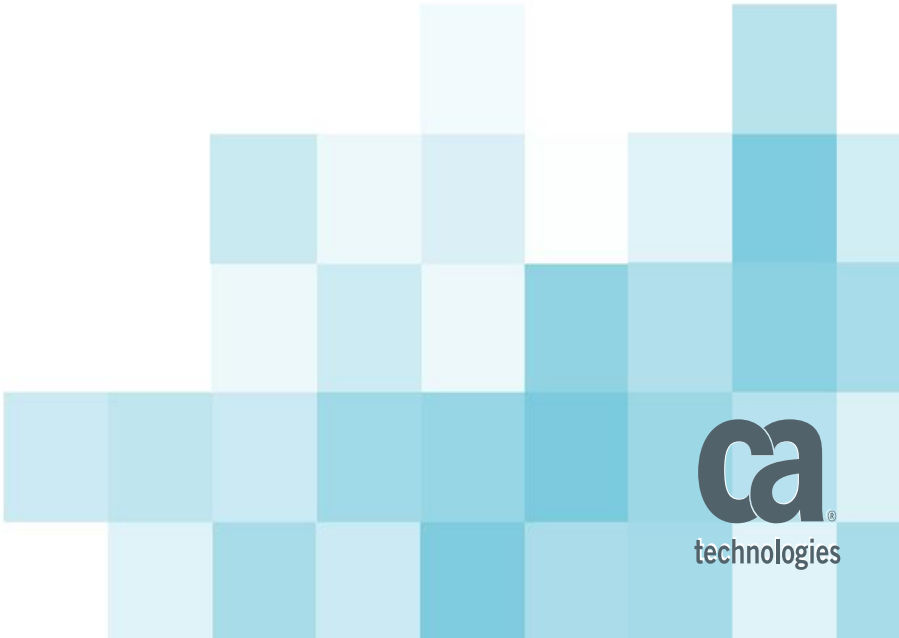
CA User Group

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

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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.

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How can I get involved with the User Group ?

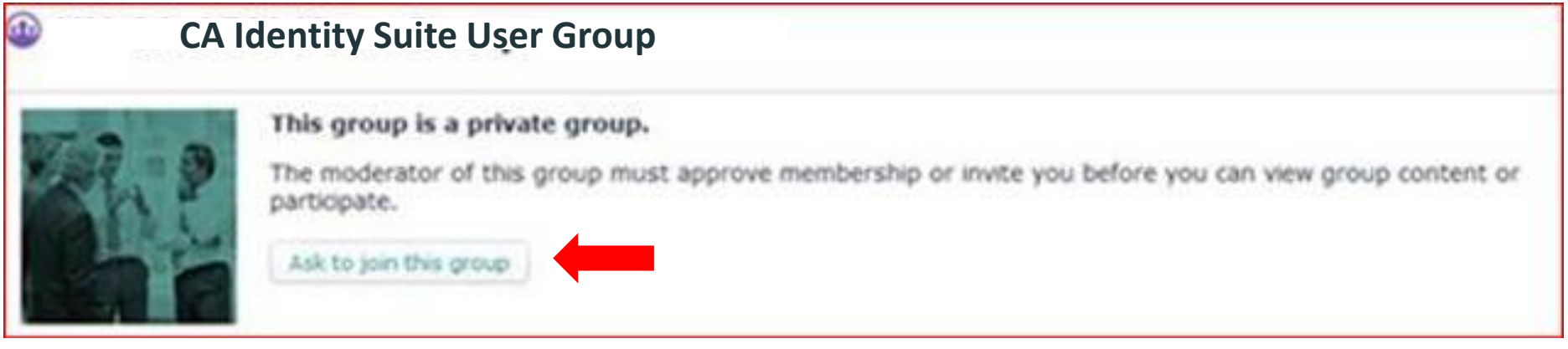


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1) Join the User Group to become member

1. https://communities.ca.com/groups/france-ca-identity-manager-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



