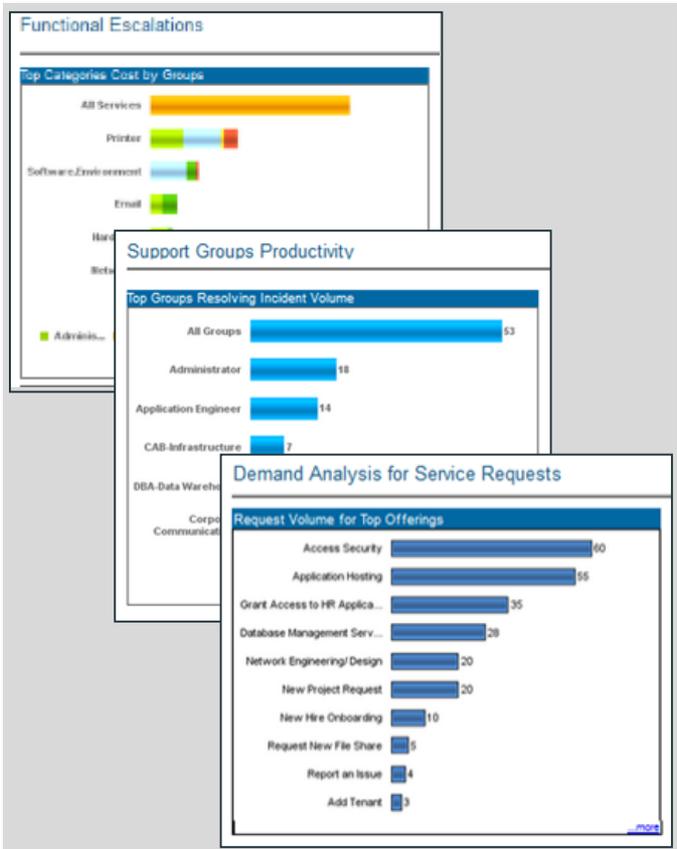
* Requires service management package

CA Service Desk Manager 14.1

Decision-making → Advanced Reporting

Features

- Business Value Reports - cost focused
- Out-of-the-box reports & dashboards
- In-depth view of service demand
- Support for trend analysis on key metrics
- Location based comparison of demand and operational metrics



Business Value

- Make better decisions based on business impact
- Understand actual cost of service disruptions
- Gauge operational effectiveness of Support

CA Service Desk Manager 14.1

Other Enhancements

- Right-click copy/paste
- Multi-File Upload
- SQL Server support for Unified Self-service
- Manual Notify check for Contact e-mail address
- Mask Session ID in browser URL
- Catalyst Connector Special Character improvements

CA Service Desk Manager 12.9

CA Service Desk Manager 12.9

User Experience & Automation → User Satisfaction & Productivity

Features

- Unified Self-service
- Federated search
- CMDB expanded virtual and cloud support
- Advanced availability
 - Rolling maintenance
 - Transparent upgrades



Business Value

- Increased user productivity
- Increased user satisfaction
- Reduced system downtime

Mobility 2.0 Release

Mobility Capabilities → User Satisfaction & Increased Productivity

Features

- Common mobile framework across our ITSM solutions
- Unified and simplified mobile user experience



Business Value

- Increased user satisfaction
- Increased productivity

Collaboration & Mobility Release

Mobility → User Satisfaction & Productivity

Features

- Mobile-optimized ITSM solutions for end users and Analysts
- Task approvals
- Ticket creation
- Queue management
- Collaboration and knowledge search
- Ticket status



Business Value

- Anytime, anywhere access
- Increased user productivity
- Increased user satisfaction
- Quicker issue resolution

Collaboration & Mobility Release

Collaborative Self-service → User Satisfaction & Productivity

Features

- CA Open Space on-premise and standard service desk feature
- Collaborate with other users, IT experts, Analysts
- Search Sharepoint, Google, service desk knowledge, etc. with single result display
- Create/view tickets
- iPad®, iPhone®



Business Value

- Increased user and Analyst productivity
- Increased user satisfaction
- Quicker issue resolution
- Resolve issues and requests without involving IT or Support
- Support analysts can focus on more relevant tasks

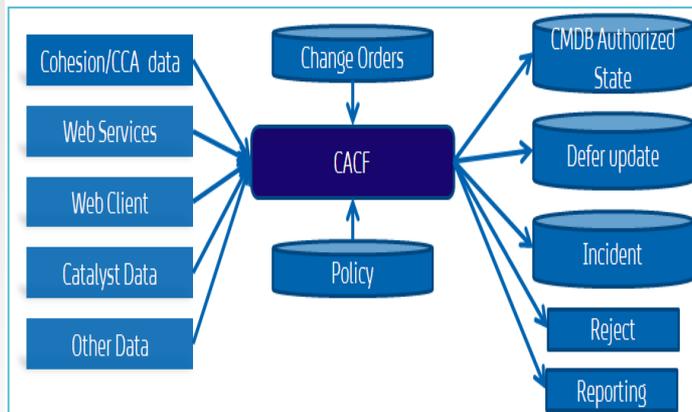
CA Service Desk Manager
Releases 12.7 → 12.0

