

# Programme Club Utilisateurs

**Abdel Laabi**

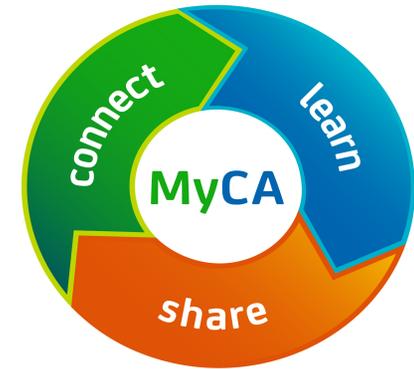
Principal, Community Programs

agility  
made possible™



# MyCA

- Réseau Social professionnel
- Lancé en 2010 par CA Technologies
- Ouvert à tous les clients et employés de CA Technologies
- Partage d'idées, conseils, informations et connaissances avec des professionnels du secteur et des experts CA Technologies.
- Accès aux communautés d'utilisateurs



# Nouveautés en 2011

- Intégration des fonctions support dans MyCA
- Amélioration de l'interface utilisateur
- Gestion des appels support (open case, view case),
- Téléchargement des produits & fixes
- Gestion des licences
- Renseigner le profile Environnement
- Gestion de projets (implémentation, upgrade, ...)

# Accès

1. [www.ca.com](http://www.ca.com)
2. login (email / mot de passe)
3. Cliquer sur MyCA → Accès à votre page personnelle

# MyCA – Page personnelle

www.ca.com → Login → Click sur MyCA

Home - CA Technical Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/Abdel\_Laabi/myca

File Edit View Favorites Tools Help

softonic Search Ask CNN YouTube Facebook Games Celebrity Amazon Word of the Day Options

System Status Updates - myca Home - CA Technical Com...

Welcome back, Abderrazzak log out MyCA search

+ products + communities & insights + services, support & education + partners + contact

Home Support Projects

All Communities MyPlaces Cases Downloads Documentation Licensing Compatibilities Advanced Search

Summary Home Support Projects My Communities

Abdel

Africa. I connect with CA communities and help them to get more value of CA products .  
JOB TITLE  
Principal, Customer Programs  
3 POSITIVE RATINGS  
ACTIVITY DETAILS

Edit

Friends

You have 115 friends.

ADAYV01  
0 Positive Ratings

Activities

J.J.Lovett and Reatesh are now friends.  
5:09 PM

QuyLa replied to echoe's message board post, RE: Failed to back up active directory, in CA Recovery Management (Storage) Global User Community.  
5:02 PM Go to Category

DavidM wrote a new message board post, How to get ARCserve to work with IBM or Dell LTO drives in any configatio, in CA Recovery Management (Storage) Global User Community.  
5:01 PM Go to Category

DavidM wrote a new message board post, How to prevent phantom systems from showing up in ARCserve Backup Manager, in CA Recovery Management (Storage) Global User Community.  
5:00 PM Go to Category

DavidM wrote a new message board post, How to stop ARCserve Network Utilization Alerts, in CA Recovery Management (Storage) Global User Community.  
4:59 PM Go to Category

start 11 Octobre 2011 Forum des Utilisateurs CA APM Copyright © 2011 CA. All rights reserved. 5:12 PM

# Accès au support en ligne

Support - CA Technical Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/abdel\_laabi/support

Welcome back, Abderrazzak log out MyCA search

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Projects

Cases Downloads Documentation Licensing Compatibilities Advanced Search

Action Center

Group By: Site ID Find By Product: type product name here

**My Products** Active Products Inactive Products Open Access Products Environments Customer Environment

Product ID	Product Family	Environment	Release	Service Pack	OS	Database	Actions
CAClarityGrants ManagerOn Demand-MULTI-PLATFORM	Clarity	None Selected					Actions
CAClarityPPMfor ITG On Demand User-MULTI-PLATFORM	Clarity	None Selected					Actions
CAClarityPPMfor NPD On Demand User-MULTI-PLATFORM	Clarity	None Selected					Actions
CAClarityPPMfor U.S. Federal On Demand User-MULTI-PLATFORM	Clarity	None Selected					Actions
CAClarityPPMOn Demand Standard User-MULTI-PLATFORM	Clarity	None Selected					Actions

2 items found, displaying all items.

Settings Online Friends (4)

11e Octobre 2011 4:51 PM

# Calendrier prévisionnel de déploiement

- Juin : Accès ouvert aux employés CA Technologies (BETA)
- Juillet - Octobre : déploiement progressif aux communautés
- Novembre : Accès ouvert à tous les clients
- Décembre : Fermeture du site 'Support online'

## Pour en savoir plus ,

*MyCA Help Library (Videos)*

<http://www.ca.com/us/collateral/demos/na/myca-help-library.aspx>

**Site de la communauté  
des utilisateurs CA APM  
en France**

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# Site de la communauté des utilisateurs CA APM France

## — Forum en ligne

- Echange et partage d'informations entre les membres de la communauté
- Soumettre des idées et sujets pour les réunions du club

## — Partage de documents en ligne

# MyCA : Accès aux sites communautaires

Home - CA Technical Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/Abdel\_Laabi/myca

Welcome back, Abderrazzak log out MyCA

+ products + communities & insights + services, support & education + partners + contact

Home Support Projects

All Communities MyPlaces Cases Downloads Documentation Licensing Compatibilities Advanced Search

Summary

caAbdel\_

Home Support Projects My Communities

Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products .

JOB TITLE

Principal, Customer Programs

9 POSITIVE RATINGS

ACTIVITY DETAILS

Edit

Friends

You have 115 friends.

ca ADAYV01

0 Positive Ratings

Activities

All My Friends Communities Support Project

Today

ca J.J.Lovett and ca Reatesh are now friends.