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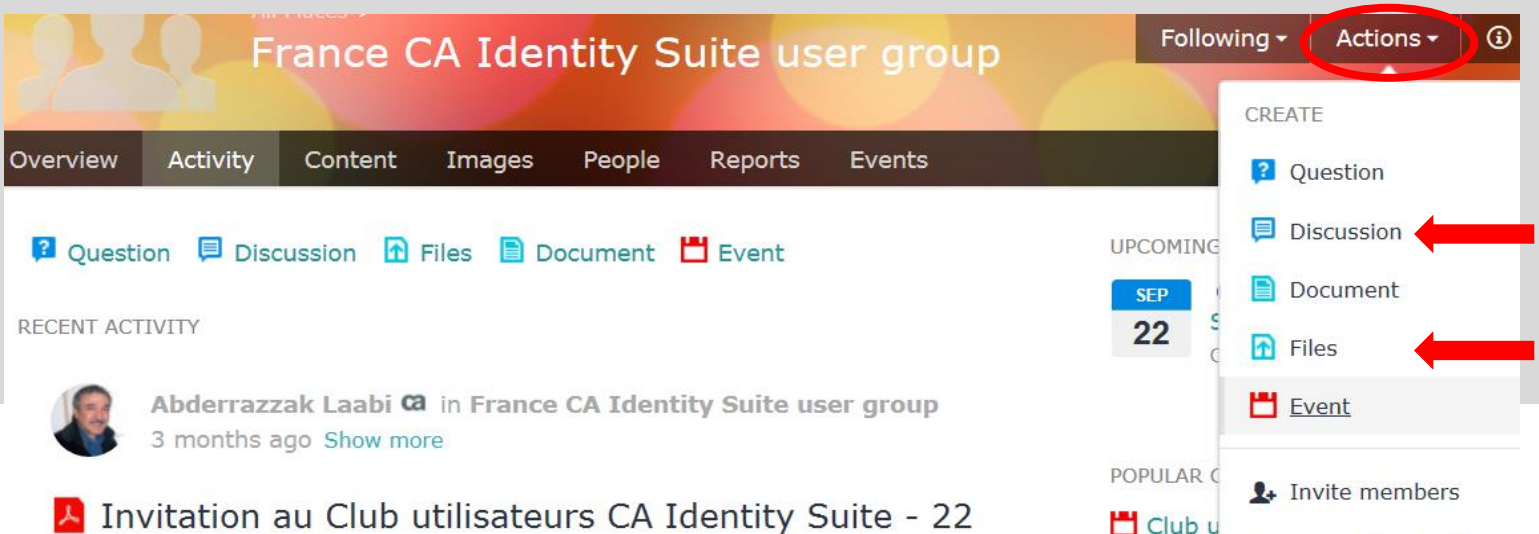
2) Share your experience & knowledge

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





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



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 …)



