

# CA Business Service Insight 8.0

**May 2011**



Certain information in this presentation may outline CA's general product direction. This presentation shall not serve to (i) affect the rights and/or obligations of CA or its licensees under any existing or future license agreement or services agreement relating to any CA software product; or (ii) amend any product documentation or specifications for any CA software product. This presentation is based on current information and resource allocations as of **Month, Day, Year** and is subject to change or withdrawal by CA at any time without notice. The development, release and timing of any features or functionality described in this presentation remain at CA's sole discretion.

Notwithstanding anything in this presentation to the contrary, upon the general availability of any future CA product release referenced in this presentation, CA may make such release available to new licensees in the form of a regularly scheduled major product release. Such release may be made available to licensees of the product who are active subscribers to CA maintenance and support, on a when and if-available basis. The information in this presentation is not deemed to be incorporated into any contract.

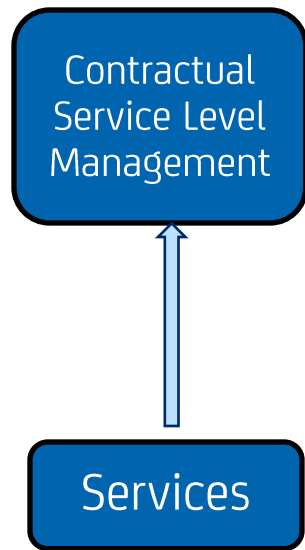
Copyright © 2009 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies **[INSERT ANY REQUIRED THIRD-PARTY TRADEMARK ATTRIBUTIONS.]**

THIS PRESENTATION IS FOR YOUR INFORMATIONAL PURPOSES ONLY. CA assumes no responsibility for the accuracy or completeness of the information. TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. In no event will CA be liable for any loss or damage, direct or indirect, in connection with this presentation, including, without limitation, lost profits, lost investment, business interruption, goodwill, or lost data, even if CA is expressly advised in advance of the possibility of such damages.

# Service Level Mgmt to IT Service Supply Chain Mgmt: The Evolution from Oblicore to Insight

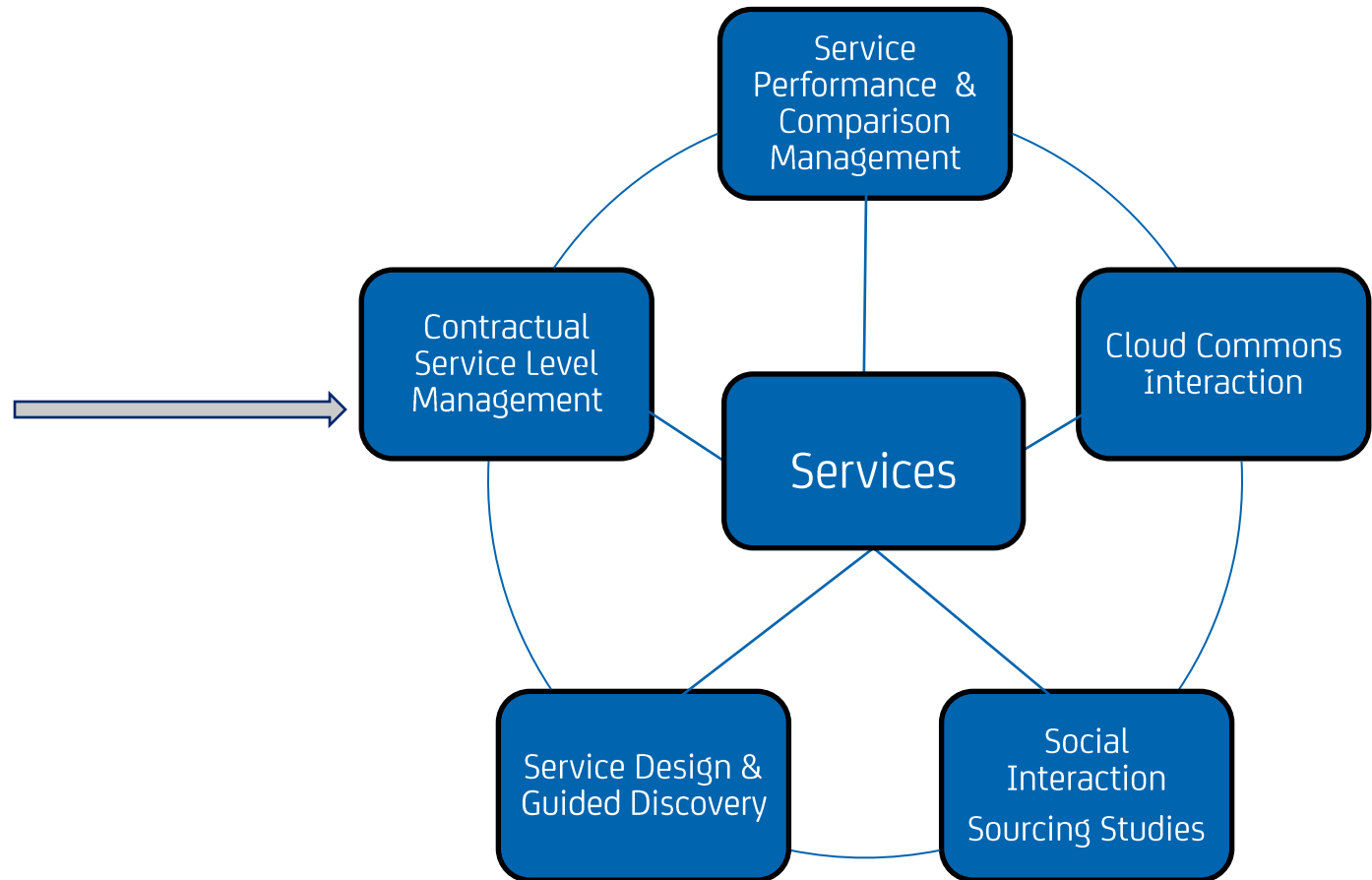
Today:

**Oblicore Guarantee v7.0**



Tomorrow:

**Business Service Insight v8.0**



*Business Service Insight*

*Gain visibility and understanding of performance of internal and external IT supply chain environments for decision making*

# CA Business Service Insight – Product Vision

CA Business Service Insight is an evolution of the Oblicore product that helps Enterprises unravel the complexity of their current services mix and allow them to better articulate the value of IT in business terms.

## Marquee Features:

- Contractual Service Level Management  
For services that are both acquired or being delivered
- Service design and Guided discovery  
Guided discovery and mapping of internal and external business services including “unknown usage”.
- Service Performance and Comparison Management  
Based on Service Measurement Index (SMI) framework
- Cloud Commons  
Interaction with Cloud Commons to share critical information that includes Service Measurement Index (SMI) data, software updates, services descriptions and content
- Social interaction  
Both within and outside an enterprise, for IT transformation sourcing studies

# 8.0 Features Explained

# Contractual Service Level Management

Automation of the process of capturing performance targets, defining how these targets are measured, monitoring performance against these targets in real time, taking action based on this performance, and collaboratively reporting performance to both the service provider and the service consumer

Comprehensive understanding of Service Level Agreements and underlying Service Level Objectives of Services both consumed and delivered

Effectively manage underpinning contracts, service level agreements and operational level agreements