CA Service Desk Manager 12.7

Mobility and Automation → Productivity & Risk Reduction

Features

- Safari & Chrome support - access UI from tablets
- RESTful Web Services API – build custom mobile apps
- Change Audit and Control Facility
- Import Excel/other sources to CMDB
- ITIL® best practice content



Business Value

- Increased user satisfaction
- Automate handling of unauthorized changes
- Increased user and Analyst productivity
- Efficiency via process improvement
- Better governance of change and other processes

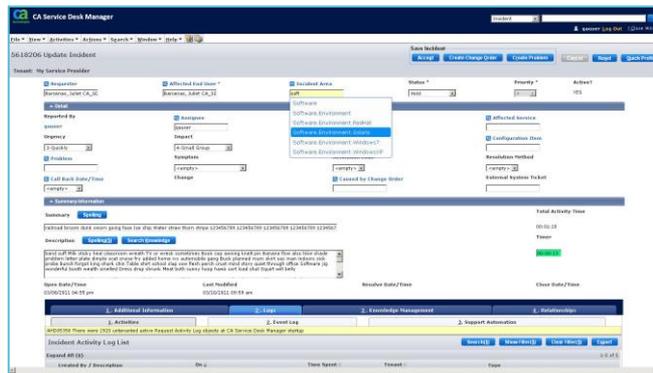
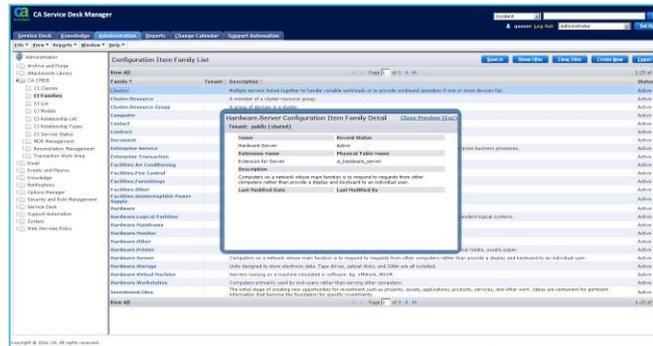
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CA Service Desk Manager 12.6

User Experience → User Satisfaction & Productivity

Features

- User Interface Refresh
- Nested Tabs
- Mouse-over preview
- Search-as-you-type
- Data Grid List
- Updated colors, fonts, icons, and buttons



Business Value

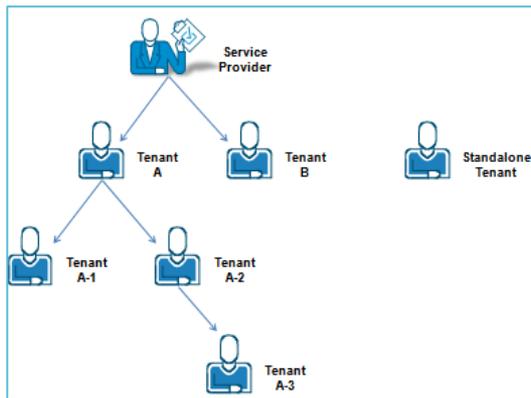
- Increased user satisfaction
- Increased user and Analyst productivity

CA Service Desk Manager 12.5

Automation → Productivity

Features

- Expanded Process Automation
- Enhanced Multi-Tenancy
- Priority Calculation
- Enhanced CI Reconciliation
- Status Transition Control
- Automated Closure Resolved Tickets
- Contact Special Handling/VIP



Business Value

- Increased user satisfaction
- Increased user and Analyst productivity
- Process standardization and enforcement

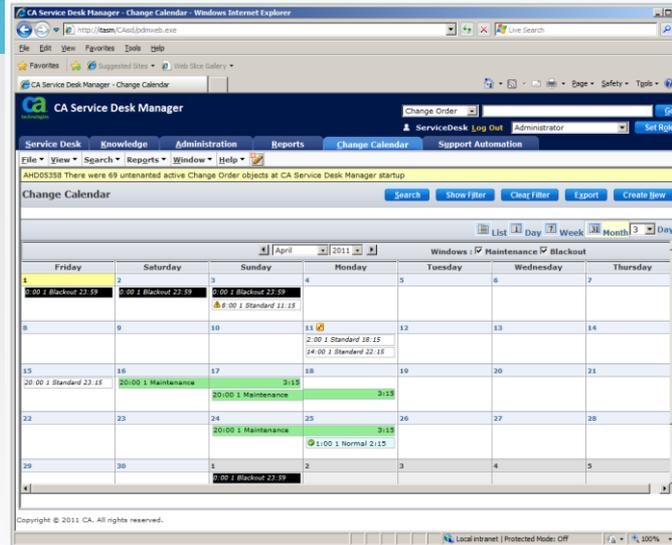


CA Service Desk Manager 12.1

Automation → Productivity & Risk Reduction

Features

- Enterprise Change Management
- Unified Change Calendar
- Change Collision Detection
- Risk Assessment
- Change Advisory Board Console
- Change Impact Explorer
- Change Process Workflow Visibility