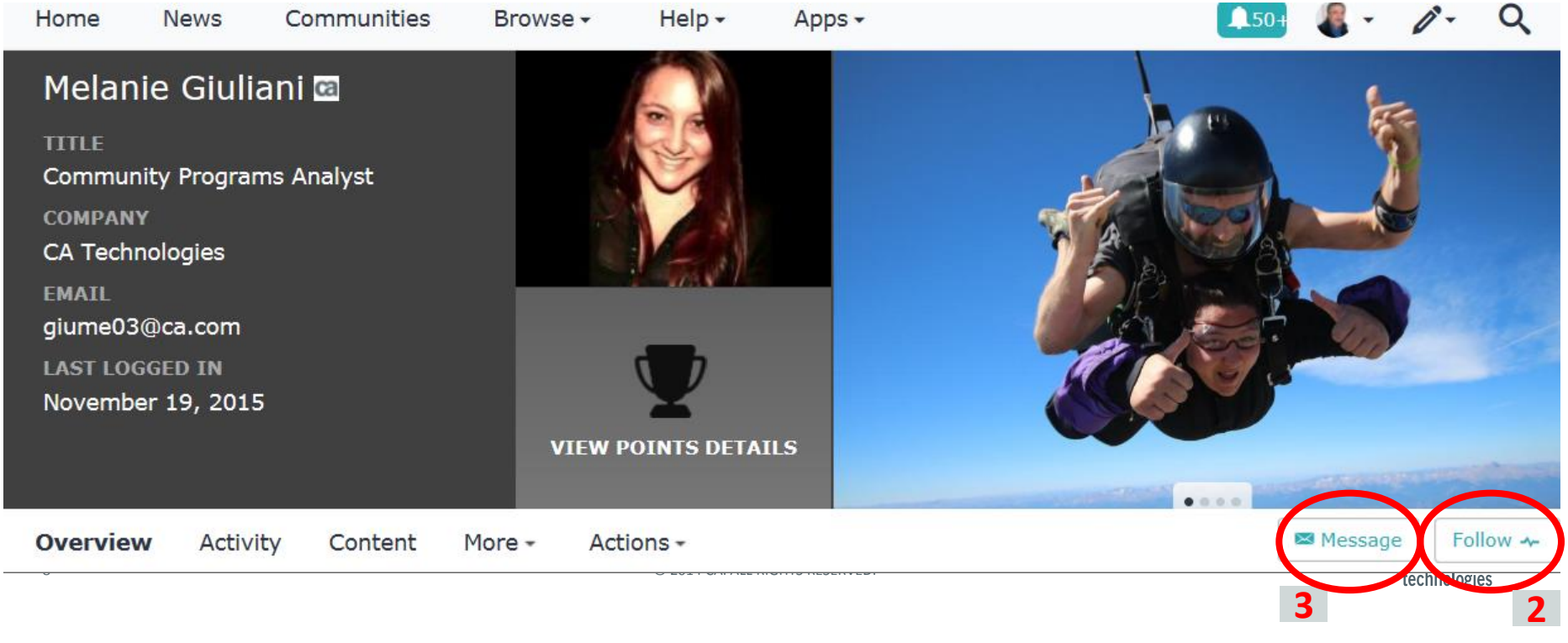
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Connecting with people

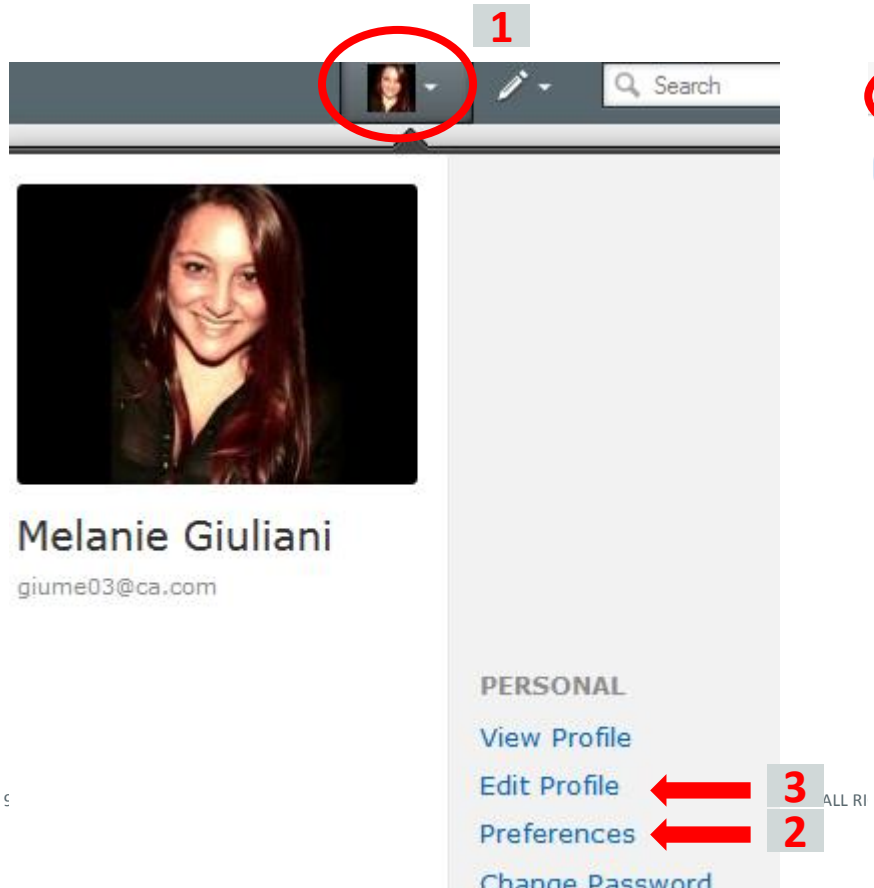
1) Click on **People** tab and use the sorting options to filter and find relevant people
2) Click on “**Follow**" tab on the bottom right