Sharing of metrics between SLAs and SMI provides both

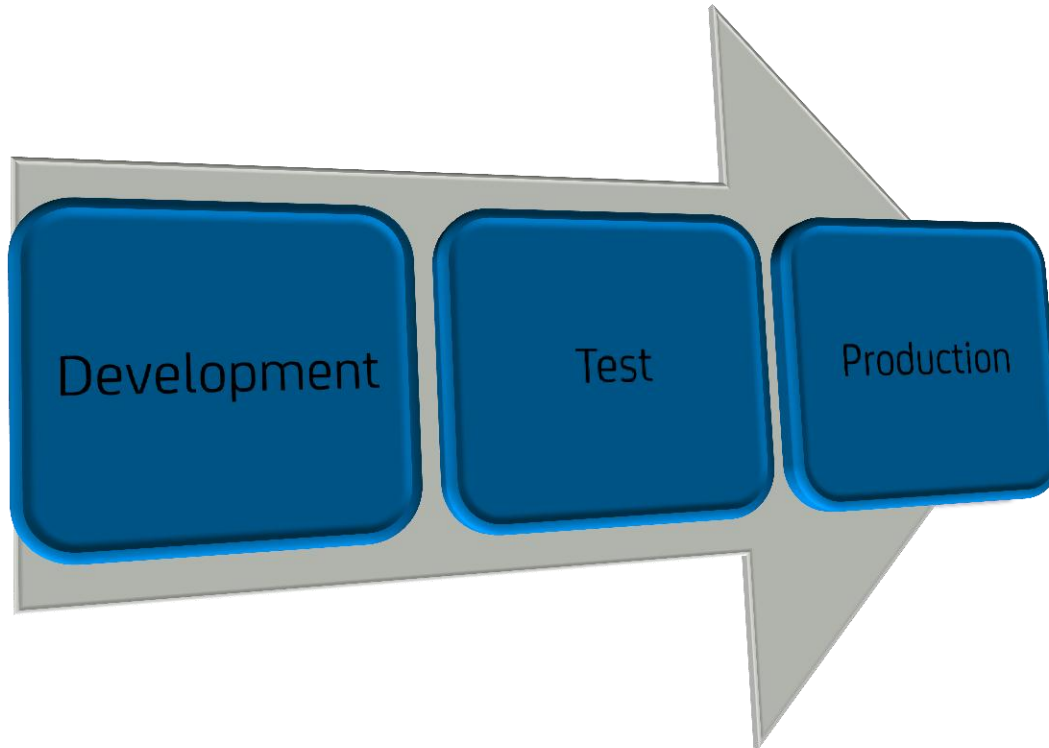
- Fixed Measurement (against a Contract)

- Relative Measurement (against the Community)

# Insight 8.0 - SLM enhancements

- Content Transfer
  - Content transfer between Insight environments
- Event Management
  - Ability to manipulate raw data events with full audit trail logging
- ACE2
  - Enhanced Calculation Engine -answer the need of Service Level Management increasingly mission critical Calculation & reporting to be close to real time despite increasing usage
- UI enhancements
  - Align to CA look & feel
- Easy install & setup
  - Silent upgrade install
- Quality

# Content Transfer Methodology





# Content transfer between Insight environments

- Wizard-driven interface which allows the user to
  - Track changes in the source and target environments
  - View potential entities for transfer
  - Select entities to transfer
  - Resolve conflicts that can arise when both the source and the target environments were edited
  - Show related entities that should be transferred
  - Transfers content
  - Track the transfer progress
- Main Entities supported in 8.0
  - Contracts, Business logic model, Reports, Resources and Resource Groups

# Content Transfer Wizard

## Supported Entities

Full list of supported entities:

- Contract
- Business Logic Module
- Report
- Contract Party
- Contract Party Group
- Custom Attribute
- Domain Category
- Event Type
- Resource (available as related entity only)
- Resource Group (available as related entity only)
- Resource Type
- Report Folder
- Service
- Time Zone
- Unit

# Content Transfer Terminology

## Source Environment

- 'CA Business Service Insight 8.0' system to import content from

## -Leading Entity

- Entity that can be selected by the user to be transferred
  - e.g.: Contract, Business Module and Report

## Related Entity

- An entity that is being transferred because it is related to the leading entity that was selected (or to another related entity)
  - e.g.: Service that is being used in a contract

## Conflict

- A situation in which an entity was updated on both environments

## Name Conflict

- A situation in which the target environment already contains another entity with the same name as the entity we want to transfer

# Conflicts & Resolutions

Available Resolutions for Conflict are:

- Skip – skip the update of this entity, but still transfer related entities.
- Overwrite – update the entity using the source environment data

Name Conflict

- Rename – Rename the entity causing conflict on target
- Link & Overwrite – update the entity using the source environment data and mark it as linked to the source entity



**Live Demo**

## Scenarios

- Setting up Source Environment
- Content Transfer wizard
  - Search - suggest entities to transfer
- Contract Transfer
  - Metric is transferred as part of a contract
  - Add
  - Update
- Conflict resolution of a BLM
  - Temporary fix made on production
  - 'Official' change made on Development
  - The 'Official' change transferred to production

# SLM – Event Management

- Ability to manipulate raw data events
  - Correct raw data events
  - Exclude raw data events (logically delete)
  - Revert raw data events (return to the original event)
  - Delete raw data correction (return to the original event)
- All actions are logged in an audit trail. The user can compare the corrected and the original event

# Use Case - Customer Ticket Management

## Use Case

- **Metric** - Time to resolution of priority 1 tickets
- **Target** - 95% of time, time to resolution within 2 hours
- **Report** - only 90% of the tickets were resolved within the 2 hours.
- **Drill Down - Report Raw Data**
  - 10 events.
  - 9 of the events were closed within time, 1 was closed too late - after 3 hours
  - Quick check : the ticket was indeed closed within the 2 hours limit, but the ticket was updated after 3 hours by the technician

## Problem

- The customer can't change the closing time of the ticket on his systems.
- The calculation is done with an incorrect event.

