

service operations management

*with CA Service Operations Insight**

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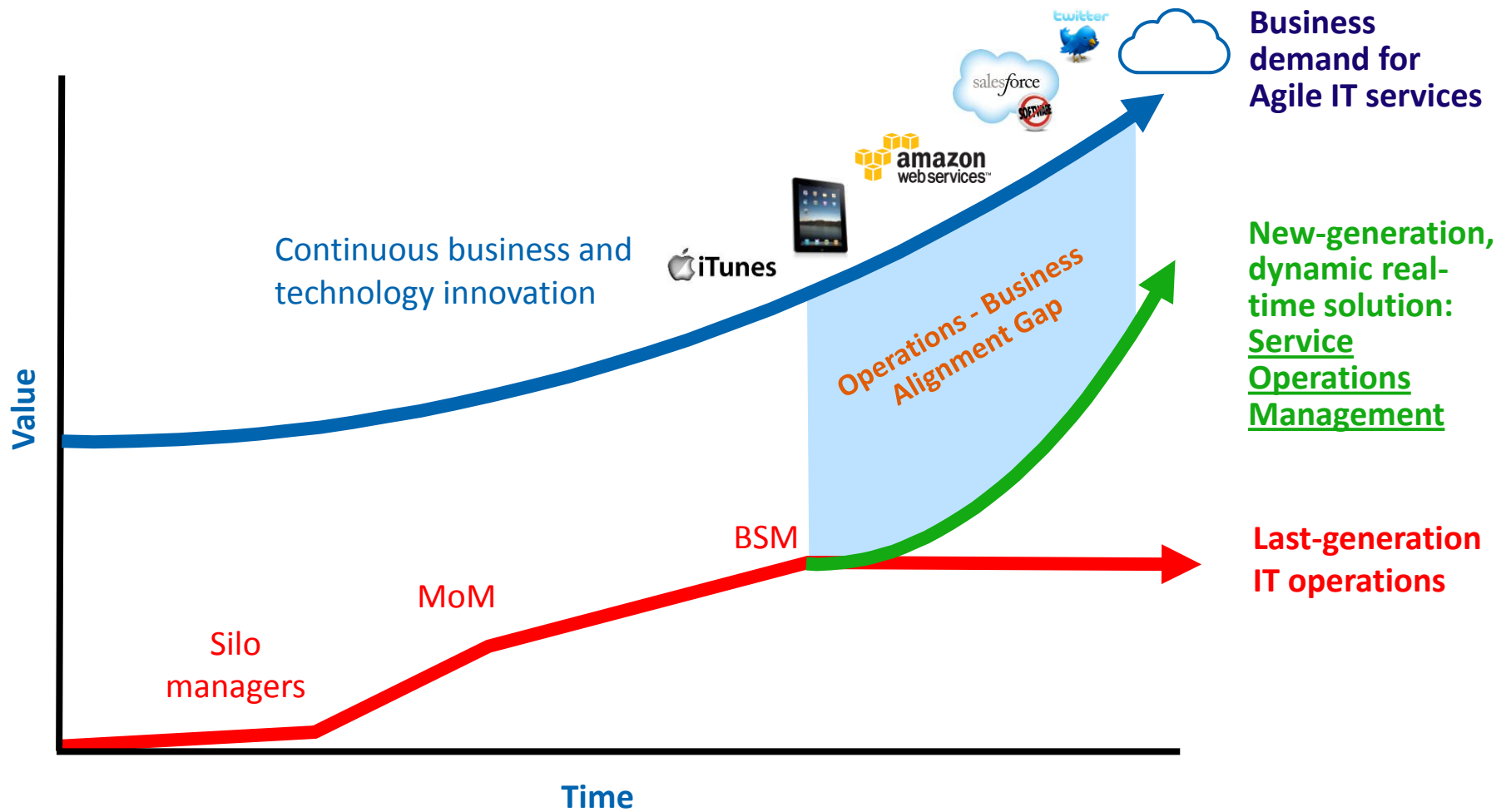
**formerly branded CA Spectrum Service Assurance*

agility
made possible™



the IT operations-business gap

the growing challenge gap between IT operations and the business



the IT operations-business gap

people, processes and technologies

IT Executives and Service Owners



“How are my key business services performing and are they at risk?”

“How can I make better CAPEX/OPEX decisions?”

Operations Managers



“Thousands of alerts per day.”

“How can my team prioritize them from a business point of view?”

Operations Support Staff



“We manage technologies, not business services?”

“...so we can triage faster, escalate better and speed MTTR?”

Virtualization Program Managers



“I’m virtualizing our data center and will build a private cloud...”

“...but I don’t have an end-to-end view of the service I’m supporting.”

Service Desk and Change Managers



“How can we prioritize tickets based on the flood of alerts from operations?”

“How can I see services in real time to manage change better?”

Service Level Managers



“We’re close to violating SLAs.”

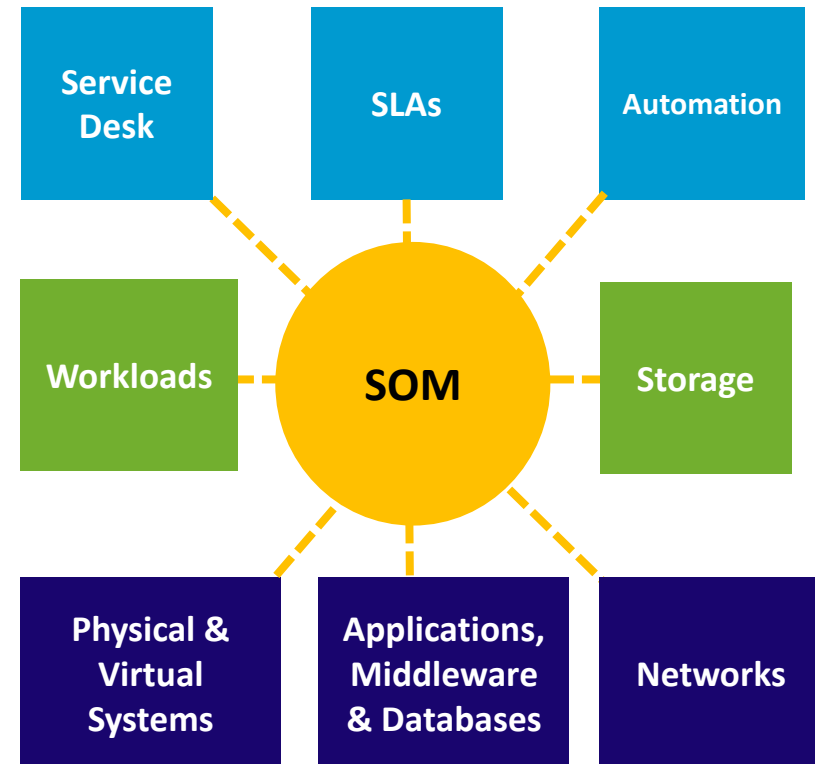
“...can’t operations give us better performance?”

modern discipline, modern solution,
modern product

service operations management

for today's dynamic business & IT environment

- **Next-generation solution for managing business services in traditional and cloud-connected enterprises**
- **Lets you proactively identify, prioritize and resolve problems across your service supply chain to minimize risks to your business**

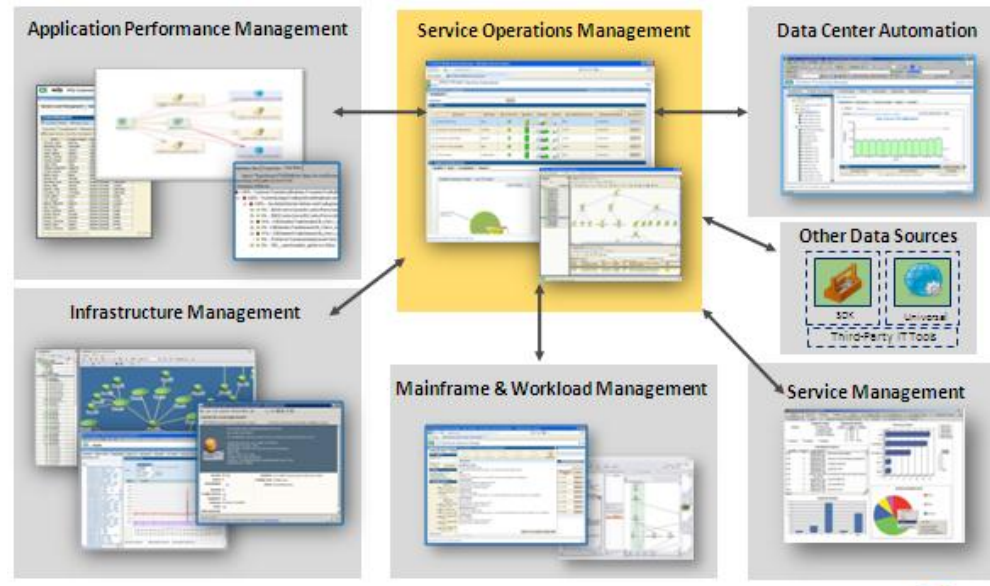


product for service operations management (SOM)

CA Service Operations Insight (SOI) r3.0

— Capabilities

1. Build & maintain real-time, cross-domain, end-to-end view of services
2. Analyze service quality, availability, impact & risk
3. Contextually launch domain managers for root cause analysis
4. Service-driven actions

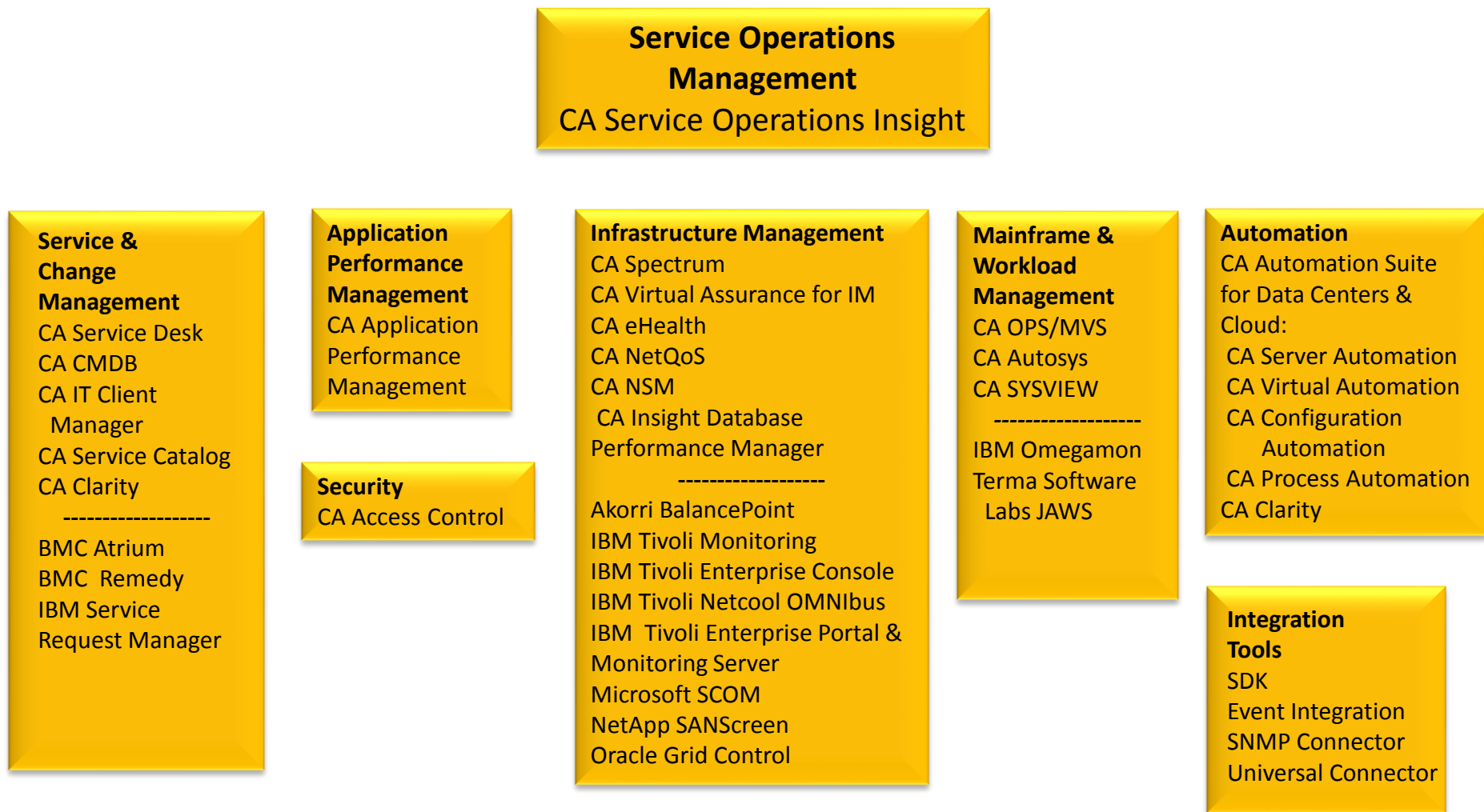


— Benefits

- Improve service quality
- Improve service predictability
- Optimize operations

CA Service Operations Insight r3.0 integrations

integrating people, processes & technology

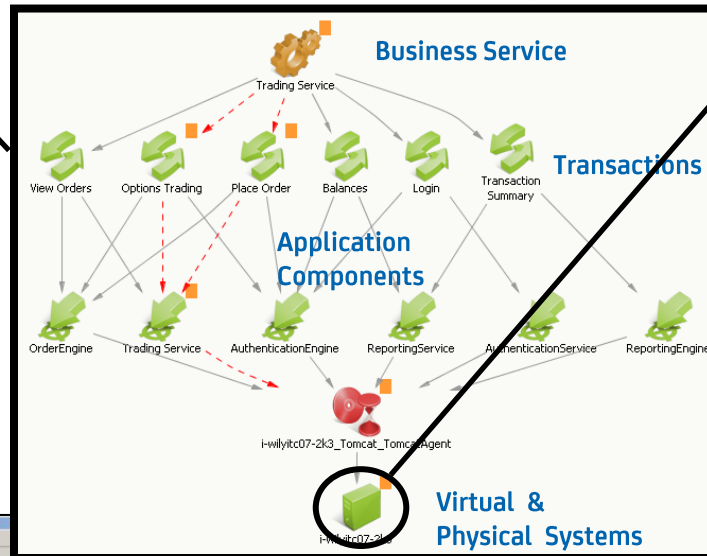


Common, Open Bi-Directional Integration & Automation Platform

dynamic service modeling leveraging CA APM & CA IM discovery

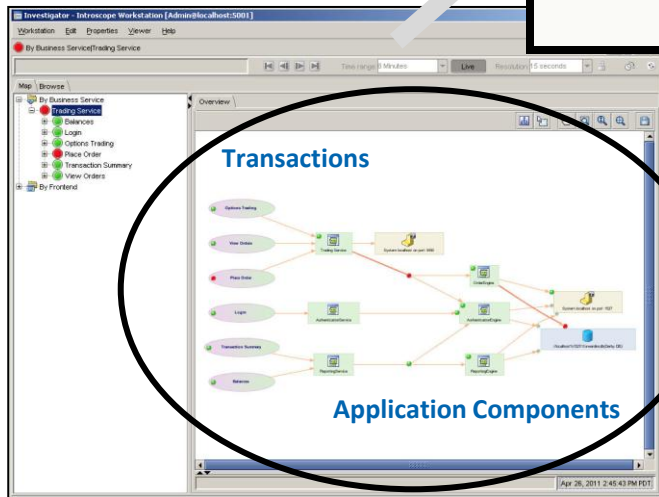
CA SOI imports APM
& IM service models
from domain
managers