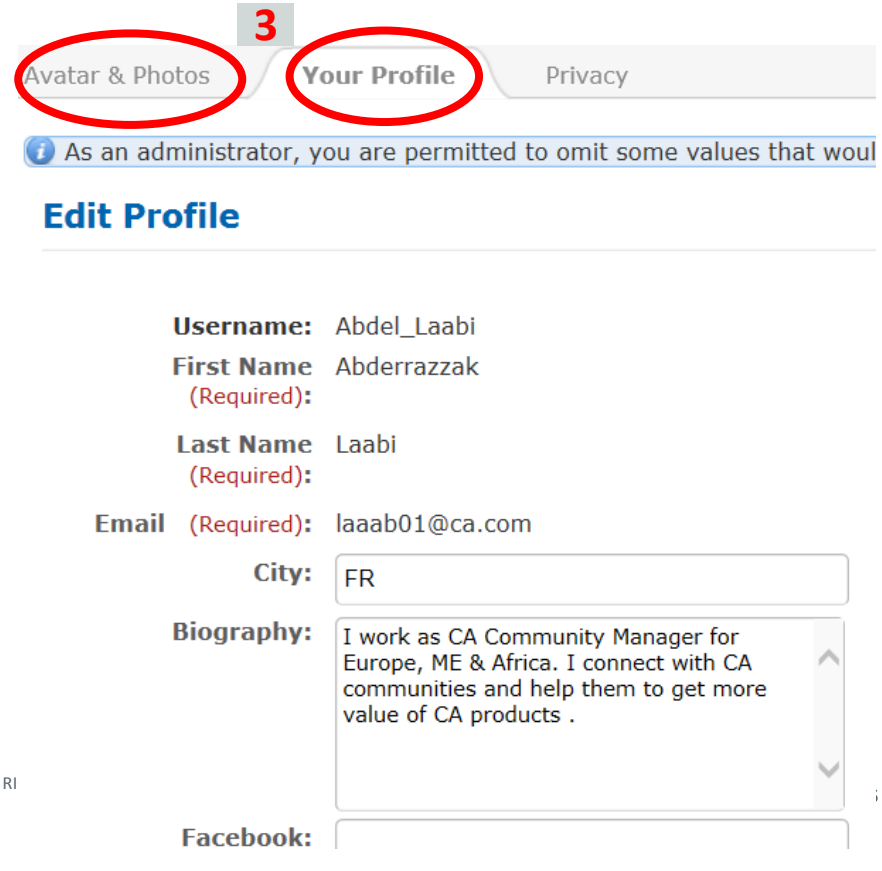
   and choose whether to follow that user via your inbox or connections stream.
3) Click on “**Message**" tab on the bottom right to send private message