Business Value

- Increased Analyst productivity
- Efficiency via process improvement
- Better governance of change processes
- Reduces service outages
- Quicker analysis of issues

CA Service Desk Manager 12.0

Integration & User Experience → User Satisfaction & Productivity

Features

- Integrated Knowledge Tools, CMDB, Support Automation as standard features
- Role-based UI
- SAP Business Objects reporting
- Notification rules

Self-Service



Self-Service Automation

- Automated diagnostics and repair processes
- 24x7 service availability
- knowledge search
- Integrated transfer to assisted support

Web-based Assistance



Phone



Live Automation

- Automated diagnostics/repair processes
- Real-time consultant
- Remote admin tools (chat, software/hardware inventory, file transfer, registry and file system editing, take screenshot, remote control, reboot / reconnect)
- Integrated knowledge base

Business Value

- Increased user and Analyst productivity
- Increased user satisfaction
- Quicker issue resolution



Migration Considerations and Service Offerings

End-of-Service Dates

- CA Service Desk Manager 12.9 – Not announced
- CA Service Catalog 12.8 – December 31, 2015
- CA Service Desk Manager & Service Catalog 12.7 – December 31, 2015
- CA Service Desk Manager 12.6 – December 31, 2015
- CA Service Desk Manager 12.5 – May 31, 2013*
- CA Service Desk Manager 12.1 – December 31, 2012*
- Unicenter Service Desk 11.2 – April 30, 2012*
- Unicenter ServicePlus Service Desk 6.0 – June 30, 2009*

* These versions are already in an End-of-Service status. Customers running these versions are encouraged to upgrade to the latest release.

Upgrading to the Current Release

- **Upgrade capability from following CA Service Desk Manager releases:**

11.2 12.0 12.1 12.5 12.6 12.7 12.9 14.0

* Some SDM version/platform combinations may require a two-step upgrade process

Note: The release following 12.7 was 12.9; there was no 12.8 release

- **Migration from Unicenter Service Desk 6.x Release**

- Due to the legacy of this release and the numerous architectural and capability enhancements CA Technologies recommends a net-new implementation

- **Supported languages:**

- English - French - Italian - Brazilian Portuguese
- German - Japanese - Spanish - Simplified Chinese
- French-Canadian

CA Upgrade Services - Value at a Glance



OPERATIONAL BENEFITS

- Quicker route to 14.1 go-live
- Upgrade approach lowers risk
- Sets stage for faster adoption to not yet implemented functionality



STAFF BENEFITS

- Keeps in-house resources focused on strategic tasks
- Leverages CA SMEs already familiar with upgrade processes and considerations
- Limits upgrade risk and disruption



FINANCIAL BENEFITS

- Simplifies budgeting and financial visibility
- Faster go-live for new release means faster return on CA Service Desk Manager investment
- Reduces costs
- Helps achieve maximum ROI

Summary

Why Upgrade Now?

Improved User Experience

- Unified Self-service provides one-stop shopping for all IT services and answers
- Modernized user-interface offers a more intuitive navigation and greater flexibility
- Mobility enables access when and where needed

Increased Productivity

- Access information and take action via mobile devices; build mobile applications
- Automated change controls and issue prioritization; proactive issue identification
- “Quick Value” content provides out-of-the-box services for business consumers and administrators*

Reduced Total Cost of Ownership

- “Smart” install and upgrade simplifies ongoing effort
- Common Administration across CA Service management solutions reduces administration time: multi-tenancy, users, roles, configurations*
- Best practices content enables easier implementation and use

Make Better Decisions

- Improve access to and analysis of relevant service management data

* Requires service management package



Q & A

Recommended Sessions

SESSION #	TITLE	DATE/TIME
DO5X162S	State of Colorado Takes the Road to ITSM Maturity: - Playing the Game and Winning	11/18/2015 at 1:00 pm Breakers L
DO5X163S	Appriss Supercharges ITSM Efficiency with Process Automation to Save Lives	11/18/2015 at 2:00 pm Breakers L
DO5T19S	Oppenheimer Funds Brings IT to the People with ITSM Self-Service and CA Service Catalog	11/18/2015 at 3:00 pm Theater 5 (show room floor)
DO5T06S	Vision & Strategy: The CA Road to a New ITSM Experience	11/18/2015 at 4:30 pm Theater 5 (show room floor)

Must-See Demos

ITSM Designed
for Humans

CA Service
Management
Theater 5

Make IT Simple
with ITSM

CA Service Catalog &
Unified Self-service
Theater 5

Dashboards for
Better ITSM

Xtraction for CA
Service Management
Theater 5

Let Analysts
Help People

CA Service Desk
Manager
Theater 5

Follow On Conversations At...

Smart Bar

CA Service
Management

Theater 5

Tech Talks

Design Thinking for
Next Generation ITSM

Theater 5 (Tech Talk)

For More Information



CA World '15

To learn more, please visit:

<http://cainc.to/Nv2VOe>