CA Service Operations Management

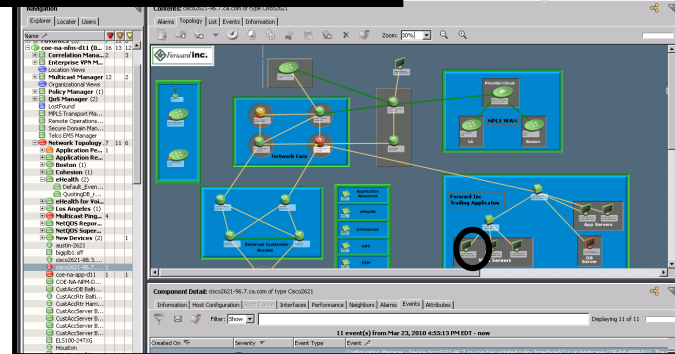


CA SOI correlates hosts of
application components
discovered by APM with
physical and virtual hosts
discovered by IM

Transaction Map



Infrastructure Model



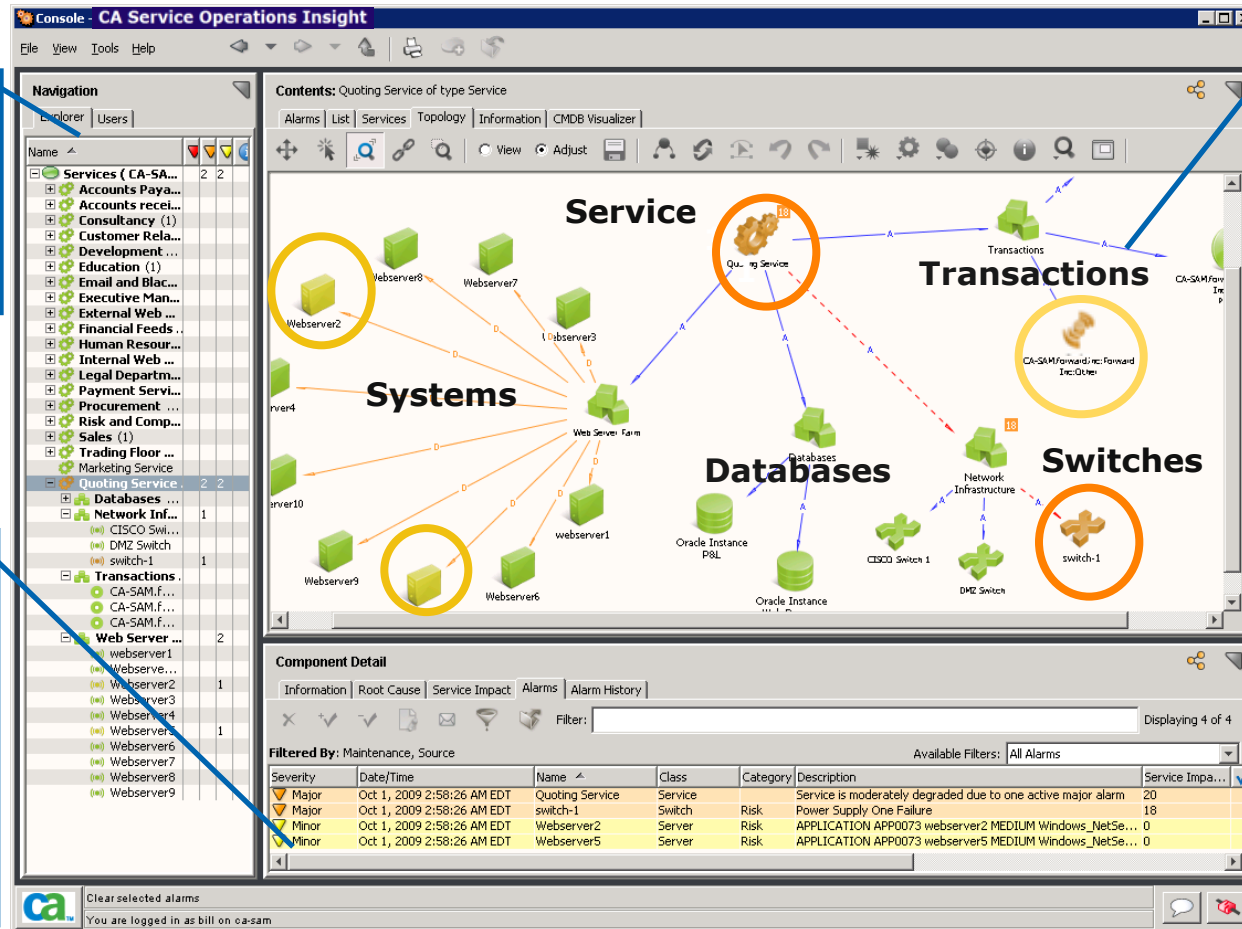
CA Application Performance Management

CA Infrastructure Management

analyzes and alerts on service quality
service console

Imported Components for Service Models

**Component
Detail:
status,
severity,
impact &
root cause**



**Service
Topology:
real-time
model,
component
relationships
& impact**

Reduce the effort to pinpoint sources of impact on services across domains

Weigh the relative severity of alerts on services to prioritize actions

analyzes and alerts on service quality contextually launch domain managers for root cause details

Service

Transactions

Databases

Switches

CA Infrastructure Management

View Violation - SPECTRUM OneClick for Forwarding

Configuration

live ip IPv6-1 enable
no cdp enable
frame-relay interface-dgi 202
class GOLD-Traffic

Interface Serial0/0:203 point-to-point
ip address 138.42.94.57 255.255.255.252
no cdp enable
frame-relay interface-dgi 203
class click-traffic

access-list 100 deny tcp 172.16.10.0.0.0.255 host 192.168.10.1 eq 80

Interface BR10/0
no ip address
encapsulation ppp

Total Lines: 331 Violated Lines: 1 Current Line: 147

Service Level Management Incident Management Performance Reports Quality Rep

Incident Management

Incident Details - Affected Users - click on any link to view more incident-related information. More...

Overview Troubleshoot Affected User Groups Affected Users

Affected User List for Incident: 1009

User	Login Name	Impact Level	User Group
Thorson, Jane	Jthorson	Critical	Online
Blumfield, Rose	Rblumfield	Critical	CallCenter
Green, Sila	Sgreen	High	Online
Jellico, Mikel	Mjellico	High	Online
Mckroy, Dermot	dmckroy	High	Online
Tuono, Jasper	Jtuono	High	Online
Alba, Floria	Falba	Medium (Default)	Dublin
Alagood, Stephanie	Salagood	Medium (Default)	CallCenter
Arpoe, Maria	Marpoe	Medium (Default)	CallCenter
Bean, Jason	Jbean	Medium (Default)	CallCenter
Berger, Eric	Eberger	Medium (Default)	CallCenter
Blumfield, Rose	Rblumfield	Medium (Default)	CallCenter
Brown, Matt	Mbrown	Medium (Default)	London
Bundy, Curtis	Cbundy	Medium (Default)	CallCenter
Christian, Val	Vchristian	Medium (Default)	CallCenter
Colly, Marty	Mcolly	Medium (Default)	Dublin
Cox, Simeon	Scox	Medium (Default)	London
Elliot, Katherine	Kelliot	Medium (Default)	London
Eng, Joyce	Jeng	Medium (Default)	NYSE
Emory, Jasmine	Jemory	Medium (Default)	Dublin
Endish, Mayuri	Mendish	Medium (Default)	Dublin
Emine, Art	Aemine	Medium (Default)	Dublin
Esmeay, Terrence	Tesmeay	Medium (Default)	Dublin
Fulino, Kitch	Kfulino	Medium (Default)	NYSE
Gentry, Harrison	Hgentry	Medium (Default)	London

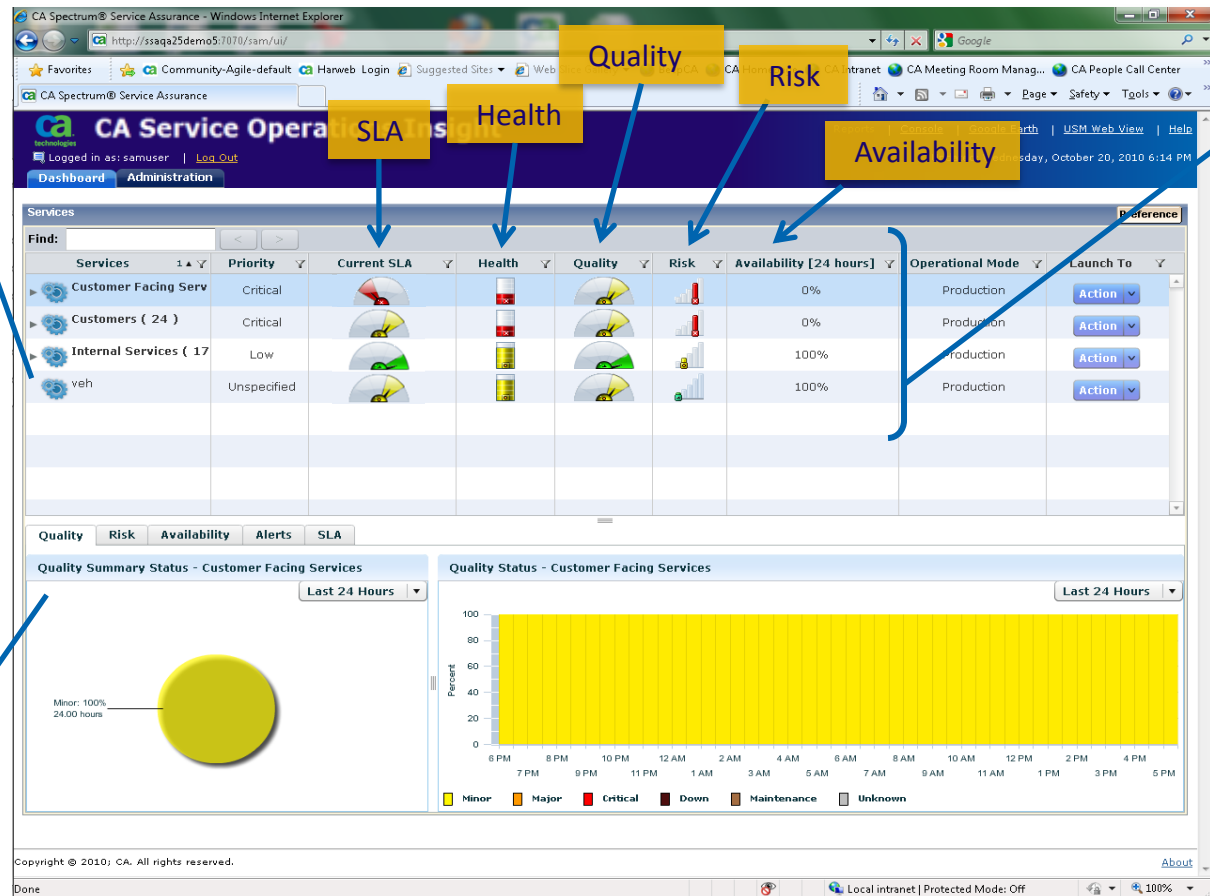
31 Items found, displaying 1 to 25 [First/Prev] 1, 2, 3, 4 [Next/Last]

real-time service status service dashboard

Business
services listed
according to:

- Business importance
- Quality level
- Risk to quality
- Business and IT subservices

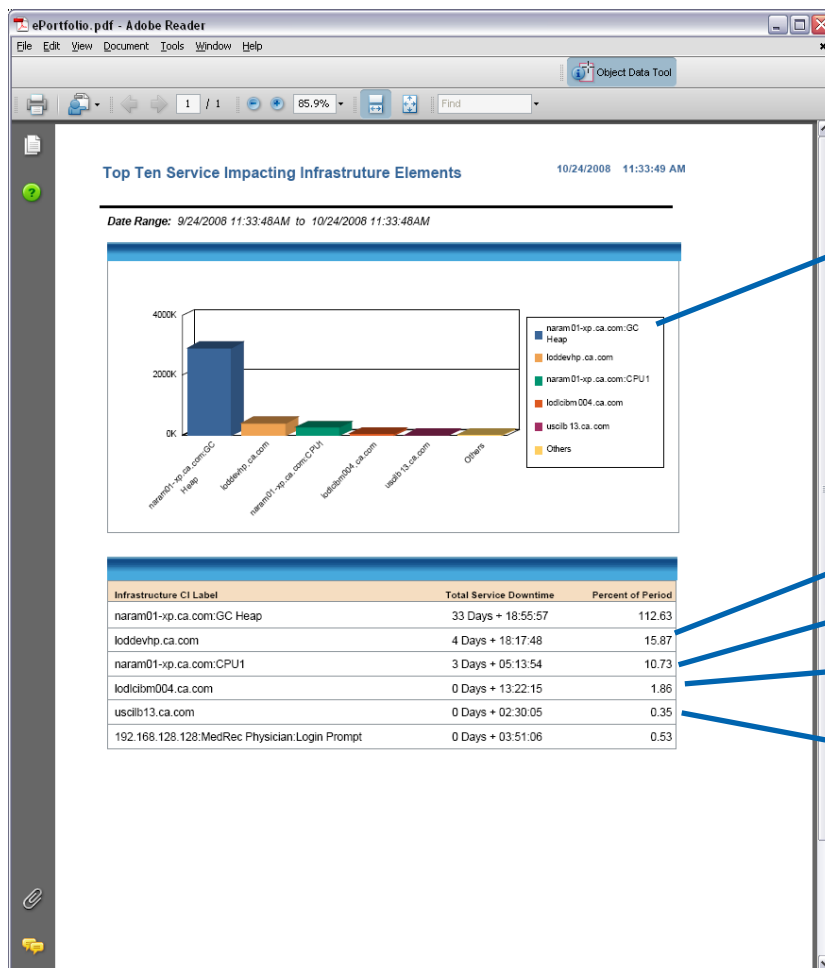
Historical
service
status
details



Real-time
service
status
indicators

service reporting

historical service and SLA reports



You see which IT assets are persistent source of problems for each particular business service

