CA Configuration Automation
Ideation Process & FAQ

From planning to development to management to security, at CA we create software that fuels transformation for companies in the application economy. Your ideas and suggestions are very important to ensure CA product teams are delivering a product release that not only solves the market-driven problem, but also addresses any challenges currently faced by the product based on active use by our existing customers and partners.

CA Configuration Automation product team has now transitioned to the CA Community ideation process to facilitate a more streamlined and transparent channel to share your feedback with us. Using this medium you may now provide your enhancement requests, and suggestions by logging new ideas; casting your votes for ideas logged by other community users or even join a discussion to refine an approach to solve a business or technical problem noted in an idea. CA Configuration Automation product team looks forward to collaborating with you using Ideation process. Please refer to the rest of the document for clarity into the Ideation process followed by the CA Configuration Automation product team, and Frequently Asked Questions (FAQ) related to this process.

Process

The CA Configuration Automation product team considers your input through the CA Community in planning each release. The most typical Ideas follow this process:

- Initiate: Any community user may submit an idea, however the best ideas focus on a business need, or problem to solve and notes impact to business. Focusing on the business need allows the community to suggest an existing solution or identify different ways to solve that need.

- Collaborate: Together, community members discuss and iterate on the idea to get it to a point that the opportunity resonates and demonstrates that the idea is valuable across organizations.

- Vote: Each community member has the ability to openly vote up or down an idea based on factors they believe adds value to their use of the product and in turn improves efficiencies within their organization.

- Review: CA Automation Product Management team reviews the top ranked ideas based on votes on a monthly basis. Product Management team aims to give an initial disposition on the status for the ideas in line with the product roadmap. The goal here is to provide transparency to the community into the Ideation review process.

While we value your ideas and appreciate your intent to improve on our product, it is important to note that logging an idea does not guarantee its addition to our product roadmap. CA Product Management team balances community input with several factors including strategic direction for the product before taking any decision on your submitted idea(s).

FAQ

Q1: How does ideation differ from feature requests?

Creating an idea is still equivalent to a feature request previously following using the CA Support enhancement request or 'DAR' process. However, there are several advantages to the ideation process - it provides a platform for you and our other customers to collaborate on the idea, cast votes individually and continue to have more visibility into the overall process. This also helps the CA Product Management team prioritize backlog items that will add the most value to your business.

Q2: What will happen to the feature requests I've already submitted as a discussion or a Support ticket?

Over the next few months CA Product Management team for CA Configuration Automation will continue to review your existing enhancement requests, and migrate qualified enhancements as Ideas to this new community site. Subsequently, the support tickets tracking these enhancement requests will be closed and you would be notified via email with an update.

Q3: Can I still submit requests for new features and improvements in a Support ticket?

You are no longer required to log support tickets for enhancements. CA Support will direct you to the CA communities to log an Idea. Please post your request as an idea or vote and comment on existing ideas if you see one that is similar to your request. Rally your fellow community members to get more votes and push your ideas to the top.

Q4: How can I submit an idea?

There are few ways you can access the community and submit an idea; you can go to the community from:

- CA Automation community > Create an Idea: https://communities.ca.com/community/ca-automation/content

- Direct link to create an idea: https://communities.ca.com/create-idea!input.jspa?containerType=14&containerID=2006

While it not required to login, it is highly recommended that you login to CA Communities and submit your idea. This will allow CA product team to have better context of your situation/environment while evaluating your ideas, as well as allow you to track progress on your ideas, comment or vote on ideas already logged in the Communities.

Q5: What do I need to include in my idea?

An Idea should primarily focus on a business problem that would be solved by adding this new feature, importance and urgency for this request. Please include an explanation of the positive outcome or business impact your requested feature would have in your environment, attach screenshots and any other relevant artifacts so that the Product Management team have all the relevant information to review this request and take a decision.

Note: for product defects and implementation specific challenges, we request you to log CA support tickets. We only plan to track enhancement requests as part of this Ideation process.

Q6: Who can view ideas?

The CA Communities site is open to public. Any user visiting the site may view ideas without logging into the CA Communities. However, visitors are required to login to CA Communities to comment or vote on ideas.

## Q7: Where can I see a list of submitted ideas?

Once you are on the CA Community Home page for CA Configuration Automation, click on 'Content' tab on the menu. Now click on 'Idea' icon (indicated by a light bulb) and you will see the complete list of submitted ideas.

Q8: How does voting work?

All registered users have the option to vote up or vote down on an idea. The number beside the idea indicates the total number of votes in favor of the idea. In order to vote, click on the particular idea, then either vote it up/down. You may optionally log a comment to give context to support your rationale for voting a certain way.

Q9: What are all the idea stages and when will I see an update on the Idea?

The various phases of an Idea are as follows:
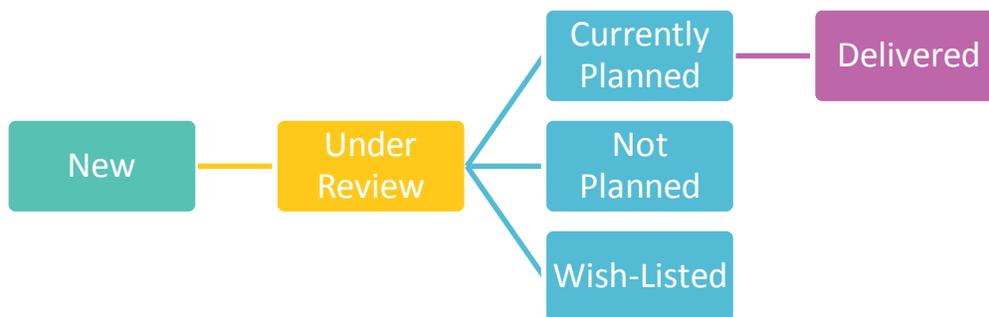
We review ideas listed on the communities on a monthly basis, and more formally as part of our typical release planning process.

Updates will be made to the top ranked ideas on a monthly basis with comments and the stage the idea is in. Recommend you should "follow" the idea to receive any updates to the idea. Once followed, you would receive an email notification once status for your idea is updated by the CA product team.

Q10: Who reviews these ideas and when?

The top ranked ideas are reviewed by the CA Automation Product Management team on a monthly basis. Ideas are considered based on inputs gathered via many channels, including votes by the community members. Please note, in addition to community votes, all ideas have to be aligned with the product strategy in order for them to be targeted for inclusion in a product release.

Q11: What should I do if my idea doesn't make it into the next release?

You may log your comments in event your idea(s) do not get in to the product in the short term noting your rationale for Product Management to reconsider your Idea. Please do understand, as it is the nature of any

business, CA Product team also has to balance time, cost and resources to deliver releases that line up to the product vision and deliver on our customer commitments. You may refer to the process and FAQ to better understand the decision model undertaken by the Product Management team.

If you still have further concerns related to the Product team's decision for a particular request, you may contact your CA account team representative as well as notify Product Manager on CA Configuration Automation – Joseph Cabral joseph.cabral@ca.com. Please note the business need, urgency and impact so the context for revisiting our decision is well-understood by CA account team or Product Management and appropriate steps can be planned to further review our initial decision.

Q12: Where can I ask more questions about the ideation process?

You may ask any questions right here on the community by replying to this post or creating a new discussion post.