CA Service Management – Office Hours

Richa Pathak
Shiva Ambati

May 4, 2023

Agenda

1	Office Hour Guidelines
2	How-to & Best Practice Series – "*Knowledge Management in Service Desk*"
3	Product News & Updates – "*Jaspersoft 8.1 certification*"
4	Q&A
5	What's Next

BROADCOM®

Introduction & Guidelines

BROADCOM®

CA Service Management Office Hours!

When to catch the Event?

- Bi-monthly cadence; **1st Thursday of every other month** @ 10am-11am EST (2pm-3pm GMT)

- Event details will be posted on **CASM Community** Page

- Dates for next Office Hour
  - **6th July 2023**
  - **7th September 2023**

CA Service Management Office Hours

When: Aug 5, 2021 from 10:00 AM to 11:00 AM (ET)
Associated with CA Service Management

We are excited to bring back the CA Service Management Office Hours!

➤SHARE THIS EVENT

Register Now

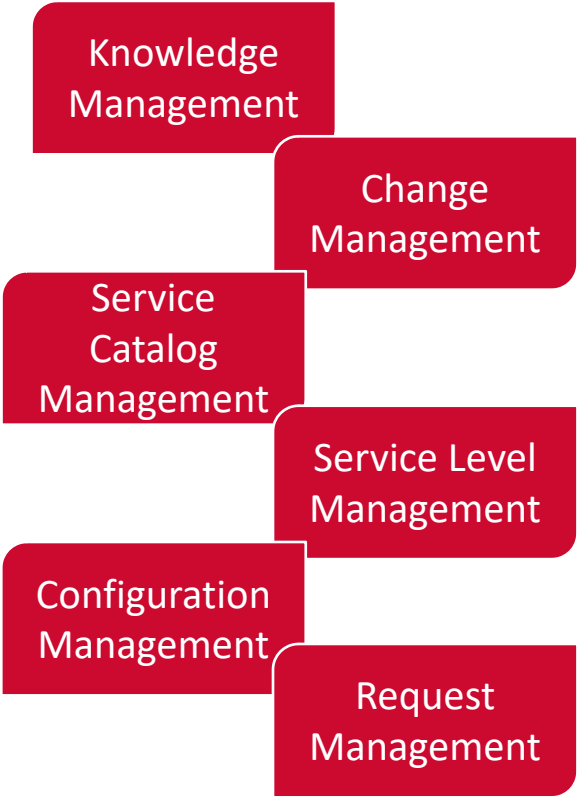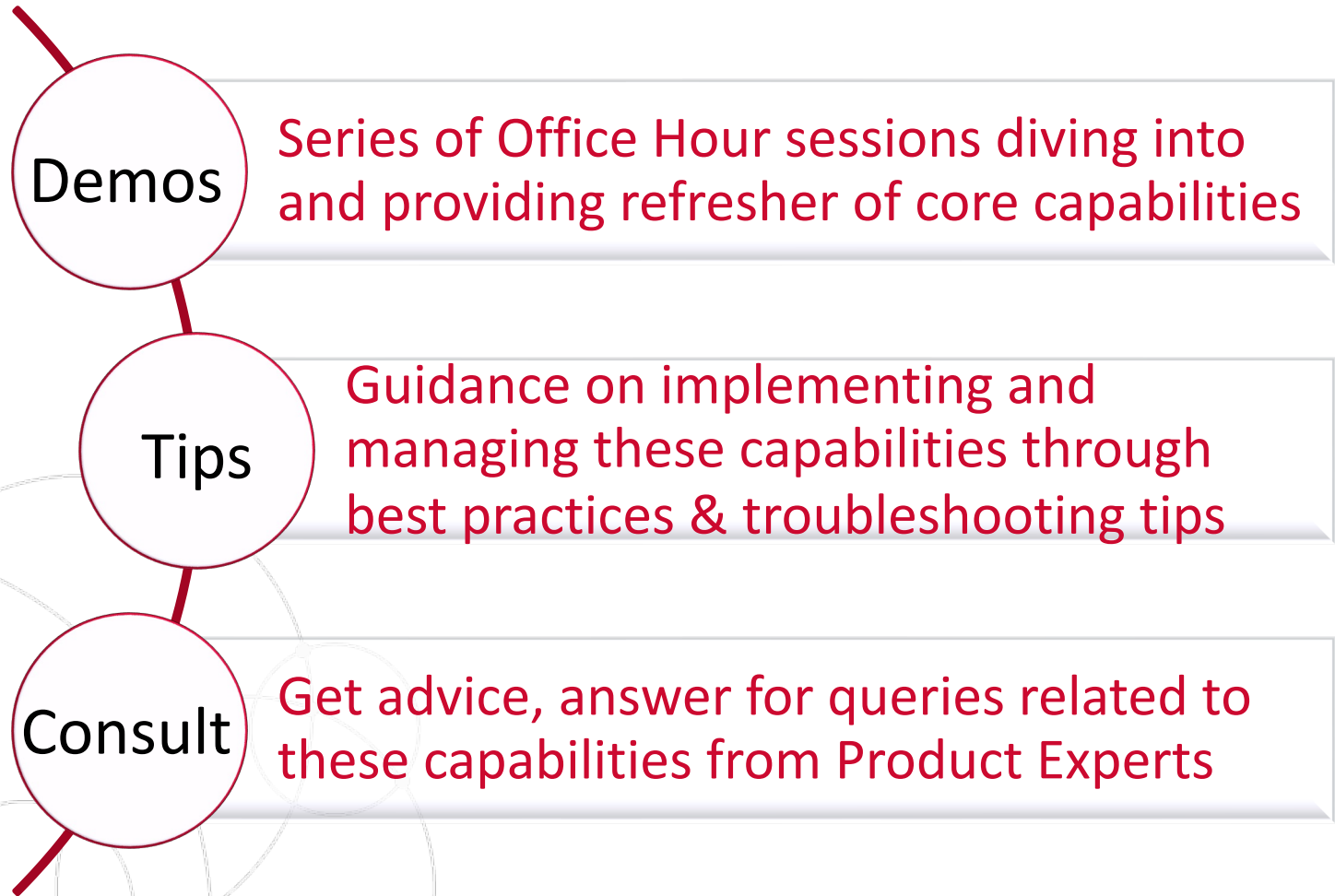DOWNLOAD TO YOUR CALENDAR