Network switch

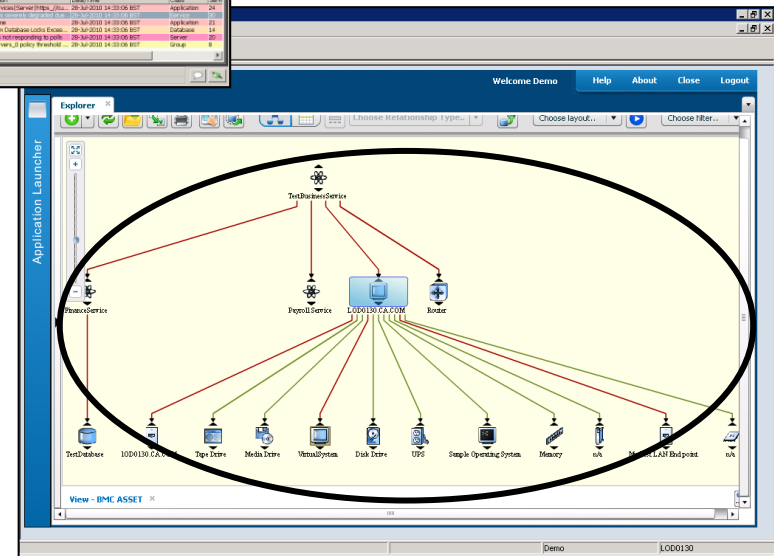
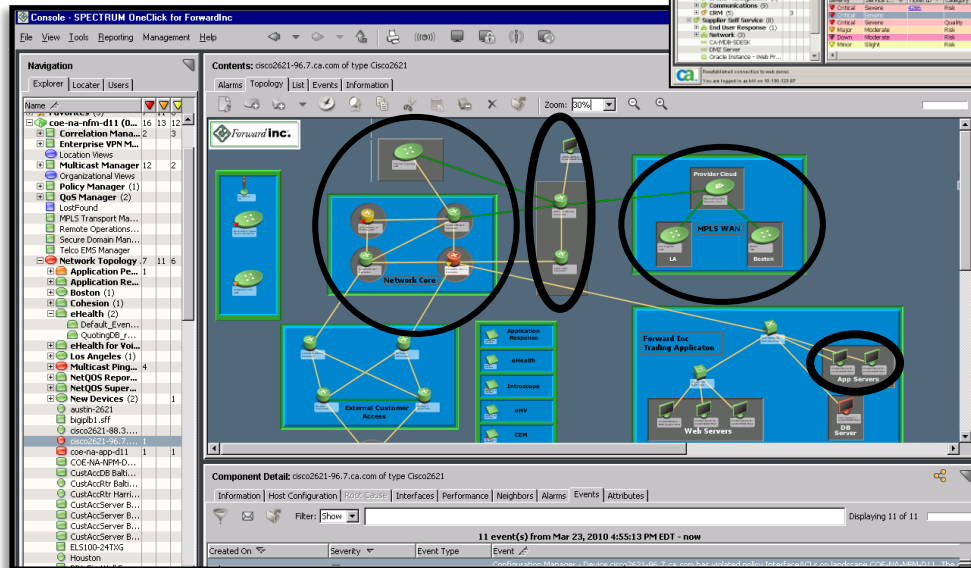
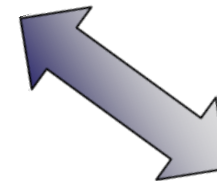
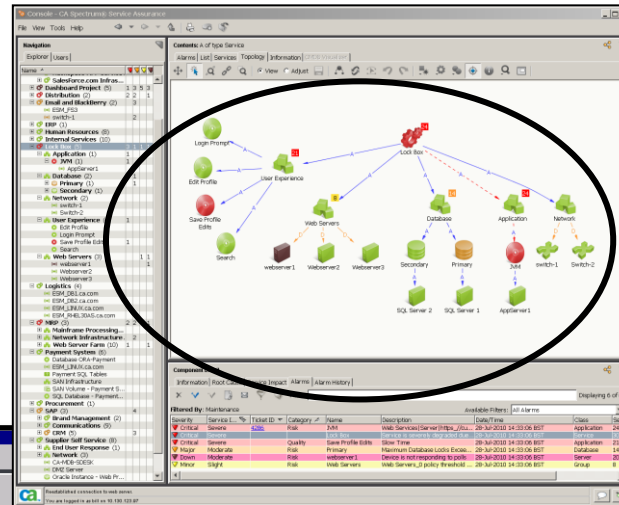
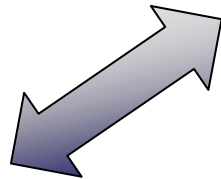
Server or mainframe

Back-end database

Transaction associated with a specific application and business process

service synchronization unifies operations & change management processes

CA Service Operations Insight



**Infrastructure Manager: Discovers, Maps
& Manages Servers & Networks**

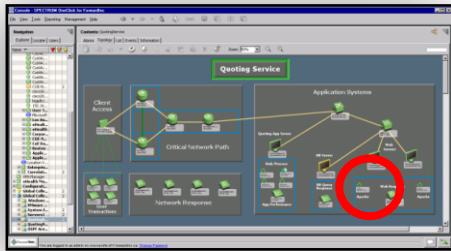
**CA & 3rd-Party
CMDB Service
Models**



maintenance mode synchronization cross-domain awareness & alarm suppression

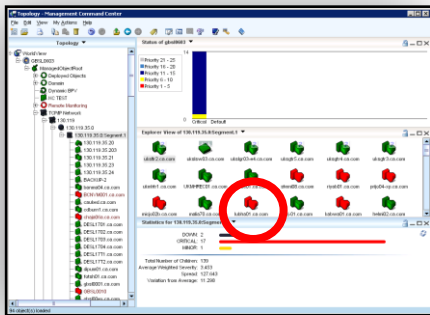
CA Service Operations Insight

CA Spectrum



Integrated Workflow

CA NSM

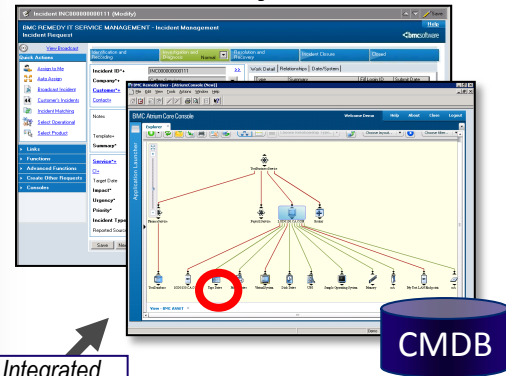


Integrated Workflow

Integrated Workflow

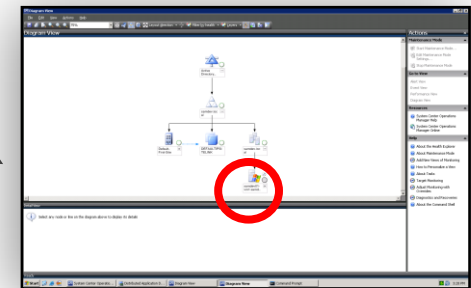
Extensible to
other Data Sources

CA Service Desk & CMDB BMC Remedy & Atrium



Integrated Workflow

Microsoft SCOM



Integrated Workflow

service-driven ticketing

CA & third-party service-desk integration

The image displays two screenshots from the CA Service Operations Insight interface. The main screenshot shows the 'Help Desk Configuration' page, which allows users to configure the Help Desk settings for the CA Spectrum(R) Service Assurance client. The 'Help Desk Type' dropdown menu is highlighted with a green oval, showing 'BMC Remedy IT Service Management Suite' selected. Below this, the 'IT-PAM/ Remedy Gateway Server Details' section includes fields for 'Server' (uniwv112), 'Port' (8080), 'User' (itpamadmin), and 'Password'. A 'Test' button is visible at the bottom of this section.

Overlaid on the bottom left is a 'Create Ticket' dialog box with a dropdown menu showing options: 'Create Ticket', 'Create Announcement', 'Execute Command', and 'Send Email'. The 'Create Ticket' option is highlighted in green.

Overlaid on the bottom right is a 'BMC REMEDY IT SERVICE MANAGEMENT - Incident Request' form. The form includes fields for 'Incident ID*', 'Company*', 'Customer*', 'Contact*', 'Notes', 'Template+', 'Summary*', 'Service*', 'CI+', 'Target Date', 'Impact*', 'Urgency*', 'Priority*', 'Incident Type*', and 'Reported Source'. The 'Incident ID*' field is populated with 'INC000000000111'. The 'Company*' field is 'Calro Services'. The 'Customer*' field is 'Unser, Joe'. The 'Contact*' field is empty. The 'Notes' field contains 'SAM Server (ABDSA01) forwarded Alarm - The percentage of time over the last'. The 'Template+' field is empty. The 'Summary*' field contains 'The percentage of time over the last'. The 'Service*' field is empty. The 'CI+' field is empty. The 'Target Date' field is empty. The 'Impact*' field is '3-Moderate/Limited'. The 'Urgency*' field is '3-Medium'. The 'Priority*' field is 'Medium'. The 'Incident Type*' field is 'Infrastructure Event'. The 'Reported Source' field is 'Systems Management'. The form also includes a 'Quick Actions' section with links like 'Assign to Me', 'Auto Assign', 'Broadcast Incident', 'Customer's Incidents', 'Incident Matching', 'Select Operational', and 'Select Product'. The 'Links' section includes 'Functions', 'Advanced Functions', 'Create Other Requests', and 'Consoles'. The 'Work Detail' section includes a table with columns 'Type', 'Summary', 'Fill Login ID', and 'Submit Date'. The 'Assigned Group*' field is 'Service Desk'. The 'Assignee*' field is 'May Mann'. The 'Vendor Group*' field is empty. The 'Vendor Ticket Number' field is empty. The 'Status*' field is 'Assigned'. The 'Status Reason' field is empty. The 'Resolution' field is empty. The form includes buttons for 'Save', 'Next Stage', 'Resolve', 'Print', and 'Close'.

closing the IT operations-business gap

service-focused operations & cross-discipline collaboration



**Executives &
Service Owners**



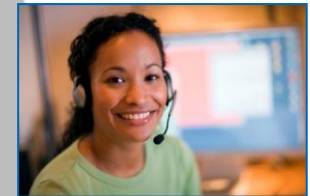
**Operations
Managers**



**Operations Support
Staff**



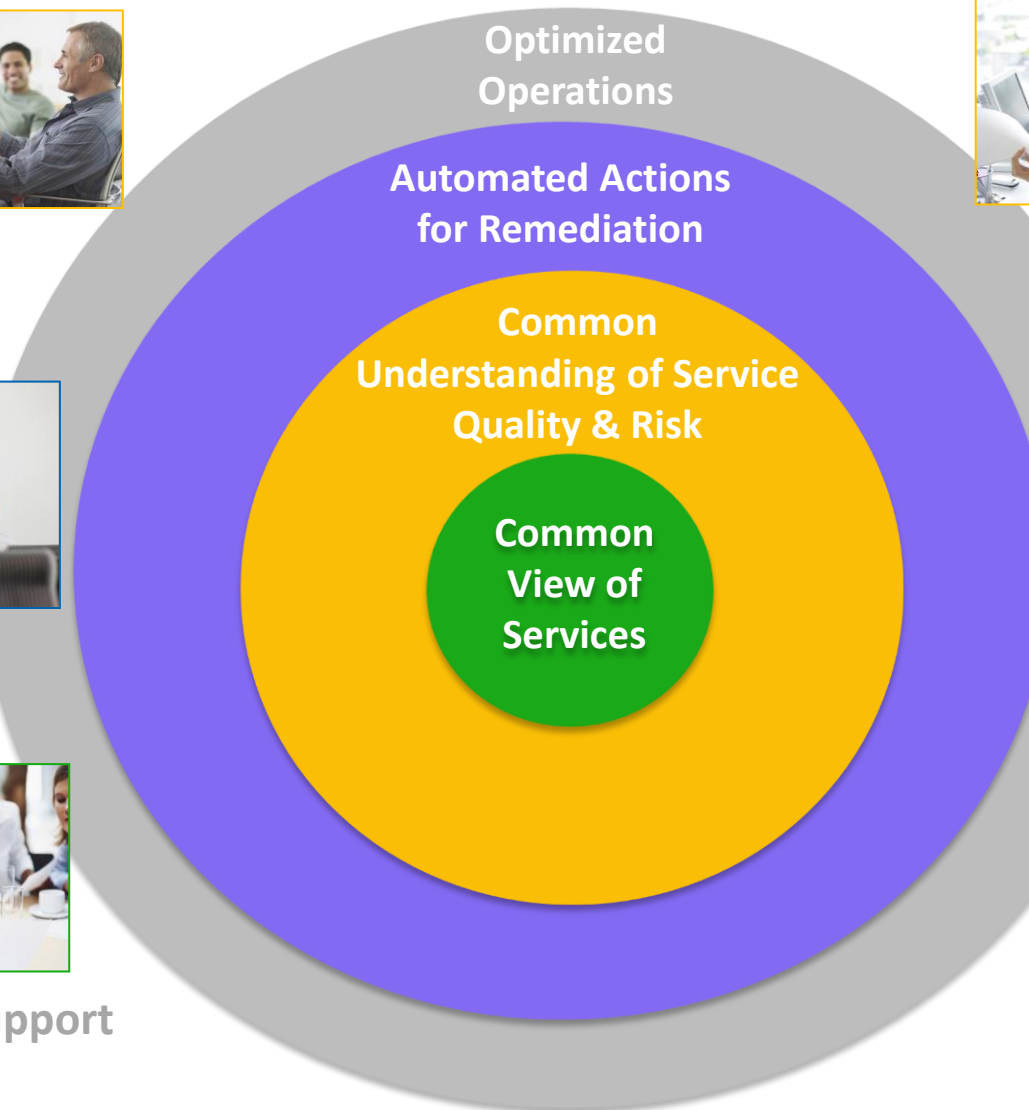
**Virtualization
Program Manager**



**Service Desk &
Change Managers**



**Service Level
Managers**



CA SOI r3.0 – enhanced & new capabilities

product for service operations management (SOM)

CA Service Operations Insight (SOI) r3.0

— Capabilities

1. Build & maintain real-time, cross-domain, end-to-end view of services
2. Analyze service quality, availability, impact & risk
3. Contextually launch domain managers for root cause analysis
4. Escalate alerts