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, …





Ideation : Submit & vote for Product Enhancement ideas



Submitting ideas for product enhancements



Voting on and discussing ideas from other community members

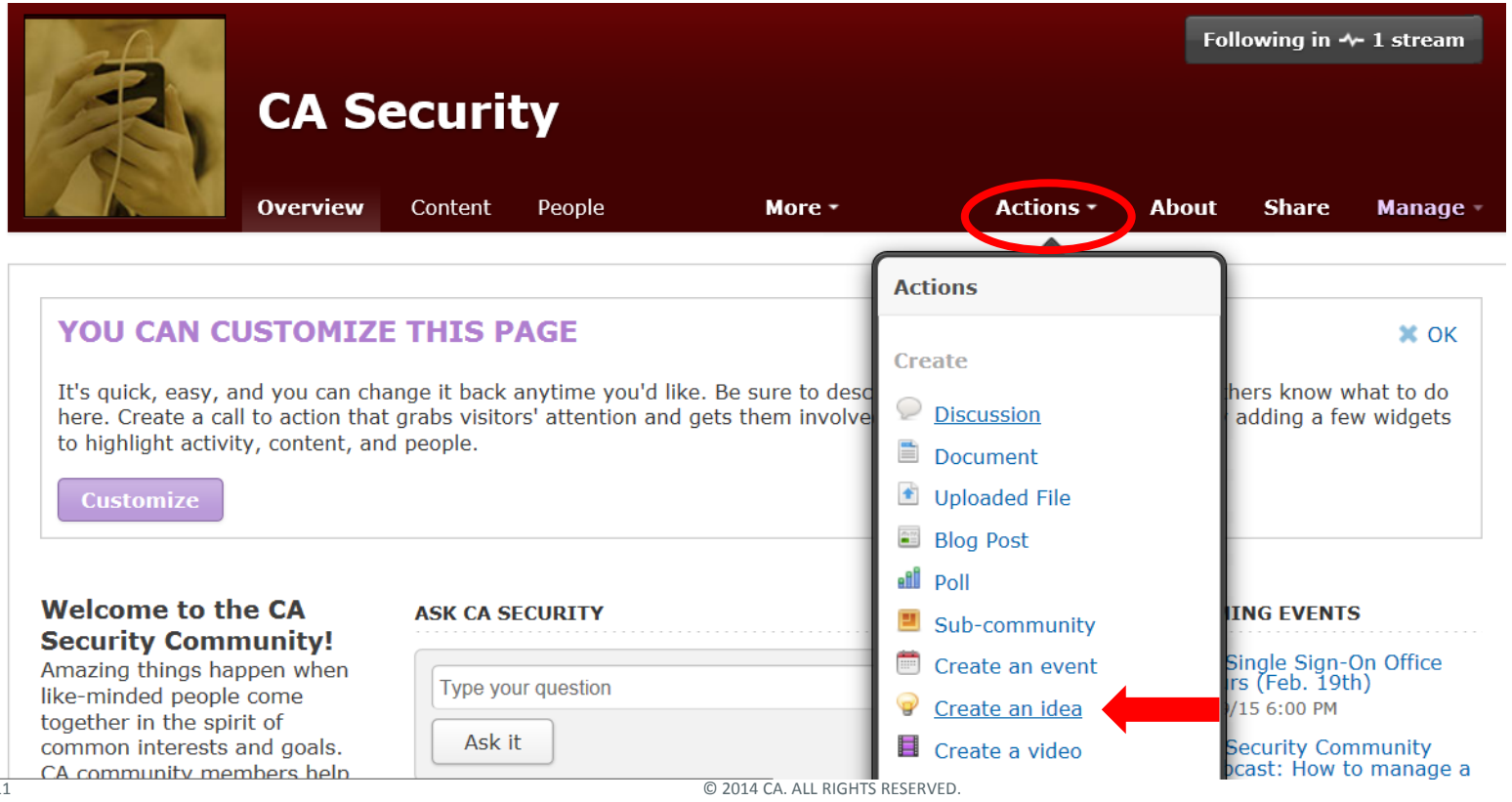


Opting into product validation programs to test incremental process and provide feedback that will influence the next software iteration