What to expect?

- Chat based session – to ask questions on any topic, post them under the **Q&A** console of Webex

- Every Office Hour will include an **in-depth presentation & discussion** on specific Product related Topic

- Topics for forthcoming Office Hours will be **chosen based on audience feedback**

- Drop in your preferred topics under the **Chat** console

- Office Hours are not for – Ticket reviews, Commercial discussions
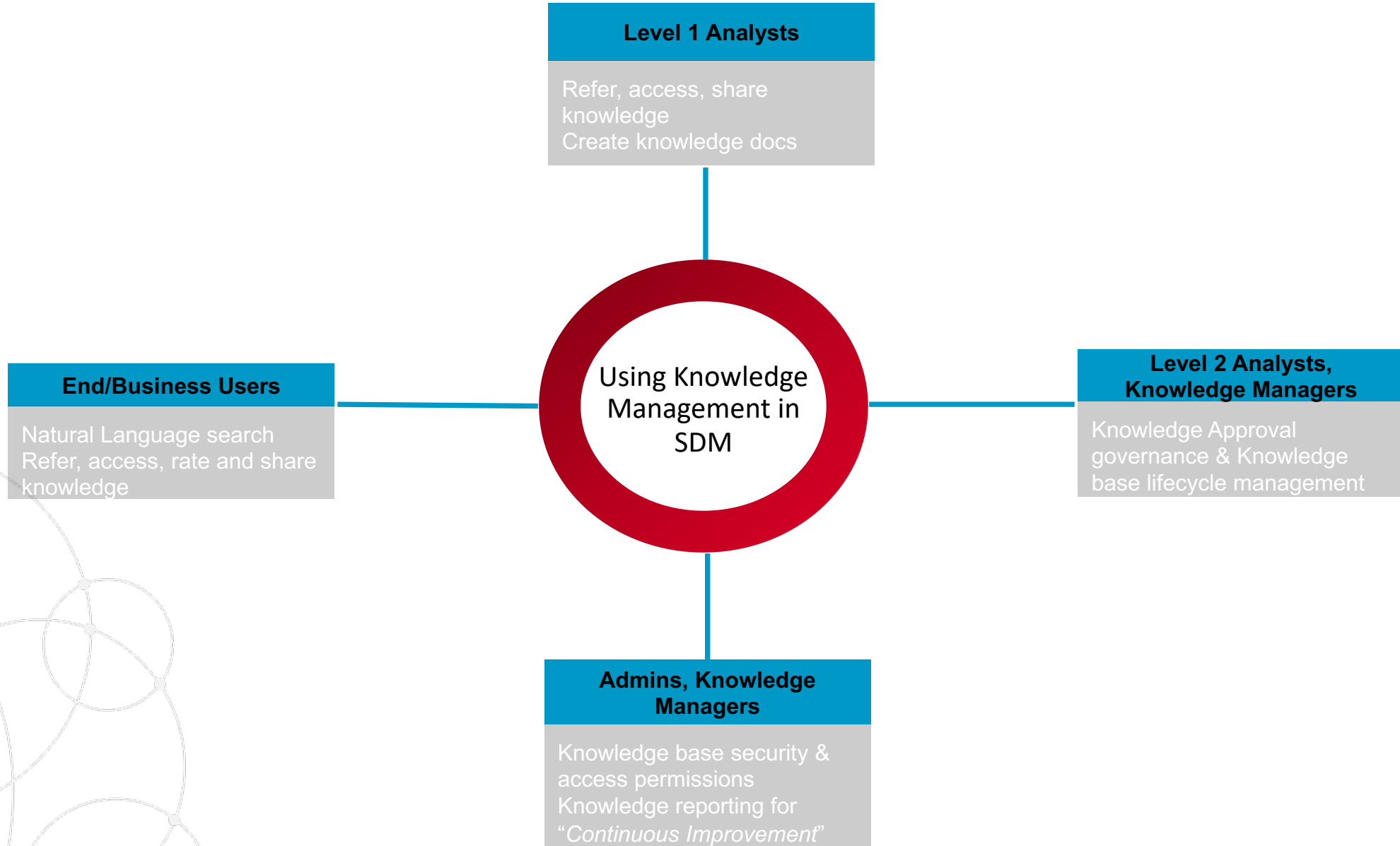
BROADCOM®

How-to & Best Practice Series

BROADCOM®

What to expect

Demos — Series of Office Hour sessions diving into and providing refresher of core capabilities

Tips — Guidance on implementing and managing these capabilities through best practices & troubleshooting tips

Consult — Get advice, answer for queries related to these capabilities from Product Experts

Knowledge Management

Change Management

Service Catalog Management

Service Level Management

Configuration Management

Request Management

BROADCOM®

Knowledge Management in Service Desk

BROADCOM®

Level 1 Analysts

Refer, access, share knowledge
Create knowledge docs

End/Business Users

Natural Language search
Refer, access, rate and share knowledge

Using Knowledge Management in SDM

Level 2 Analysts, Knowledge Managers

Knowledge Approval governance & Knowledge base lifecycle management

Admins, Knowledge Managers

Knowledge base security & access permissions
Knowledge reporting for "*Continuous Improvement*"

BROADCOM®

Demo Use Cases

-- Persona-based

Use-case 1: End-user
▪ KD search for self-service
▪ Provide feedback & share KD

Use-case 2: Analyst
▪ Search and refer KDs for ticket resolution
▪ Share and recommend knowledge
▪ Create and get KDs published

Use-case 3: Persona: Knowledge Manager, Administrator

▪ Approvals, publishing and periodic review of knowledge docs

▪ Knowledge Schedule

▪ Knowledge Report Card

▪ Knowledge Configurations

BROADCOM®

Useful Tips for Knowledge Management in Service Desk

Want to ensure **up-to-date** knowledge in Service Desk, Service Point/xFlow irrespective of frequent **publishing**, **rework** and **update** of KDs ??