— Benefits

- Improve service quality
- Improve service predictability
- Optimize operations

Five New SOI Leadership Capabilities*

1. Enhanced: Dynamic Service Modeling

2. New: Service-Driven Automation

3. New: Mobile User Interface

4. New: Scale & Performance

5. New: Unified Event Management

* Introduced with CA SOI r3.0

accelerating IT maturity

previous release

Evolution from Domain to Business Service-Oriented Management

Domain
Management

Service Modeling &
Management

Domain Event
Management

Cross-Domain
Service
Models &
Alerts

Cross-domain alerts
managed for real-
time service impact
& risk analysis

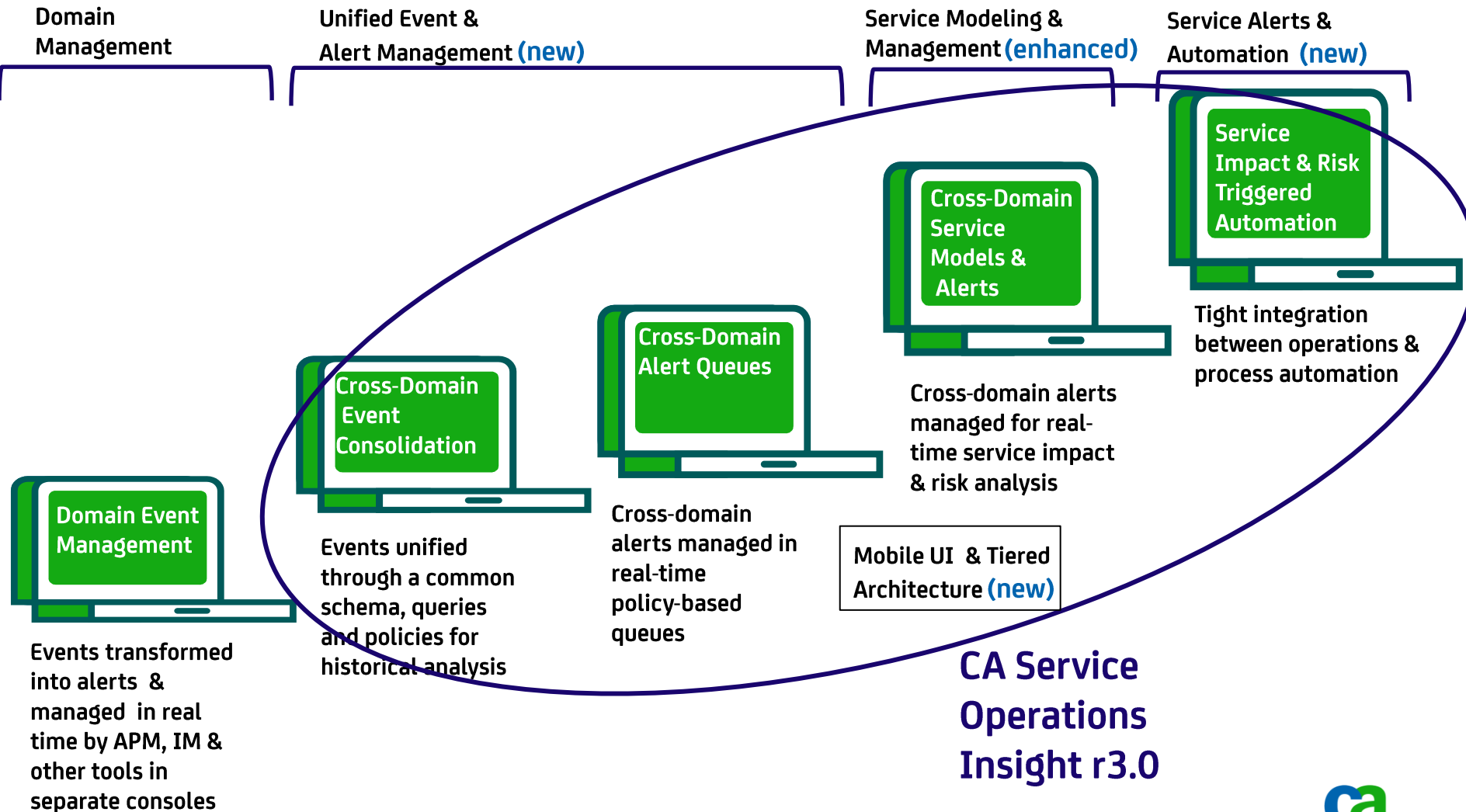
Events transformed
into alerts &
managed in real
time by APM, IM &
other tools in
separate consoles

**CA Spectrum
Service
Assurance r2.5**

accelerating IT maturity

new release

Evolution from Domain to Business Service-Oriented Management



CA Service Operations Insight r3.0

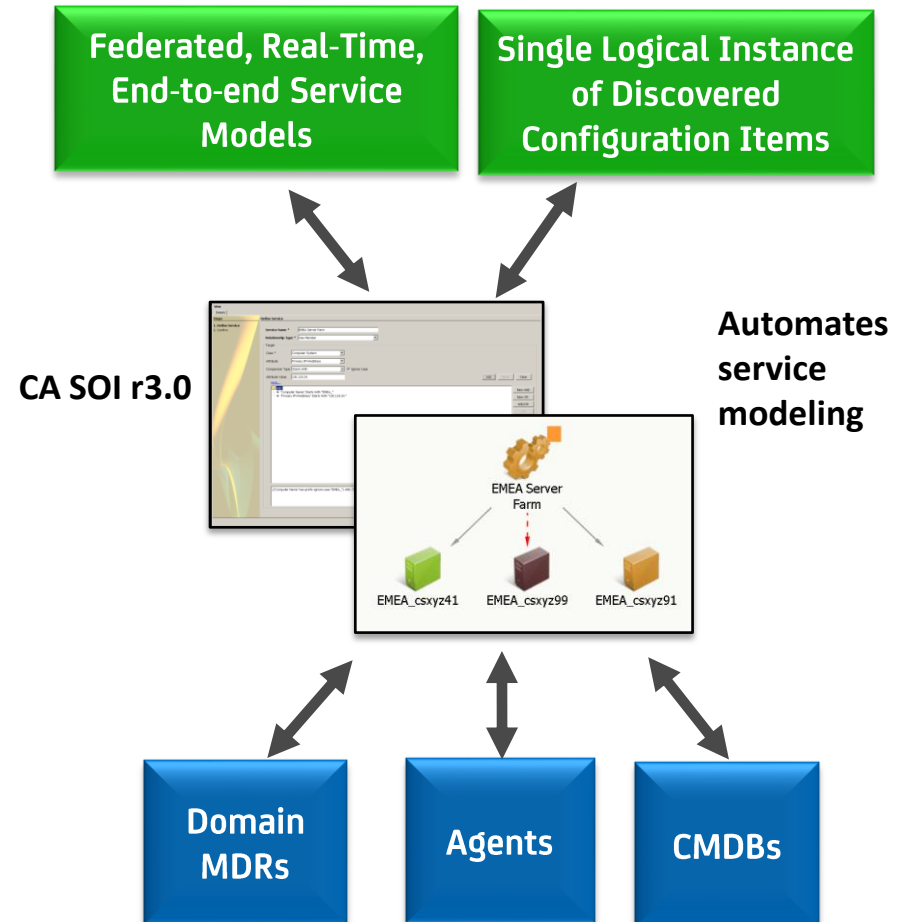
enhanced: policy based service discovery

— Capabilities

- Automatically
 - populates services based on user-defined policy
 - creates relationships between CIs based on user-defined policy
 - maintains relationships as CIs are added to preexisting groups
- Allows child objects to impact a service without being explicitly modeled

— Benefit

- Dramatically reduces the effort to build & maintain service models by:
 - creating and maintaining service model contents
 - building composite & federated end-to-end service models
 - simplifying service models to improve service visualization, triage & MTTR



dynamic policy-based service discovery

find relationships to populate and update service models

The screenshot shows a web-based configuration interface for service discovery. It has a 'View' tab and a 'Steps' section with '1. Define Service' and '2. Confirm'. A black box highlights the 'Service Name' field with the value 'EMEA Server Farm' and the 'Relationship Type' dropdown set to 'Has Member'. Below this, another black box highlights a logical rule editor showing an 'AND' condition with two criteria: 'Computer Name' Starts With 'EMEA_' and 'Primary IPV4Address' Starts With '130.119.24.'. The main form also includes fields for 'Attribute' (Primary IPV4Address), 'Comparison Type' (Starts With), and 'Attribute Value' (130.119.24.), along with an 'Ignore Case' checkbox. On the right, there are buttons for 'Add', 'Apply', 'Clear', and a list of logical operators: 'New AND', 'New OR', 'AND/OR', 'Cut', 'Copy', 'Paste', and 'Clear'. At the bottom, there are navigation buttons: '< Prev', 'Next >', 'Finish', and 'Cancel'. A yellow callout box is overlaid on the bottom right of the interface.

Service Name * EMEA Server Farm

Relationship Type * Has Member

Attribute: Primary IPV4Address
Comparison Type: Starts With ☒ Ignore Case
Attribute Value: 130.119.24.

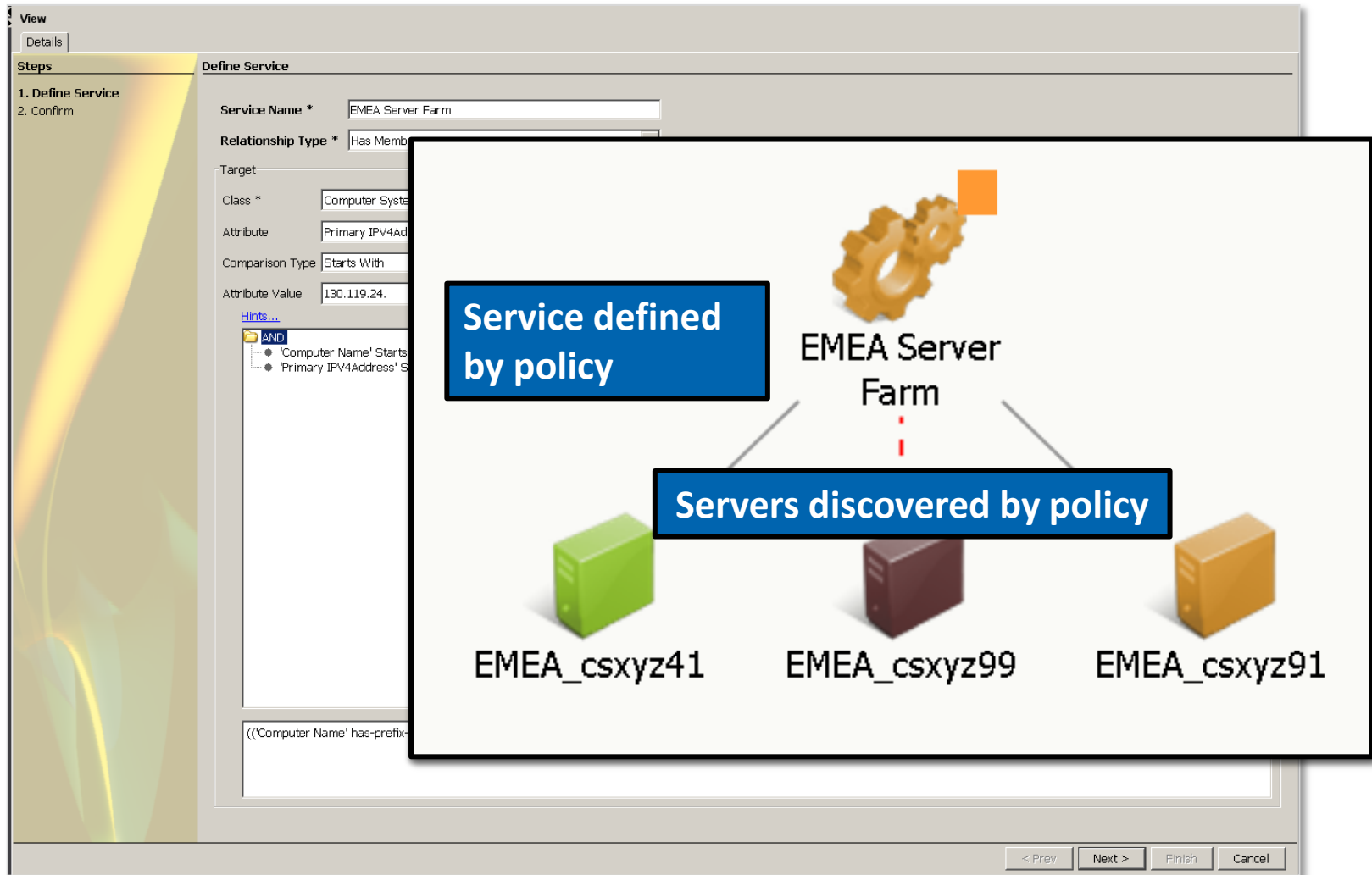
AND

- 'Computer Name' Starts With "EMEA_"
- 'Primary IPV4Address' Starts With "130.119.24."

- Automatically create and maintain service models
- Define policy to create relationship to Service when CIs match criteria
- Detect when new or existing CIs become compliant and add them in real time
- Remove CIs that are no longer compliant