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

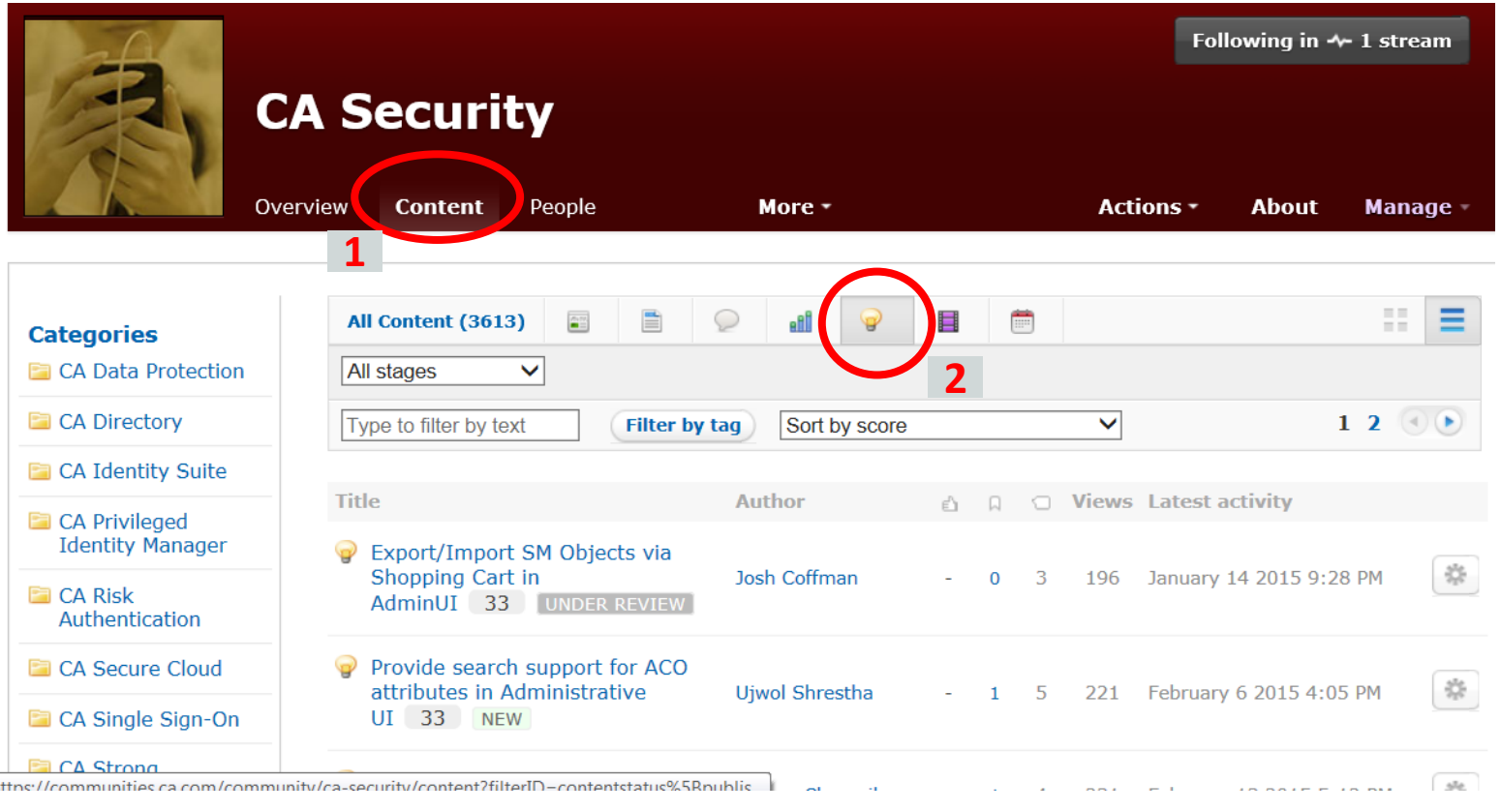
1) **Global Community : https://communities.ca.com/community/ca-security**
2) Login (email / password)
3) Click on **Action** tab on the top, then **Ideas**