Knowledge Docs need to be **migrated or synchronized** between two SDM environments, from test to production environments

Worried about **storage** and/or **volume of storage** of **knowledge-associated tools** like attachments, export/import packages, index files?

Run utility "*pdm_k_reindex.exe*" at a **regular cadence** during **off-peak hours** in case of **large volumes of data**

The **Knowledge Export/Import tool** (**KEIT**) with **export/import templates** and **locations** defined, synchronizes knowledge between systems

UNC repo supports Knowledge tools. For **large volumes** of knowledge data, **remote repo or shared paths** can be set up through **UNC Shares**

BROADCOM®

Product Updates
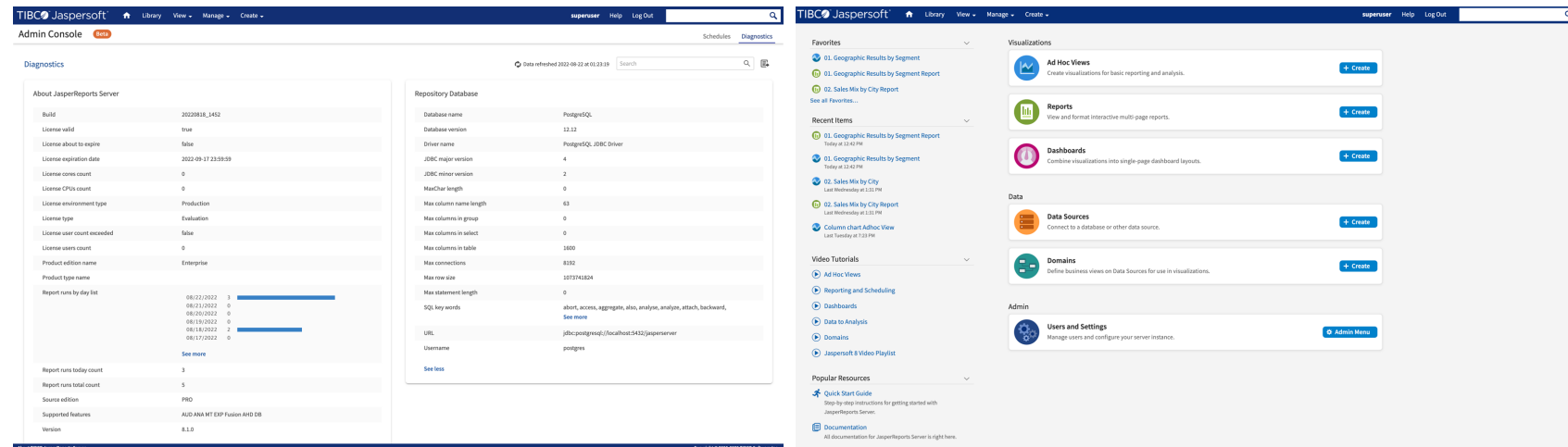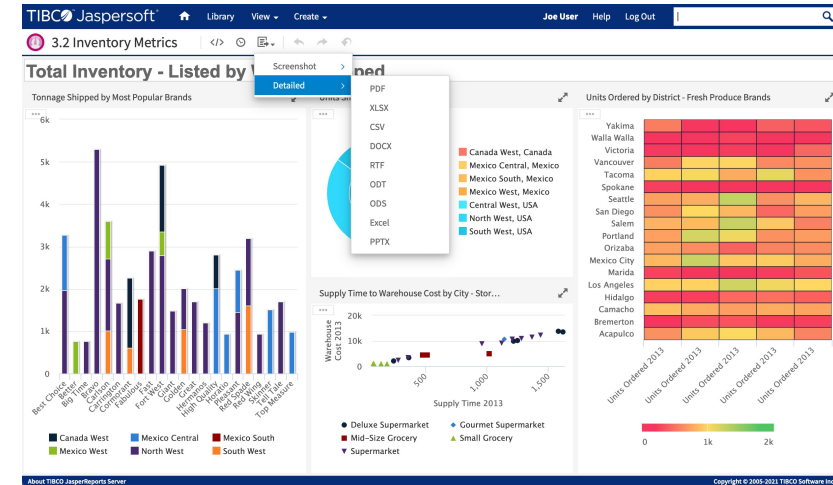
Release, Lifecycle & Other Noteworthy Updates