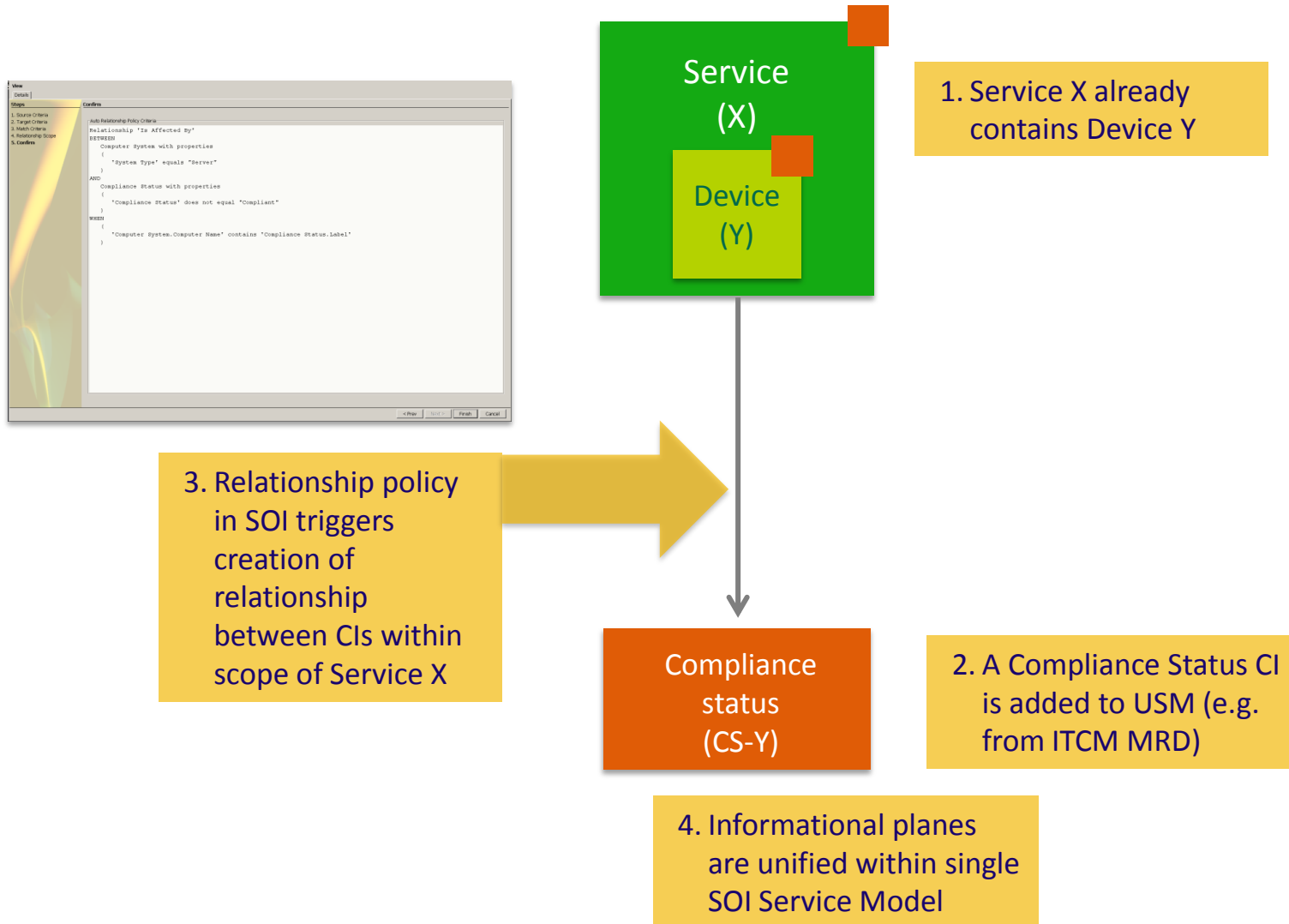
dynamic policy-based service discovery

find relationships to populate and update service models



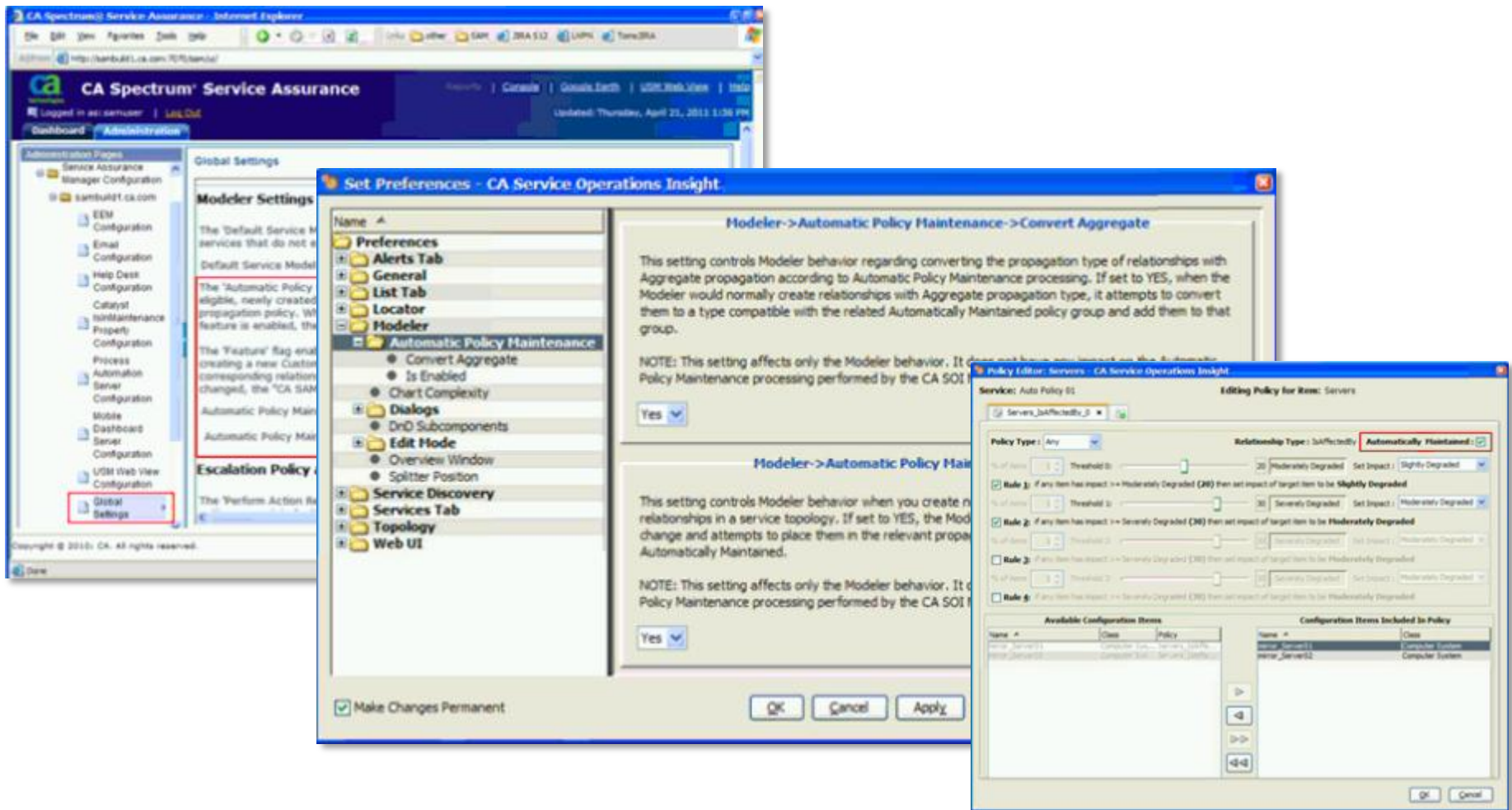
relationship discovery

enrich existing models by adding related objects (configuration items)



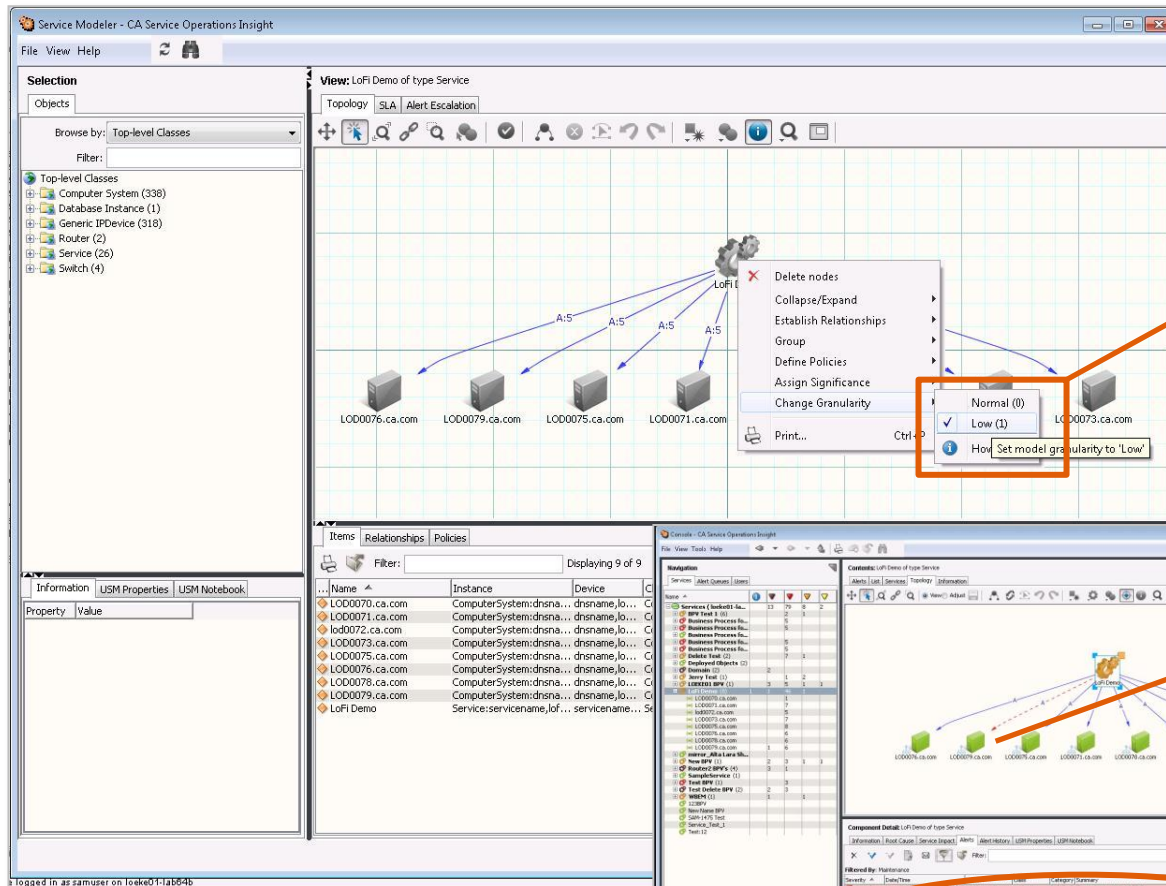
automatic policy maintenance (automain)

maintains intended relationships of objects imported to models



flexible granularity modeling options

high efficiency



Optional
granularity
modes

Parent
object
impacting
the service

Child
object
alerts

CA Service Operations Insight r3.0

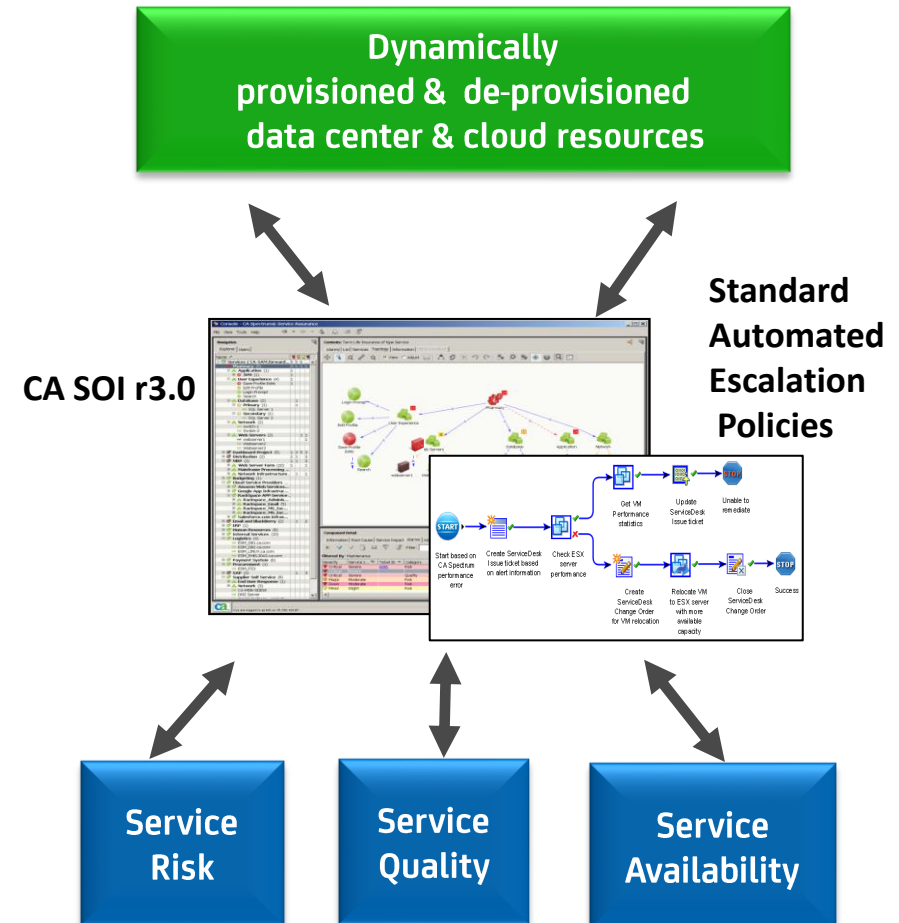
enhanced: operations management & automation integration

— Capabilities

- Out-of-the-box integration with CA Process Automation
- CA Process Automation processes are enumerated and available for selection as escalation actions
- Runtime tokens can be substituted as parameters to affect the process

— Benefit

- Enables greater agility and IT alignment with business priorities through service impact- & risk-triggered automation
- Improves IT Operations efficiency and business results through enforcement of standardized escalations



standard pre-built automated process flows

Escalation Action Editor - Create Action - CA Service Operations Insight

Action Name * Workflow Action Type * Execute Automated Proc... Action is currently ☒ Enabled ☐ Disabled

Description

☒ Use an Available Form ☐ Execute another Process [Hints...](#)

Select a Form

Refresh Available Forms

Populated with Forms from the Process Automation Server.

Path	Form Name
/CA Custom Operators	EmailForm
/CA Remedy Gateway	CreateRemedyTestTicket
/CA Remedy Gateway	RemedyHPDConfiguration
/CA Remedy Gateway	RemedyITSMConfiguration
/CA Remedy Gateway	SSAServerConfiguration
/CA Remedy Gateway	StartOnDemandSynchronization
/CA Remedy Gateway	TestRemedyServerConnection
/CA Remedy Gateway	TestSSAServersConnection

Lists the parameters for each Form.

Form Parameters

Filter: Displaying 3 of 3

Parameter Name	Data Type	Parameter Value
Message	String	Hello World
Subject	String	Hello
To	String	someone@ca.com

Click here to set the Parameter values.

Click here to see the summary of the Process Automation Command.

Update Summary

Summary

/CA Custom Operators/EmailForm" Subject="Hello" Message="Hello World" To="someone@ca.com"