5:09 PM

Quyla replied to echoe's message board post, RE: Failed to back up active directory, in CA Recovery Management (Storage) Global User Community.

5:02 PM Go to Category

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4:59 PM Go to Category

11 Octobre 2011

Settings Online Friends (4)

start

5:12 PM

ca technologies

# Site de la communauté des utilisateurs CA APM France

① <https://communities.ca.com/web/france-ca-wily-apm-user-group/welcome>

Events - Welcome - CA Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/france-ca-wily-apm-user-group/welcome

France CA Wily APM User Group

login register MyCA search

+ join + products + communities & insights + services, support & education + partners

Welcome Blogs Message Board Document Library

All Communities

Members

This community has 62 members.  
Members whose names appear in gray have not logged in

Next ▶

**abdel\_laabi**  
8/27/09  
Principal, Customer Programs  
9 Positive Ratings  
Rank : New Member

**amor.matip**  
10/19/09  
0 Positive Ratings  
Rank : New Member

**anthony.arnaudeau**  
10/23/09  
EAVB2B Team Manager  
0 Positive Ratings  
Rank : New Member

**arnaud.willaume**  
11/4/09  
FAI Administrator

WELCOME

## Club des utilisateurs CA Wily France

Bienvenue au site web du club utilisateurs CA Wily France! Ce club a été crée en décembre 2009, et a pour objectifs :

- échanger et partager les expériences entre utilisateurs,
- accéder aux équipes de développement et de support de CA Technologies,
- recevoir des informations sur les futurs développements
- voter pour les demandes d'améliorations qui sont importantes pour vous,
- accéder à l'espace de discussion en ligne (Forums du club) pour échanger et poster des questions & réponses et bien d'autres....

Voici les étapes pour devenir membre, c'est gratuit !

- 1 - LOGIN en utilisant votre identification CA Support Online, ou en cliquant sur register pour creer un compte
- 2 - JOIN COMMUNITY , cliquez sur le lien en haut à gauche de la page

Si vous souhaitez obtenir plus d'informations concernant cette communauté, merci de contacter [Abderrazzak.Laabi@ca.com](mailto:Abderrazzak.Laabi@ca.com).

Calendar

# Forum en ligne : → Souscrire pour être notifié

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Message Board - CA Communities' page. The browser's address bar shows the URL: [https://communities.ca.com/web/france-ca-wily-apm-user-group/message-board?p\\_p\\_id=19&p\\_p\\_lifecycle](https://communities.ca.com/web/france-ca-wily-apm-user-group/message-board?p_p_id=19&p_p_lifecycle). The page header includes the CA Technologies logo and the text 'France CA Wily APM User Group'. A navigation menu contains 'Welcome', 'Blogs', 'Message Board', 'Document Library', and 'Administration'. The 'Message Board' tab is highlighted with a red circle. Below the navigation menu, there is a search bar and a 'leave' button. A green notification bar states 'Your request processed successfully.' The main content area features a table of categories and a context menu. The context menu is open, showing options: 'Edit', 'Permissions', 'RSS (Opens New Window)', 'Subscribe', and 'Delete'. The 'Subscribe' option is highlighted with a red circle. The table below has columns for 'CATEGORY', 'CATEGORIES', and 'THREADS'. Two categories are listed: 'CA Wily CEM Generale Discussion' and 'CA Wily Introscope Discussion Generale', both with 0 categories and 0 threads. Red arrows point to these two categories. At the bottom right, there are 'Actions' buttons for each category, also highlighted with a red circle.

Message Board - CA Communities - Microsoft Internet Explorer provided by CA

https://communities.ca.com/web/france-ca-wily-apm-user-group/message-board?p\_p\_id=19&p\_p\_lifecycle

File Edit View Favorites Tools Help

softonic Search Ask CNN YouTube Facebook Games Celebrity Amazon Options

Favorites Message Board - CA Communities

ca technologies France CA Wily APM User Group Welcome back, Abderrazzak log out MyCA search

+ products + communities & insights + services, support & education + partners + cont

Welcome Blogs **Message Board** Document Library Administration

communities MyPlaces Cases Downloads Documentation Licensing Compatibilities Advanced Search MyCA Help Library

Message Boards

✔ Your request processed successfully.

Message Boards Home Recent Posts My Posts My Subscriptions Statistics Banned User

Add Category Post New Thread Permissions

Categories

CATEGORY	CATEGORIES	THREADS
CA Wily CEM Generale Discussion	0	0
CA Wily Introscope Discussion Generale	0	0

Edit Permissions RSS (Opens New Window) **Subscribe** Delete Actions

**Creation de la communauté  
des utilisateurs de CA APM  
en France**

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# Avantages

- Indépendante, autonome et sponsorisée par CA Technologies
- Gérée par un comité d'utilisateurs (Président + 1,2,3 ... membres)
- Actions
  - Influencer la direction du produit,
  - Voter pour les demandes d'améliorations qui sont importantes pour vous
  - Faire part de vos commentaires et de vos exigences professionnelles
  - Echanger et partager les expériences et bonnes pratiques entre utilisateurs
  - Recevoir des informations sur les futurs développements

# Comité de direction de la communauté

— Vous êtes candidat pour faire partie du comité ?

– Envoyer un mail à [Abderrazzak.Laabi@ca.com](mailto:Abderrazzak.Laabi@ca.com)

Ou

– Visiter le site web de la communauté :

<https://communities.ca.com/web/france-ca-wily-apm-user-group/welcome>

Questions ?