BROADCOM®

Jaspersoft 8.1

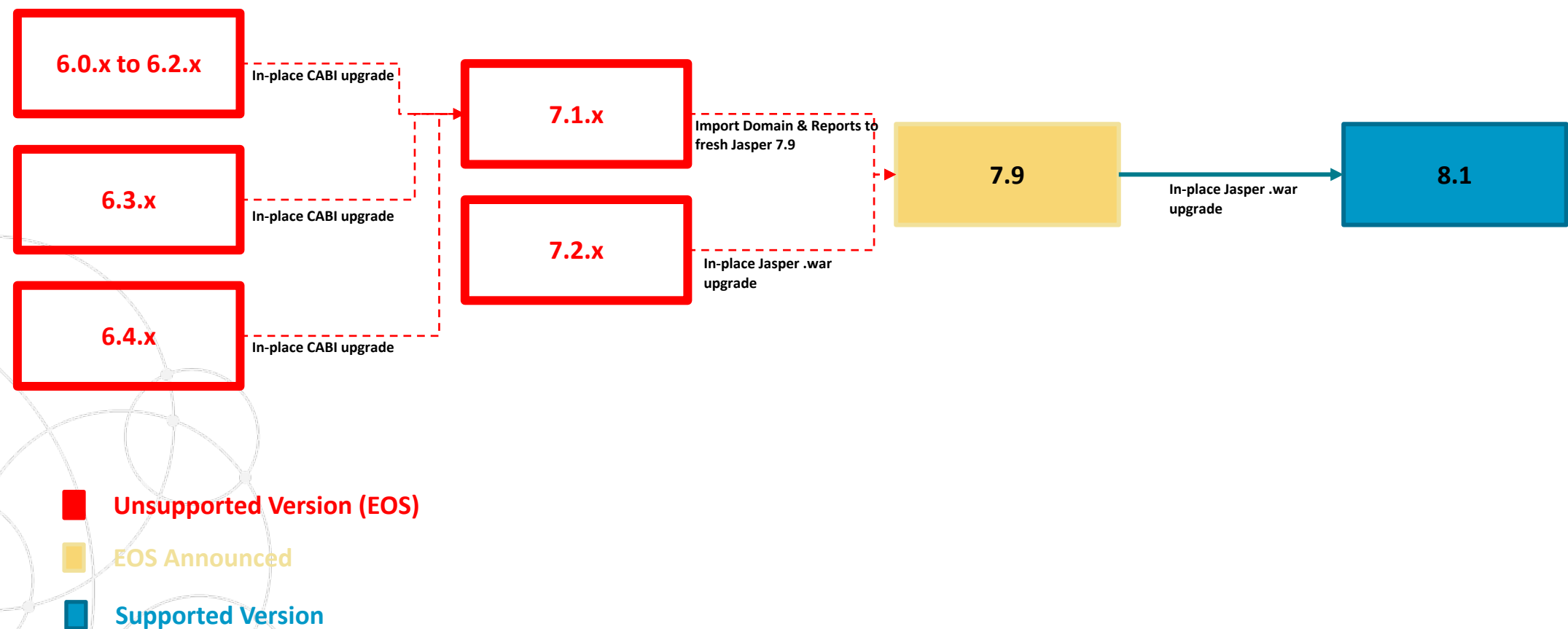What's New, Installation & Upgrade Scenarios