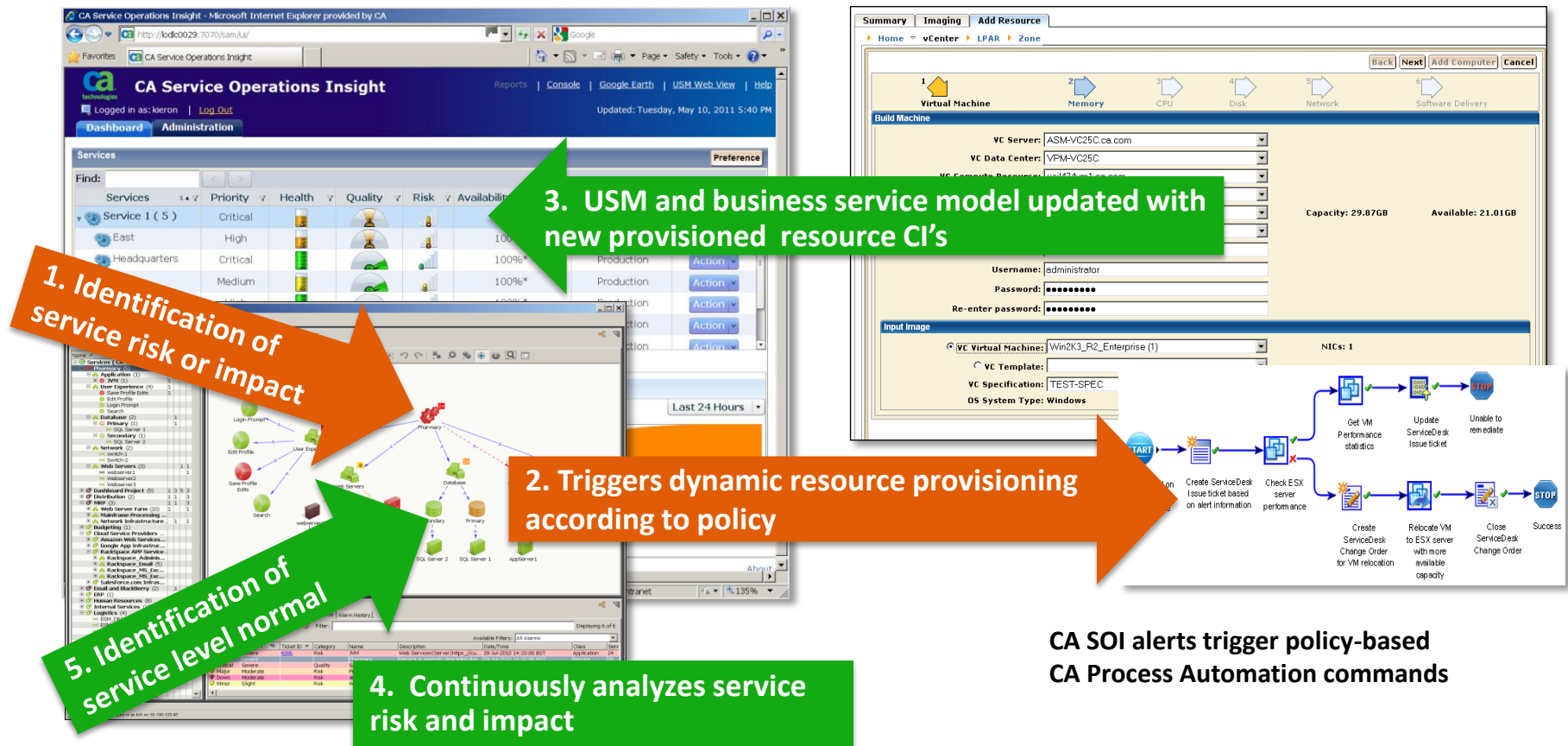
* indicates a required field

OK Cancel

process automation escalation in action

CA Service Operations Insight

CA Automation Suite for Data Centers



CA Service Operations Insight r3.0

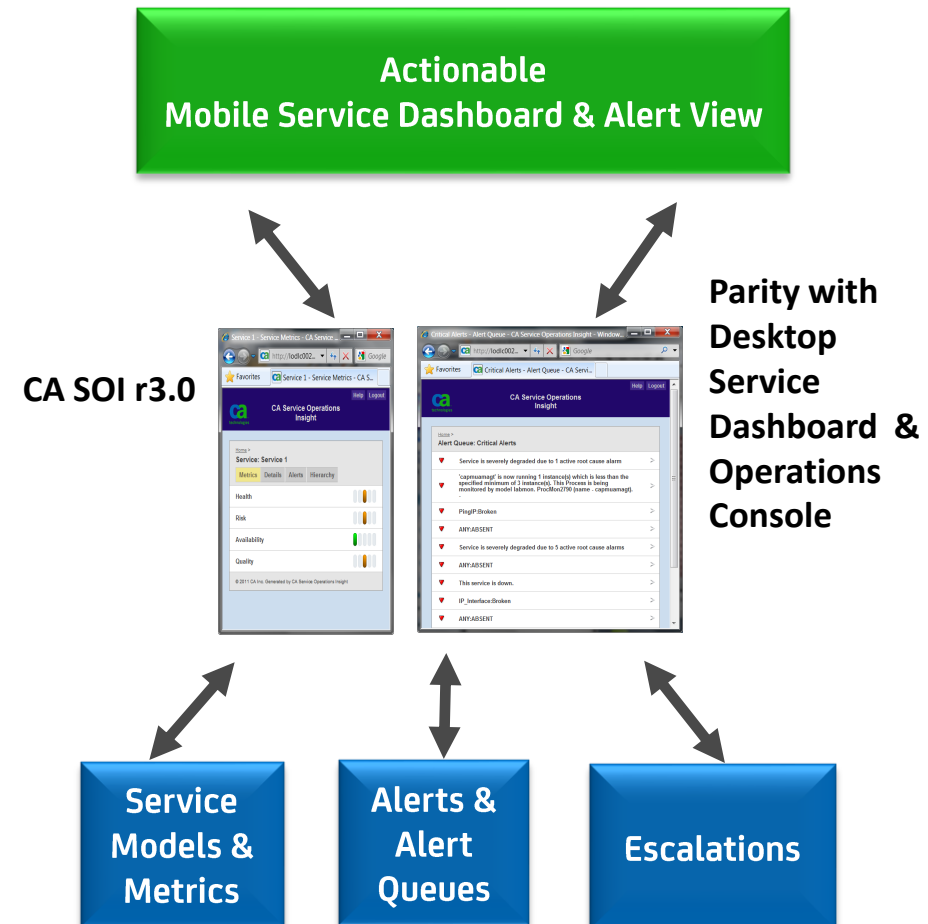
new: mobile user interface

— Capabilities

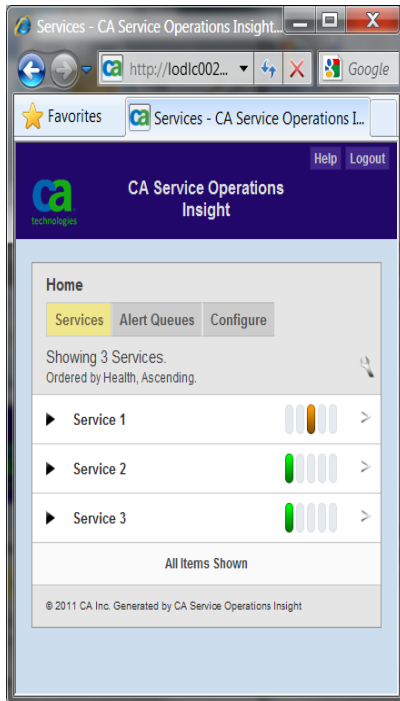
- View services in real time from mobile devices
 - Key service metrics
 - Alerts
 - Escalation actions
- Configurable views

— Benefit

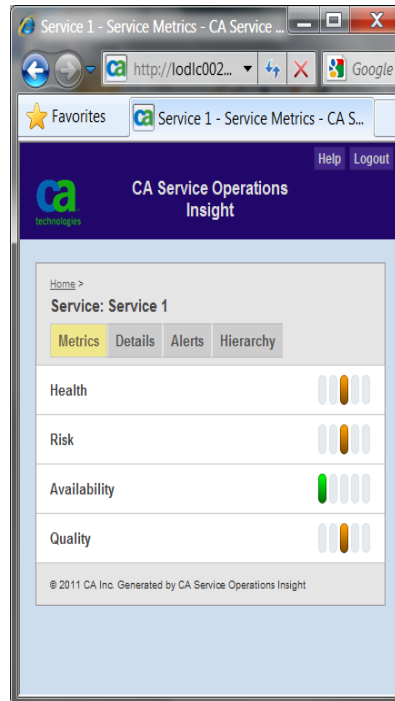
- Anywhere-anytime:
 - awareness of critical IT and business service status & issues
 - ability to act on status of services or alerts
- Ensure common understanding of service status among all stakeholders regardless of location



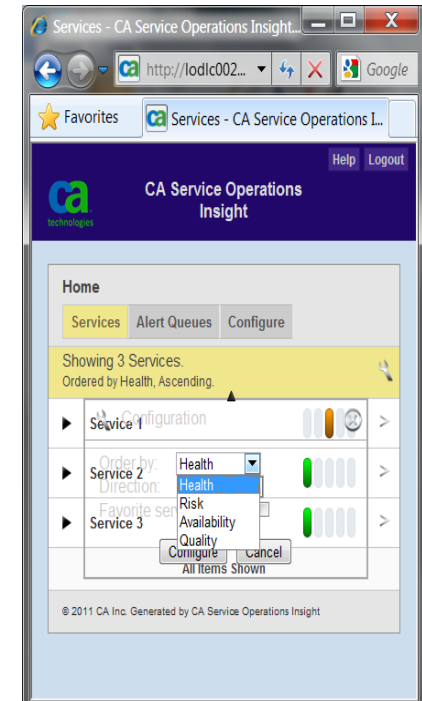
mobile interface service dashboard



View service health
while on the go

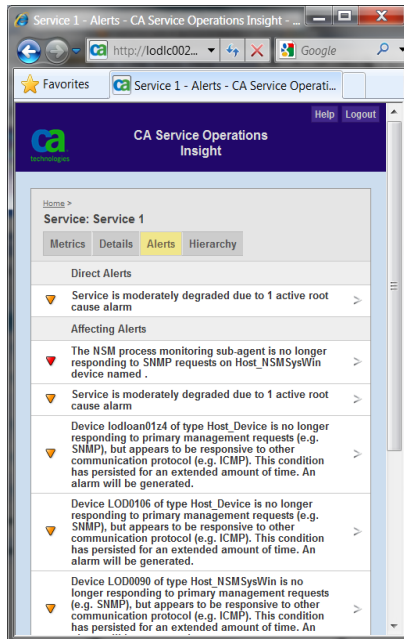


Drill down to see
detailed service
metrics

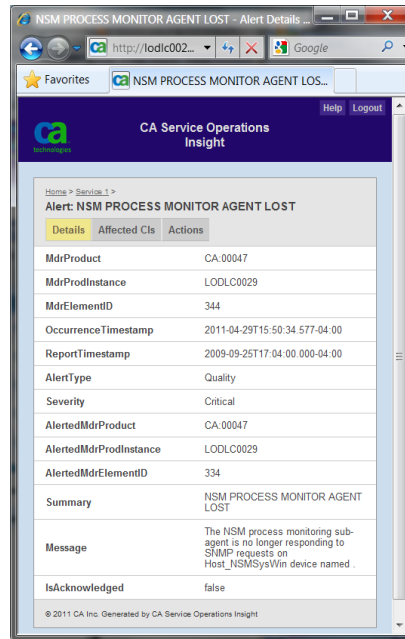


Configurable views ensure
business-critical information
is always at your fingertips

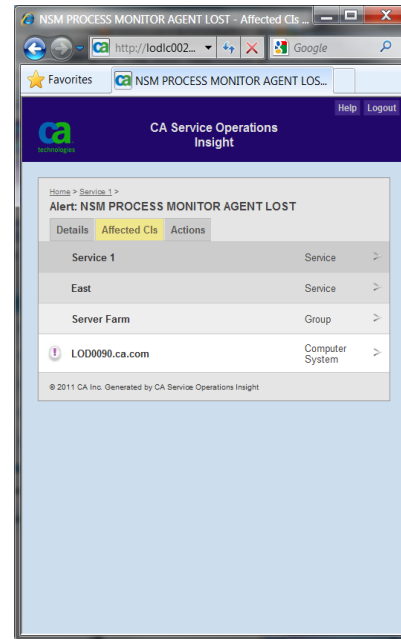
mobile interface alert management



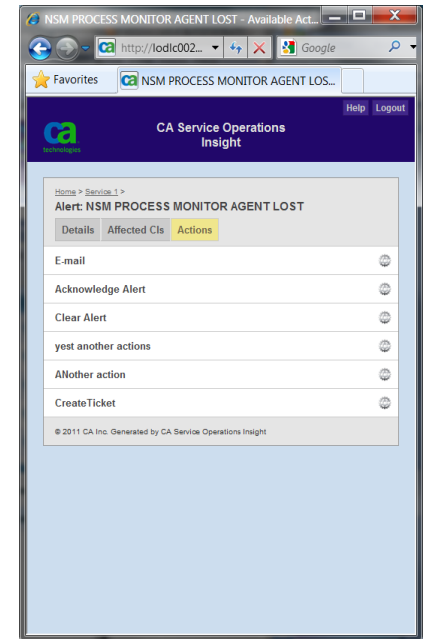
View service alerts
and domain alerts
affecting services



View alert
details



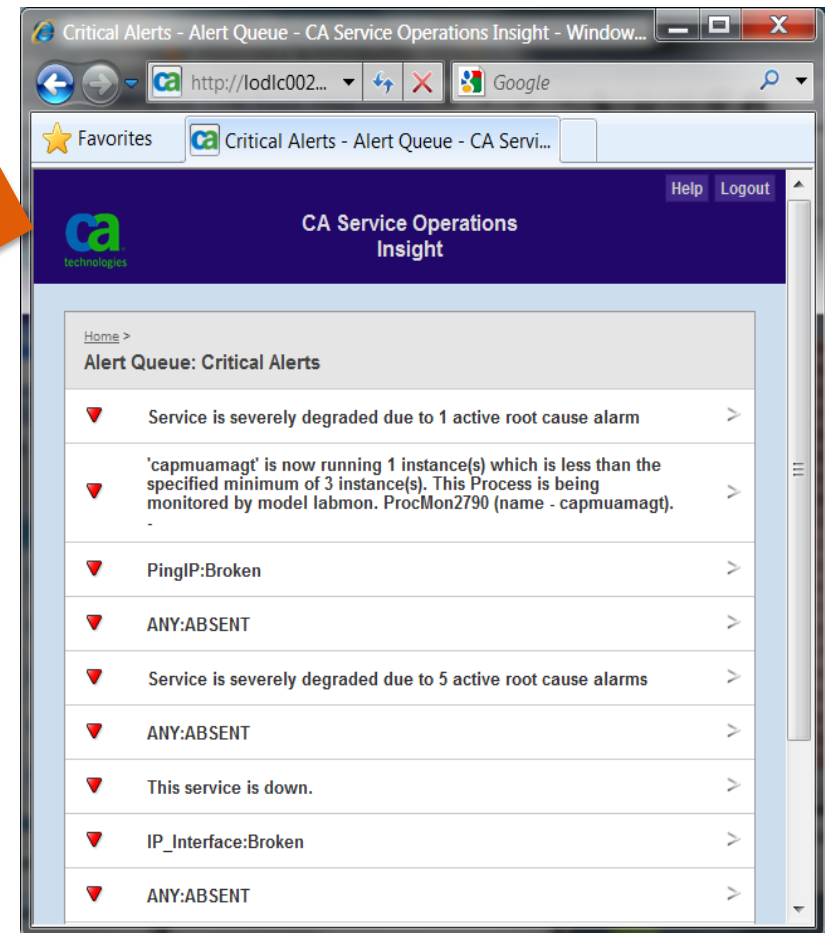
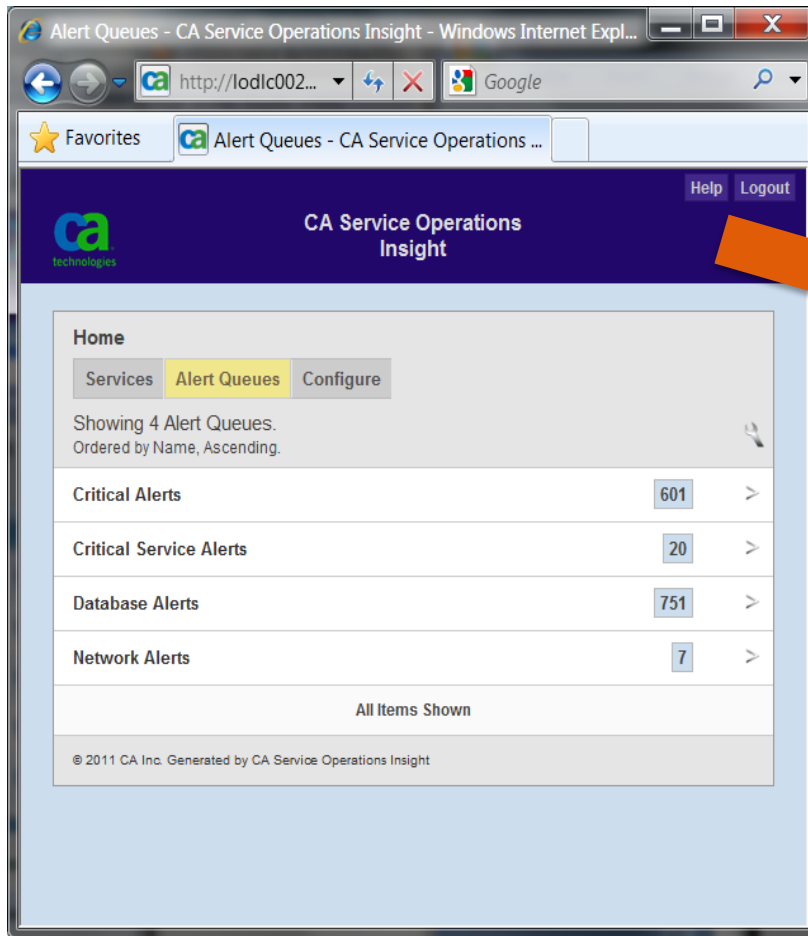
View affected
CIs



