



CA Service Management

Office Hours

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Agenda

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Office Hour Guidelines

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Beta Validation Plan for CA Service Management 17.4

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Product News & Updates

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Q&A

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What's Next



Beta Validation Plan for CA Service Management 17.4

Timelines, What & How-to's, Pre-requisites...



CA Service Management 17.4 Features

— Available for validation

- Agile Change Enablement
 - SDM <> JIRA bi-directional integration
- Virtual Analyst Multi Channel
 - VA integration with MS Teams
- Enabling SDM Mailer to support MS Graph API
 - Provides option to migrate off IMAP4/POP3
- Catalog Cache Versioning for Service Point
- Customer voted Service Point & xFlow improvements
- Techstack Upgrades

Save the DATE!!

Validation kicks off in the week of 29th May

Kick Off Call with Feature Overview & Demo
Pre-release software available for [participating customers](#)

Validation Program Guidelines

— Things to plan for

Whats required to run beta 17.4?

Component	Server	Requirement	Comments
SDM	1	CPU - 2GHz RAM - 6GB (minimum) Disk Space - 8GB (minimum)	
Service Catalog	1	CPU - 3GHz RAM - 4GB (minimum) Disk Space - 4GB (minimum)	
ITAM	1	CPU - 3GHz RAM - 8GB (minimum) Disk Space - 5GB (minimum)	
xFlow/SP	1	CPU - 3GHz RAM - 8GB (minimum) Disk Space - 5GB (minimum)	
Search Server	1	CPU - 4GHz RAM - 16GB (minimum) Disk Space - 12GB (minimum)	xFlow/SP & Search Server can be in same server for optimized resource consumption for Beta
CIS (Common Integration Service)	1	CPU - 4GHz RAM - 8GB Disk Space - 50GB (minimum) Reachable from internet (for JIRA, MS Team) Able to connect to xFlow, SDM servers/ports	Integration service powering SDM<>JIRA & VA <>MS Teams integration. To validate integrations xFlow, Search Server and VA should be installed. MS Teams users must be available/synced in SDM

- Resources required for 17.4 are similar to 17.3's
- New component being added is the CIS

Validation Program Timelines

Validation Kicks off

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



Week of 29th May

Month of June



Validation program continues

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

Validation Program concludes

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



1st week of July



Thank you