## Solution

- Event management allows permitted user to correct raw data events.

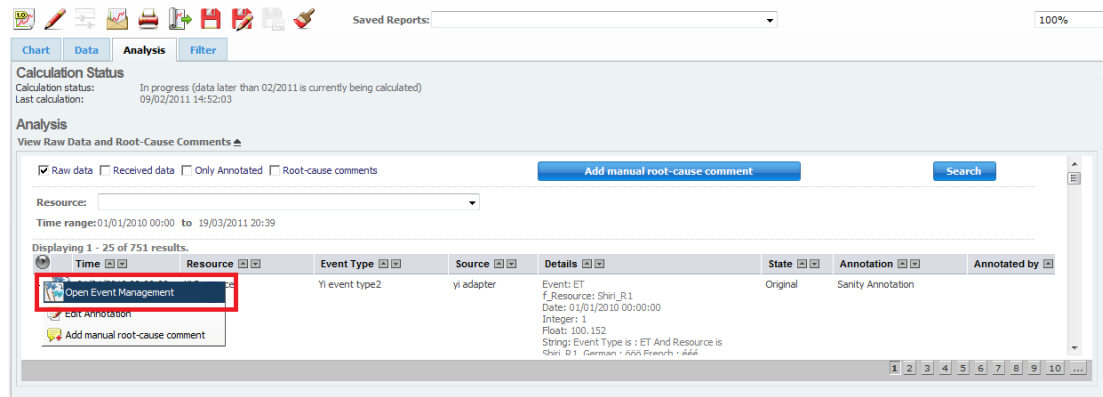


# Searching & Viewing Events

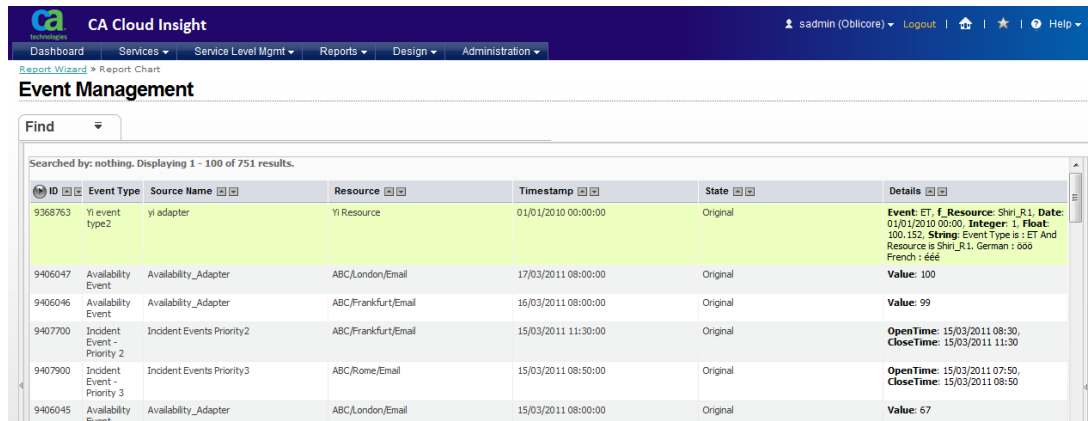
- There are 2 flows to View & Search raw data events
  - Reports
  - Event Management Utility

# Searching & Viewing Events via Reports

- Generate a report ➡ View the report raw data. ➡ Find the event(s) that should be corrected ➡ Click on the “Open Event Management” menu item.