Take actions
against alerts

mobile interface

alert management—support for alert queues



CA Service Operations Insight r3.0

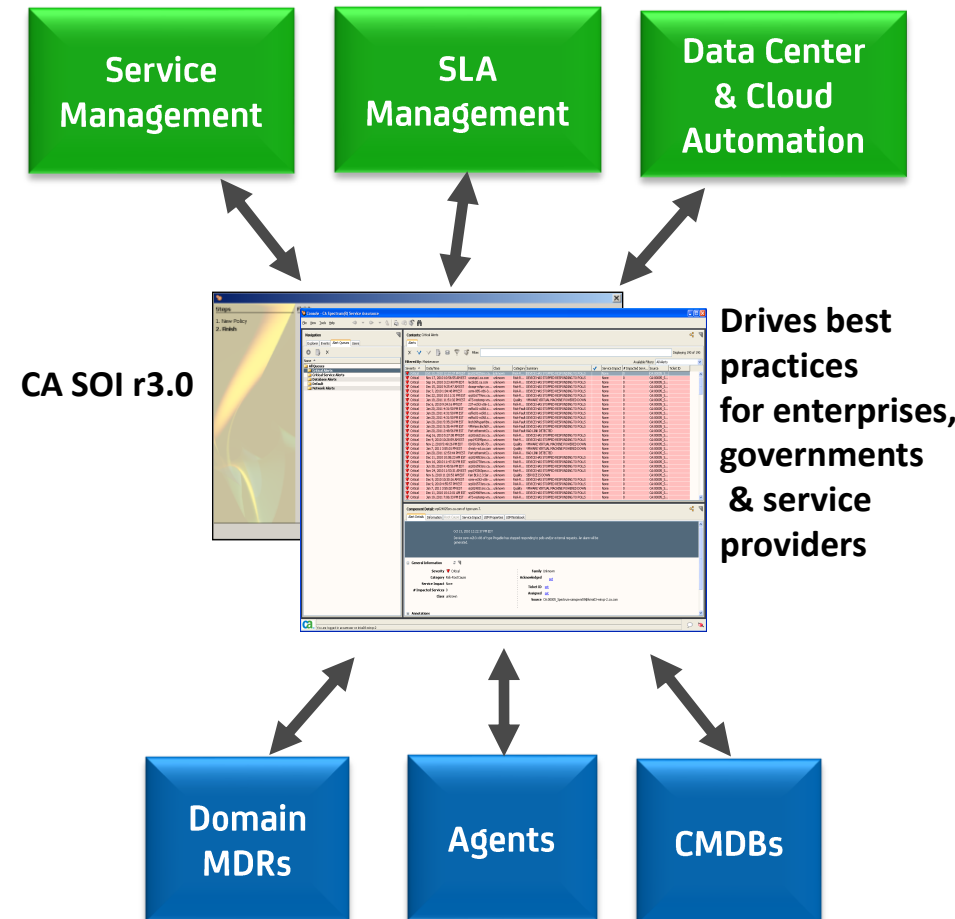
new: unified event & alert management

— Capabilities

- Alert queues that add the ability to process service-impacting and non-service-impacting alerts in the same console
- Escalations based on queue assignment, service impact, or global policy
- Interactive event queries to determine useful correlation policy
- Distributed, cross-domain event correlation processing

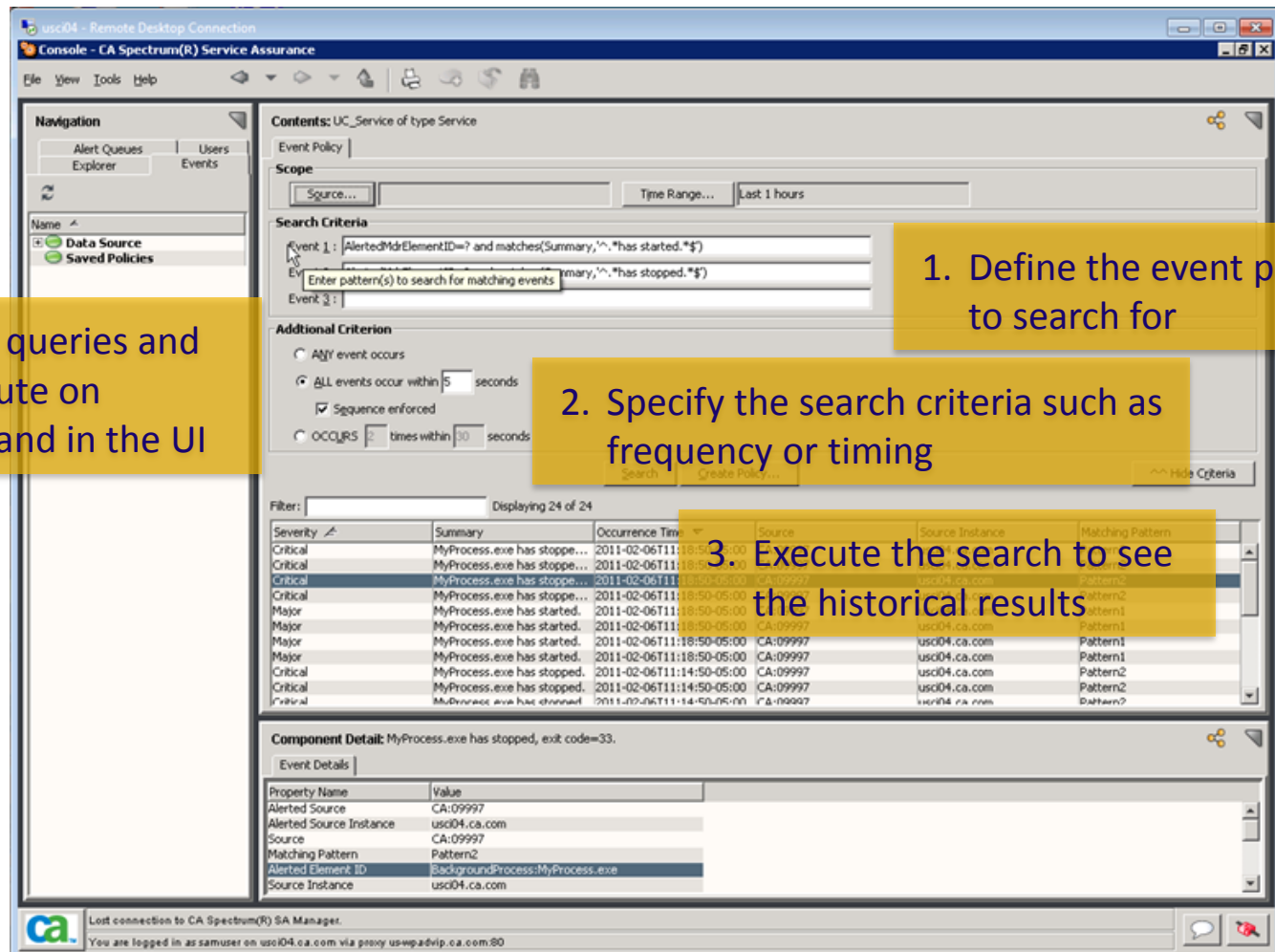
— Benefit

- Enables evolution from event-driven to service-focused management
- Enables higher operational efficiency by providing a single console for alert management, whether impacting modeled services or not
- Enables cross-domain visibility and analysis
- Improves IT-business alignment through policies that prioritize escalations



interactive event console

queries are federated across domains (connectors/event collectors)



unified view of alerts across management domains

organize alerts in queues

Navigation

- Explorer
- Events
- Alert Queues
- Users

Contents: Critical Alerts

Alerts

Filtered By: Maintenance

Severity	Date/Time	Name	Class	Category	Summary	Service Impact	# Impacted Servi...	Source	Ticket ID
Critical	Oct 17, 2010 12:22:37 PM EDT	srp024831srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Nov 17, 2010 10:56:55 AM EST	ucsg002.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Sep 14, 2010 3:23:40 PM EDT	dcaqa-rshpv.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Dec 15, 2010 9:25:47 AM EST	ssm-085-x86-3...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Dec 7, 2010 1:04:48 PM EST	srp016779srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Dec 22, 2010 10:11:31 PM EST	AT5-restemp-vm...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_...	
Critical	Dec 17, 2011 11:51:32 PM EST	237-w2k3-x86-1...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 5:35:29 PM EST	lnch09hyperfdm...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 5:35:44 PM EST	VMWare:lnch09...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 20, 2011 2:48:56 PM EST	Port:ethernetCs...	unknown	Risk-Fault	BAD LINK DETECTED	None	0	CA:00005_...	
Critical	Aug 16, 2010 5:37:08 PM EDT	srp016621srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Dec 9, 2010 10:28:59 AM EST	pcp19339sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Nov 2, 2010 5:49:26 PM EDT	00-50-56-80-7D...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 7, 2011 3:55:01 PM EST	christy-sd.ca.com	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_...	
Critical	Jan 20, 2011 12:53:44 PM EST	Port:ethernetCs...	unknown	Risk-R...	BAD LINK DETECTED	None	0	CA:00005_...	
Critical	Dec 11, 2010 10:08:23 AM EST	srp024831srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Nov 16, 2010 11:47:32 PM EST	srp016779srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jun 30, 2010 4:45:56 PM EDT	srp016779srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Nov 24, 2010 11:53:31 AM EST	pcp19339sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Nov 6, 2010 11:20:53 AM EDT	Ken BL9.2.3 Ser...	unknown	Quality	SERVICE IS DOWN	None	0	CA:00005_...	
Critical	Dec 9, 2010 10:30:16 AM EST	ssm-w2k3-x86-...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Dec 9, 2010 4:55:57 PM EST	srp016573srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 7, 2011 3:55:02 PM EST	srp024831srs.ca...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_...	
Critical	Dec 11, 2010 10:12:01 PM EST	srp024869srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	
Critical	Jan 19, 2011 7:06:33 PM EST	AT5-restemp-vm...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_...	

Alert queues examples:

- Default
- Critical
- Domain-specific
- Location-specific
- Cross-domain-specific

Critical alert queue

Available Filters: All Alerts

Displaying 190 of 190

Impact | USM Properties | USM Notebook

12:22:37 PM EDT

2k3-x86 of type Pingable has stopped responding to polls and/or external requests. An alarm will be

Family: Unknown

Acknowledged: [set](#)

Ticket ID: [set](#)

Assigned: [set](#)

Source: CA:00005_Spectrum-samqavm59@ktra03-winxp-2.ca.com

You are logged in as samuser on ktra03-winxp-2

unified view of alerts across management domains

enforce standardized escalation policies

Alert queues examples:

- Default
- Critical
- Domain-specific
- Location-specific
- Cross-domain-specific

Severity	Date/Time	Name	Class	Category	Summary	Service Impact	# Impact
Critical	Oct 13, 2010 12:22:37 PM EDT	srp024825srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 17, 2010 10:56:55 AM EST	ucseqa1.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Sep 14, 2010 3:23:40 PM EDT	lcedo02.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 15, 2010 9:25:47 AM EST	dcaga-rshov.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 7, 2010 1:04:48 PM EST	ssrm-085-x86-3...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 22, 2010 10:11:31 PM EST	srp016779srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 19, 2011 11:51:32 PM EST	ATS-restemp-vm...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Dec 6, 2010 9:34:16 PM EST	237-w2k3-x86-1...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 5:35:29 PM EST	linch09hyperfdm...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 5:35:44 PM EST	VMWare:linch09...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 2:48:56 PM EST	Port:ethernetCs...	unknown	Risk-Fault	BAD LINK DETECTED	None	0
Critical	Aug 16, 2010 5:37:08 PM EDT	srp016621srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 9, 2010 10:28:59 AM EST	pcp193395sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 2, 2010 5:49:26 PM EDT	00-50-56-80-7D...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Jan 7, 2011 3:55:01 PM EST	christy-sd.ca.com	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Jan 20, 2011 12:53:44 PM EST	Port:ethernetCs...	unknown	Risk-R...	BAD LINK DETECTED	None	0
Critical	Dec 11, 2010 10:08:23 AM EST	srp024853srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 16, 2010 11:47:32 PM EST	srp016778srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jun 30, 2010 4:45:56 PM EDT	srp016593srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 24, 2010 11:53:31 AM EST	pcp193363sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 6, 2010 11:20:53 AM EDT	Ken BL9.2.3 Ser...	unknown	Quality	SERVICE IS DOWN	None	0
Critical	Dec 9, 2010 10:30:16 AM EST	ssrm-w2k3-x86-...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 9, 2010 4:55:57 PM EST	srp016573srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 7, 2011 3:55:02 PM EST	srp024831srs.ca...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Dec 11, 2010 10:12:01 AM EST	srp024869srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 19, 2011 7:06:33 PM EST	ATS-restemp-vm...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0

Component Detail: srp024825srs.ca.com of type usm.T.