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Ideation : Vote for ideas from community members

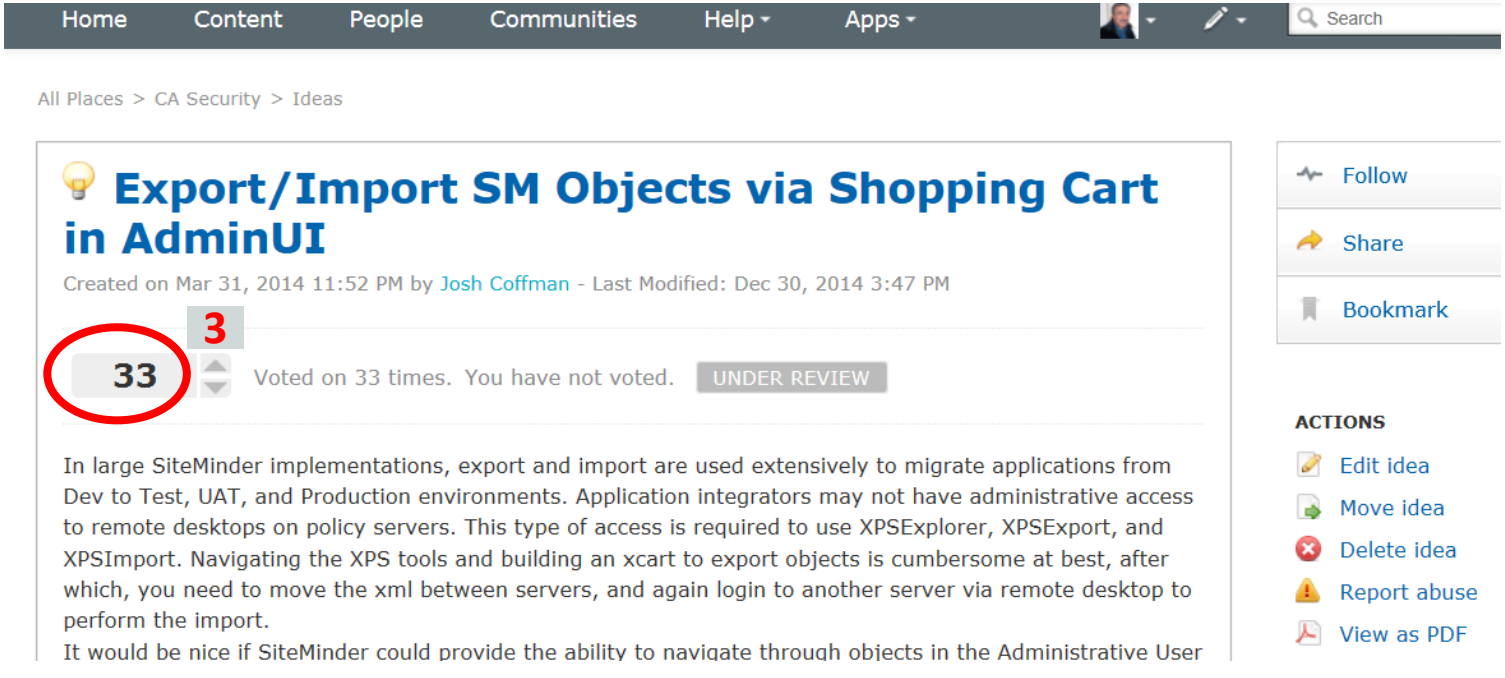
1) Click on **Content** tab, 2) Click on **Ideas** ( ) to list all the ideas



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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



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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

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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

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Thank you



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