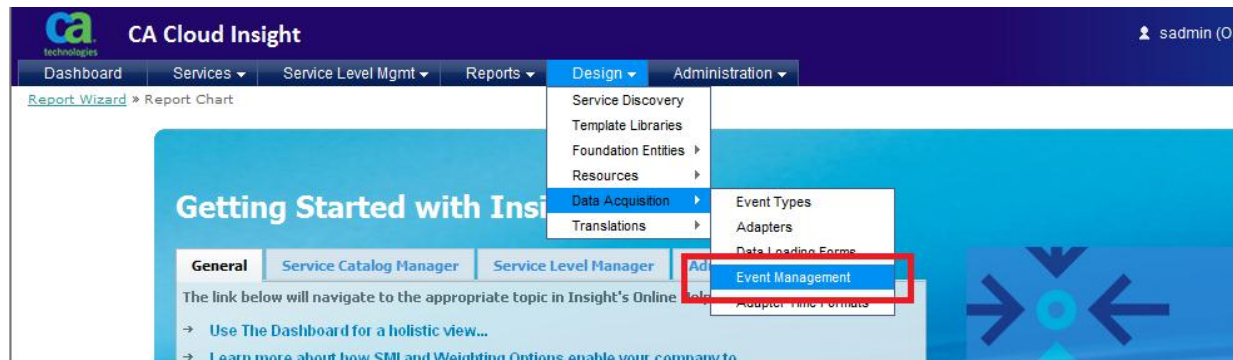


- This will navigate to the “Event Management” screen with the selected event(s)

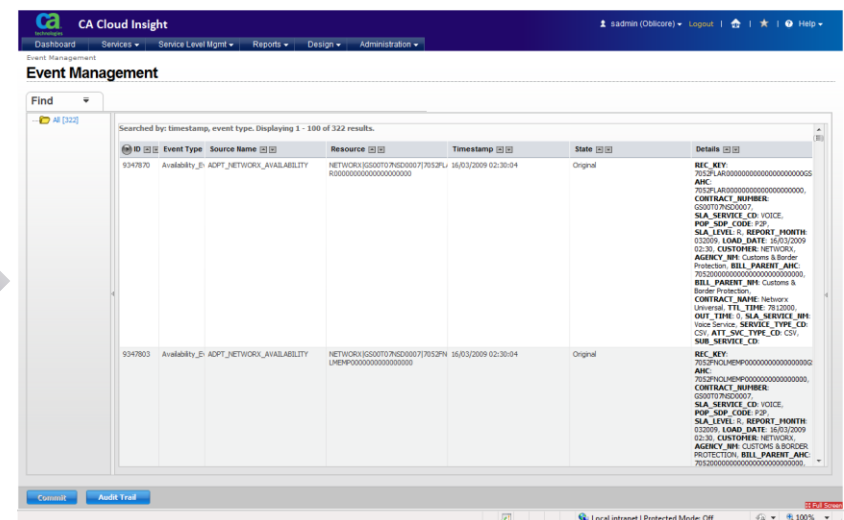
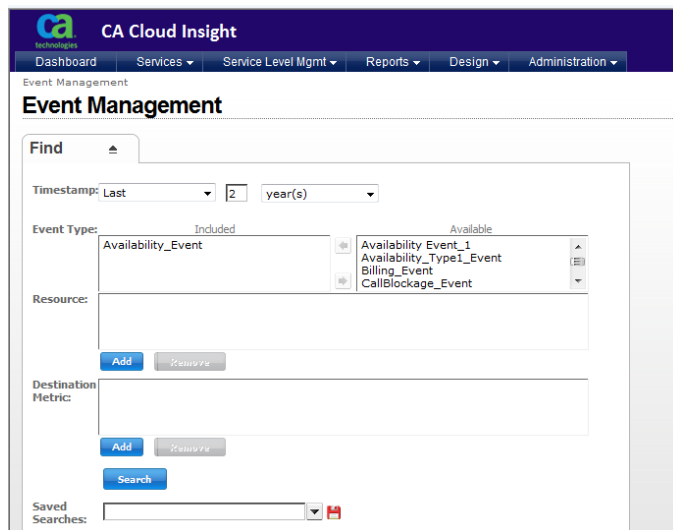


# Searching & Viewing Events via Event Management Utility

- Click on the “Event Management” item in the menu



- Search for the events in the “Event Management” screen



# Event Management - Event Comparison

Ability to see the difference between the “Overridden” event and the corresponding “Correction” event.