Service Impact: USM Properties: USM Notebook:

Family: Unknown

Acknowledged: [set](#)

Ticket ID: [set](#)

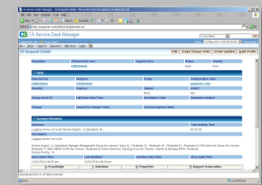
Assigned: [set](#)

Source: CA-00005_Spectrum-sanqavn59@ktra03-winxp-2.ca.com

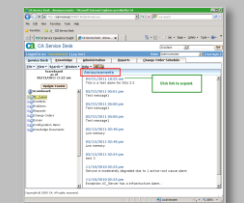
Automated Actions



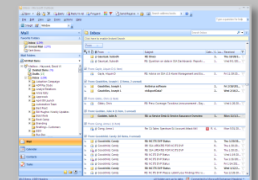
Workflow



Service desk tickets



Announcements



Emails

CA Service Operations Insight r3.0

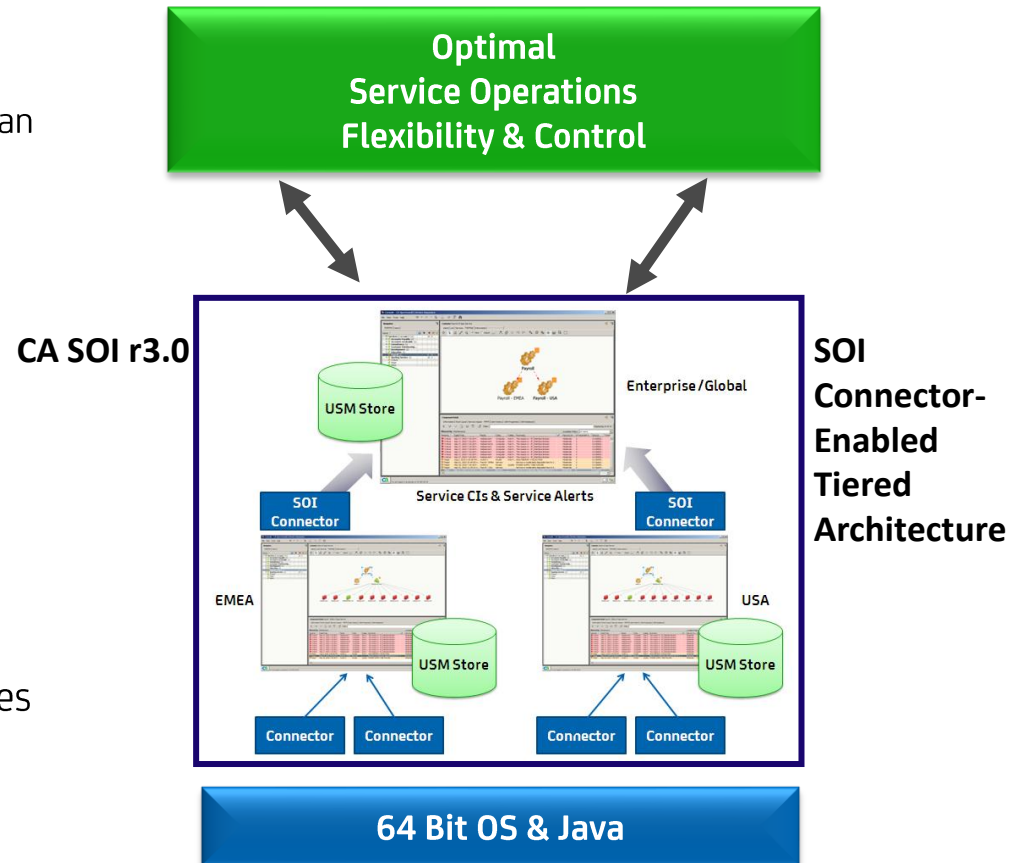
enhanced: distributed architecture

— Capabilities

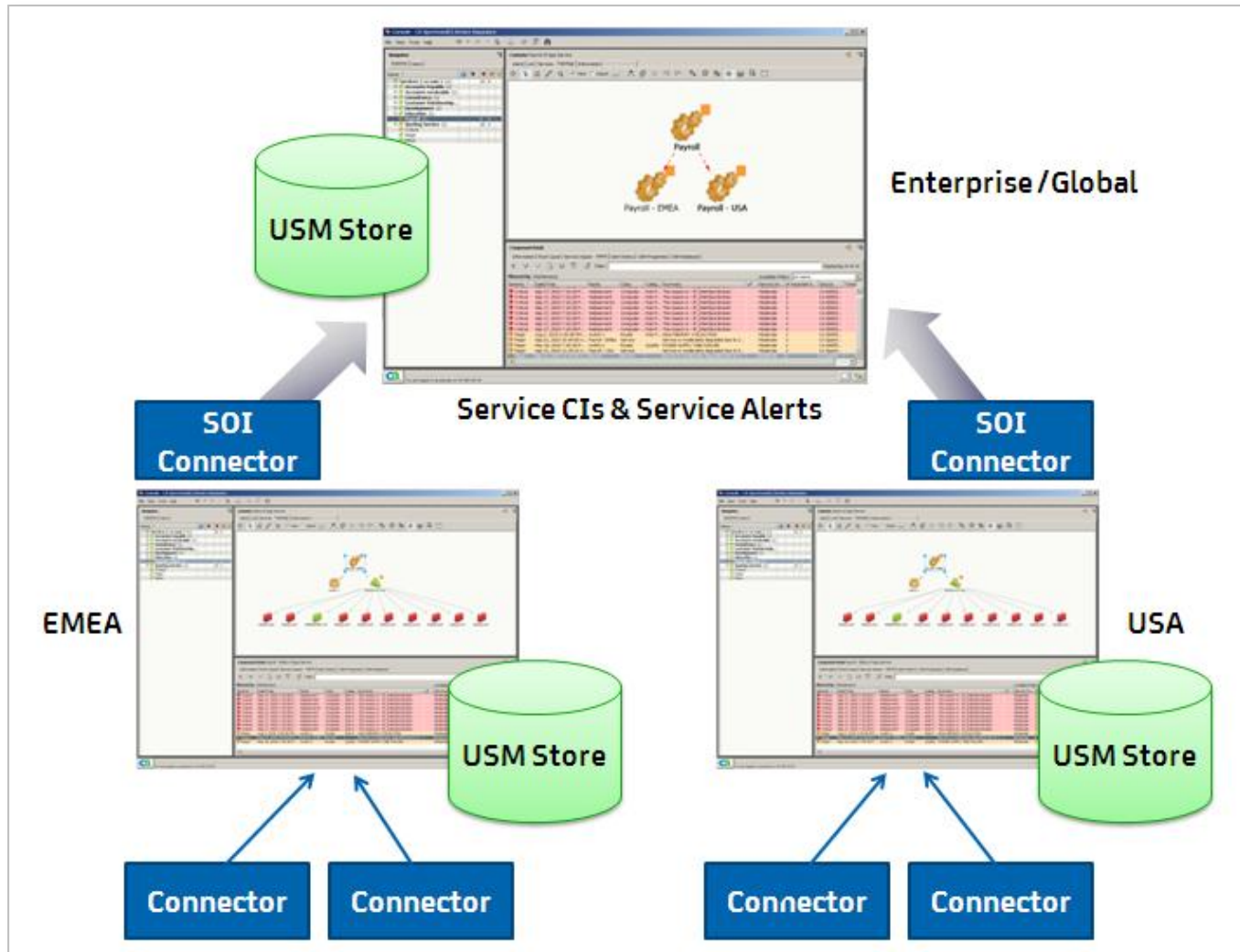
- Tiered SOI architecture
 - Unify services managed in sub-domains into enterprise-wide managed services
 - Unified alerts managed in sub-domains into an enterprise-wide console
 - Physical separation of tenant data with a unified 'cross-tenant' view
 - Centralized views of locally managed SOI resources
- SOI Manager & UI components natively support 64 bit operating systems & JVMs

— Benefit

- Optimal flexibility & control in how you manage IT staff, processes, alerts & services enterprise-wide
- Addresses privacy needs of MSPs & Enterprise Departments
- Greater scalability extends value of a single SOI instance

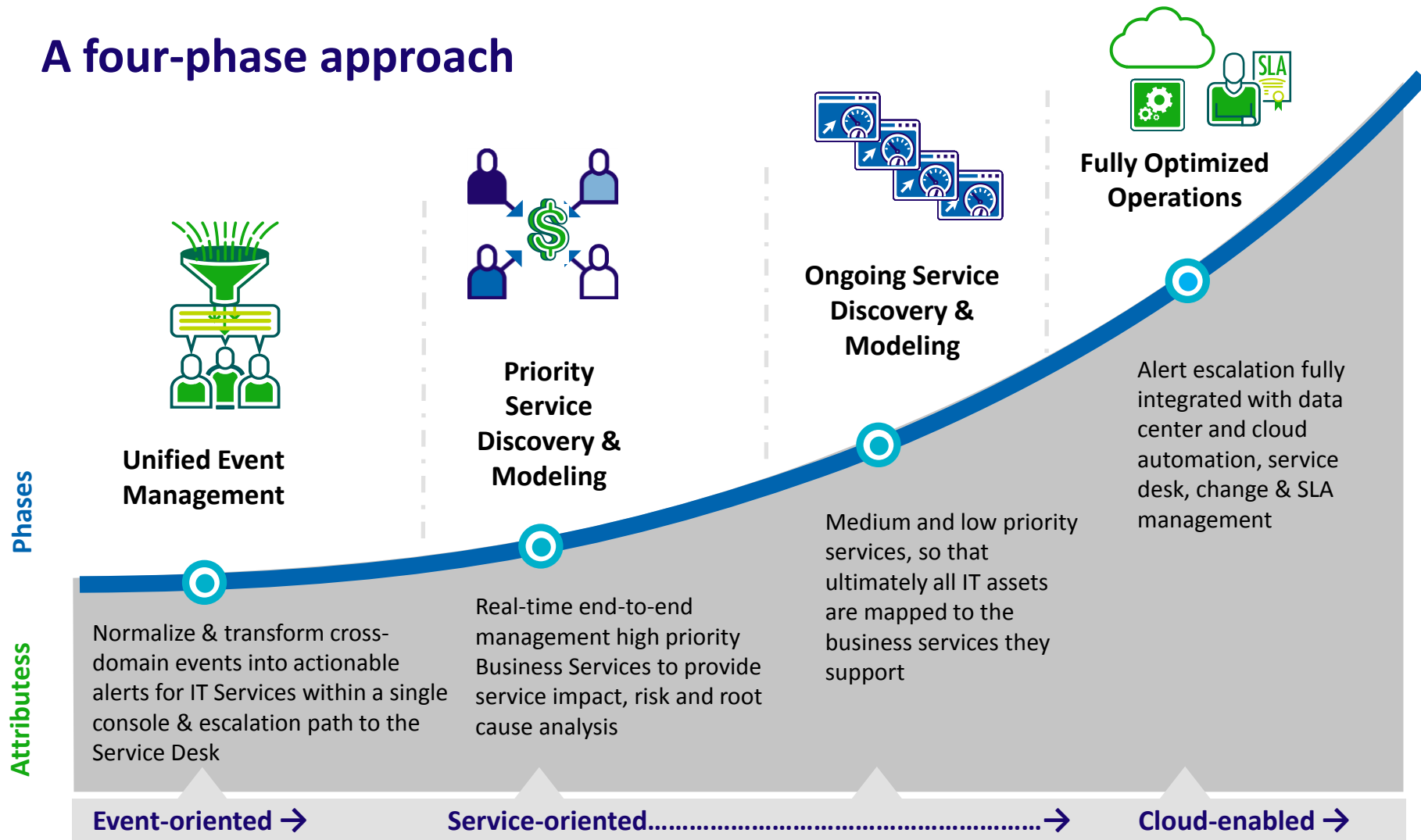


tiered architecture in action



service operations management implementation evolving to business service focused operations

A four-phase approach



closing the IT operations-business gap

service-focused operations & cross-discipline collaboration



**Executives &
Service Owners**



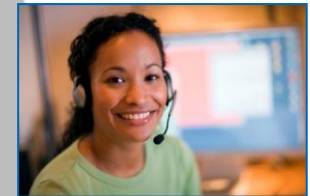
**Operations
Managers**



**Operations Support
Staff**



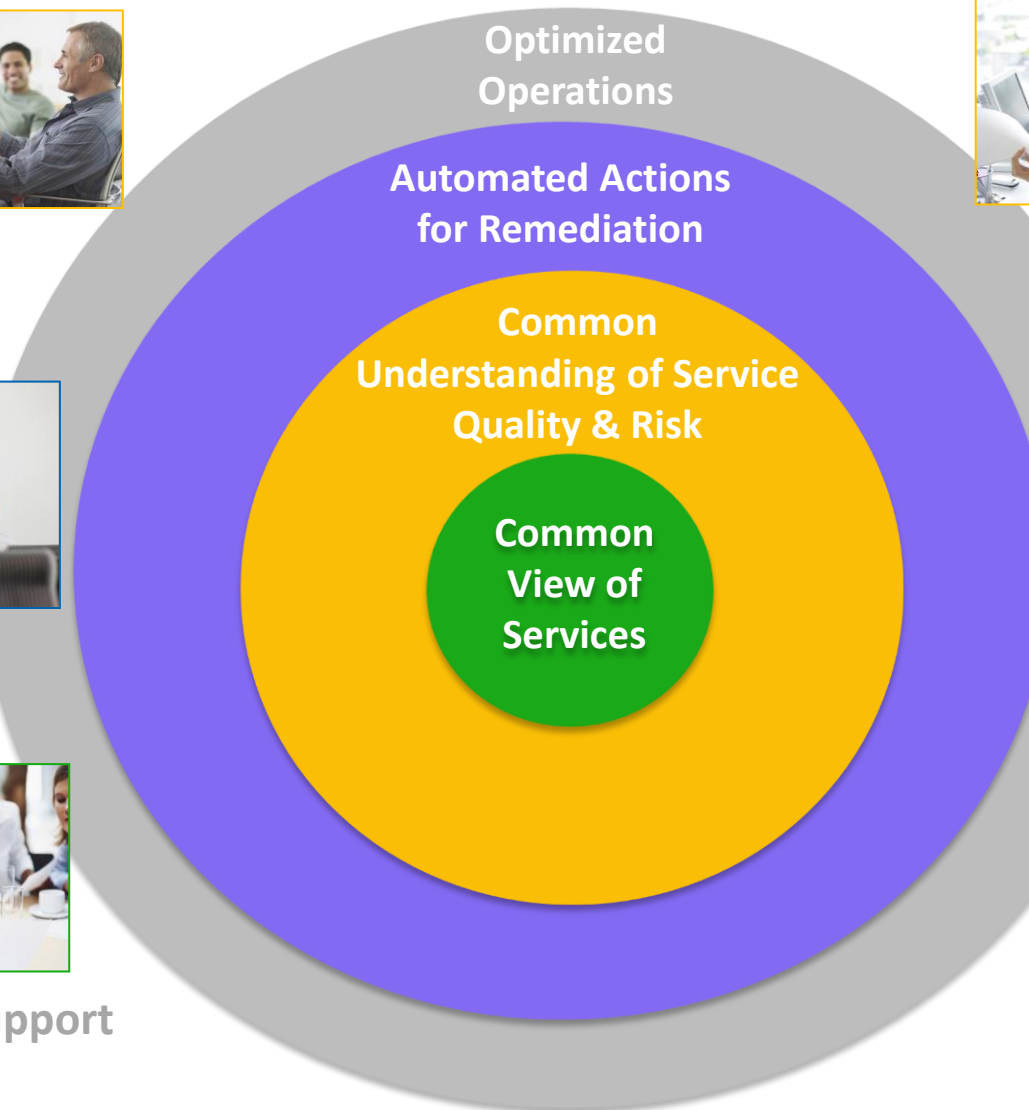
**Virtualization
Program Manager**



**Service Desk &
Change Managers**



**Service Level
Managers**



thank-you

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