BROADCOM®

Jaspersoft 8.1: What's New

- **UI/UX Improvements**
  - New settings panel in Ad Hoc & Dashboard Designers
  - Detailed Dashboard Export
  - Multiple updates to Cross tab
  - Hyperlinks
- **User Favorites**
- **Server Monitoring**
- **Admin Console Beta**

Upgrade Path to Jaspersoft 8.1

Your current version determines your upgrade path:

| 6.0.x to 6.2.x |

In-place CABI upgrade

| 6.3.x |

In-place CABI upgrade

| 6.4.x |

In-place CABI upgrade

| 7.1.x |

Import Domain & Reports to fresh Jasper 7.9

| 7.2.x |

In-place Jasper .war upgrade

| 7.9 |

In-place Jasper .war upgrade

| 8.1 |

■ **Unsupported Version (EOS)**

■ **EOS Announced**

■ **Supported Version**

BROADCOM®

JasperReports Server & Studio – Supportability & Lifecycle Dates

EOS Dates

- Jaspersoft Reports 7.9 – Server & Studio: **November 18, 2023**

Jaspersoft 8.1 – Supportability Matrix

- Operating Systems
  - Microsoft Windows 64-bit
    - 2016, 2019

- Database Servers
  - Oracle RDBMS
    - 12cR1, 12.1.0.2, 12cR2, 12.2.0.1, 18c (18.3), 19c
  - Microsoft SQL Server
    - 2016, 2017, 2019
  - JDK/JRE Version
    - 8,11 (Oracle Java/OpenJDK)

Jaspersoft 8.1 – Deprecated Platforms

- Database Servers
  - Oracle RDBMS
    - 11g R2
  - Microsoft SQL Server
    - 2012R2, 2014

- Java Development Kit: JDK 1.7

BROADCOM®

CA Service Management – Lifecycle Updates

Announced EOS Dates

- Jaspersoft Reports 7.9 – Server & Studio: **November 18, 2023**

Please visit the CA Service Desk Manager product information page for up-to-date information on release & EOS dates, product & support bulletins:

https://support.broadcom.com/group/ecx/productdetails?productName=CA%20Service%20Desk%20Manager

Release Updates

- Cumulative Pack for 17.3 (17.3 RU21 & RU22)
  - Service Point & SDM enhancement
  - Certifications, Security & Quality improvements

- Jaspersoft 8.1 Certification (RU22 & above)
  - Reports Server 8.1.1
  - Studio 8.1

- Tentative timeline for CASM 17.4* – July 2023*

Planning activities like RU install, DR, any changes impacting PROD env?
Fill Service Management **Questionnaire** and get **assistance** from **Broadcom Support**
[https://knowledge.broadcom.com/external/article?articleId=136872]

BROADCOM®

Save the DATE!!

17.4 Beta Validation kick off in the week of 29th May

Kick Off Call with Feature Overview & Demo
Pre-release software available for participating customers

Validation Kicks off

- Feature Demonstration
- Availability of hosted env & pre-release build

Validation Program concludes

- Beta sign-off from participating customers
- Wrap-up of validation program

Month of June

Week of 29th May

1st week of July

Validation program continues

- Reporting of feedback, questions, bugs
- Product, Engineering & Support team assistance for customers to validate

BROADCOM®

Q&A

Transcript of Q&A will be posted on the CASM community page after the session

BROADCOM®

What's Next

- Back with the new CASM Office Hour session on:
  - **6ᵗʰ July 2023**
  - **7ᵗʰ September 2023**

- Please visit – **CASM Community -> Events** to view and download the invites

- Share feedback about the session here: https://forms.gle/DeWSqv3vJBCUaJ5p8

- Post questions and suggestions on the CASM community page

BROADCOM®

Thank You