The screenshot displays the CA Cloud Insight Event Management interface. A dialog box titled "Event Comparison" is open, comparing two events: "Overridden" (ID: 2984) and "Correction" (ID: 3042). The dialog box is divided into two columns, one for each event, showing their respective details. The "Overridden" event has a state of "Overridden" and a source name of "Amir\_DLF". The "Correction" event has a state of "Correction" and a source name of "Correction". Both events are associated with "Resource 1000" and have a timestamp of "20/03/2011 00:00:00". The "Overridden" event has an integer field of 10 and a real field of 3.5. The "Correction" event has an integer field of 1010 and a real field of 3500. The dialog box also shows the date and time field for both events as "25/03/2011 00:00:00".

Overridden	Correction
ID: 2984	ID: 3042
Create Date: 20/03/2011 13:23:23	Create Date: 20/03/2011 13:52:27
Event Type: AmirET	Event Type: AmirET
State: Overridden	State: Correction
Source Name: Amir_DLF	Source Name: Correction
Source Type: Data Loading Form	Source Type: Correction
Annotation:	Annotation:
Resource: Resource1000	Resource: Resource1000
Timestamp: 20/03/2011 00:00:00	Timestamp: 20/03/2011 00:00:00
IntegerField: 10	IntegerField: 1010
RealField: 3.5	RealField: 3500
DateTiemField: 20/03/2011 00:00:00	DateTiemField: 25/03/2011 00:00:00



**Live Demo**

# SLM - ACE2 Enhanced Calculation Engine

Answer the need of Service Level Management increasingly mission critical Calculation & reporting to be close to real time despite increasing usage

- New architecture enables
  - Performance improvements due to the event driven architecture
  - Scaling and automatic load balancing
  - Status Monitoring
  - Co- existence of ACE1 and ACE2

In Insight 8.0 ACE2 is defined as the default engine and the following enhancements were added

- Management of clustered metrics
- Monitoring – Reports to monitor ACE2 status
  - Scheduled Calculations including date + time, Current Calculation status, Workers Queue : Indication of load of the workers, Analyzed changes – changes in the contracts and business logic modules that were identified by ACE2
- Performance Improvement

# Service design and Guided discovery

Provides IT with a single management console to keep track of all business services (both delivered and consumed), regardless of source or make up (external, internal or hybrid).

The feature allows you to organize and categorize discovered services in useful ways that facilitates alignment and discussion with the business owners of the services.

The discovery leverages existing IT Management tools (both CA and non-CA) and allows a reconciliation of service views and definition in terms of the physical composition.

Provides a streamlined interface for identifying the core features of a service.

Keeps service information accurate, complete, and up to date.

# Service Performance and Comparison Management based on Service Measurement Index (SMI)

This feature provides a 360° view of services – comprehensive intelligence and comparison through business measures of **Quality**, **Agility**, **Risk**, **Cost**, **Capability** and **Security** (over 60 characteristics included)

SMI is a relative measure like stock market indices and leverages data harvested from Cloud Commons. It allows an IT group to compare the holistic performance of their services,

- To themselves, to enable trending and continuous improvement (Self comparison)
- To other users of the same service (Peer comparison)
- To other users of similar services (Category comparison)

Allows for Business Drivers to be agreed, and weighted appropriately; and even shared with others.

Provides an holistic framework (standard !) for service sourcing decisions



# Social Interaction - Sourcing Studies & Cloud Commons Interactions

Ability to launch “technology studies” on topics of interest that enables IT to align with the business and ensure that IT is focused on meeting the needs to drive competitive advantage.

Allows individuals from across the organization to participate in requirements collection and decision making for service sourcing.

The “study” has the ability to source relevant information from Cloud Commons - examples:

- Best practices from Analyst firms for the given service
- Feeds from Discussion forums
- Vendor news and articles
- Interaction with experts registered on Cloud Commons

Cloud Commons provide a place for like-minded end users, partners, industry experts, and others to share experiences, best practices, and qualitative and quantitative information about the many types of cloud services available.

Cloud Commons provides a central location for “crowd knowledge” to be applied to/leveraged for the Management of individual Enterprise services (eg Indicator and Metric collection)

# Other features

## **Role Based Reporting & Dashboard**

Define what individual users are entitled to see, display metrics, and enable active decision making

Offline reports – differing roles are able to generate reports based on access rights and reuse common report templates for periodic, “paper-based” reporting

Dashboard – differing roles are able to view near real time performance and/or contract data depending on his or her role.

## **Internationalization**

In 8.0 the infrastructure of the Internalization of the entire product is done. This enables localization to be available in any language.

In Insight 8.1 the following languages will be supported French, German, Japanese, Spanish and Italian