

# CA Service Management Upgrade Services - Increased Automation

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# Agenda

1. Past/present
2. Increased Upgrade Automation
3. New approach to upgrading Service Desk Manager
4. Q & A

# Past

- Customers have been slow to upgrade to the latest releases of Service Desk Manager
  - **Complex environments**
  - **Cost**
  - **Don't change what's working**
  - **Don't need all the features**
  - **Release cadence too frequent to keep up**
- Difficult path and risk often outweighed the reward



# Present

- Very compelling value in CA IT Service Management 14.1
- We want to make it easier for you to take advantage of this release and deliver more value to your business
- We have developed an approach to upgrading that could reduce the amount of time and cost for you to upgrade
- Planned version release cadence 16 – 20 months
  - Value packs more frequently



# Why should you upgrade to CA ITSM 14.1?

## Recent Enhancements

- Unified self-service
- Collaborative/social user experience
- Mobility
- Out-of-the-box services/content
- Change Audit Controls
- Advanced Availability
- Business Value Reports
- Expanded Service Design

## Business Value

- Increased user satisfaction and adoption
- Improved productivity for all employees
- Easier administration
- Reduced business risk
- Less scheduled downtime/business impact
- Better alignment with business objectives
- Shorter time-to-value for new services

# Increased upgrade automation

- Developed utilities to automate time-consuming manual tasks and potentially decrease the cost of upgrading
  - Identify customized forms and auto-merge them into CA SM 14.1
  - Easily identify which forms can not be auto-merged
- High quality off-site processing in Hyderabad
- **The combination of utilities and remote resources can help to reduce the time and cost to upgrade**

# What can be upgraded

- These versions can be upgraded using the new automated service
  - CA Service Desk Manager – 11.2 through 12.9
  - CA Service Catalog – 11.2 through 12.9
  - CA ITAM Asset Portfolio Management – 11.3.4 through 12.9
  - CA Process Automation
- **NOT in scope**
  - CA ITAM Software Asset Manager
  - Any release of CA SDM prior to SDM 11.2
  - CA Advanced Workflow to CA Process Automation migration

# Beta Results

- Beta results
  - On average **83% of custom forms are moved to the new release automatically**
  - On average upgrade time was **reduced by 56%**
  - The success percentage can vary depending upon the source version (12.6 and above are expected to have higher success rate)
  - Time savings are directly proportional to the number of customizations



# Beta customer feedback

- We just want to express our appreciation for all the support provided for upgrade of our AHD System (CA Service Desk) r12.7 to r14.1 Migration. Migration went smooth as per the plan. Based on our observation post migration (15+ days now), we are glad to mention that there are no issues in terms of performance/stability.
- This migration was special from our point of view as there was Hardware, OS, Database platforms being changed along with Service Desk application getting onto AA mode all in one go. Now we have our platform ready in order to embrace many more new automations and integrations.

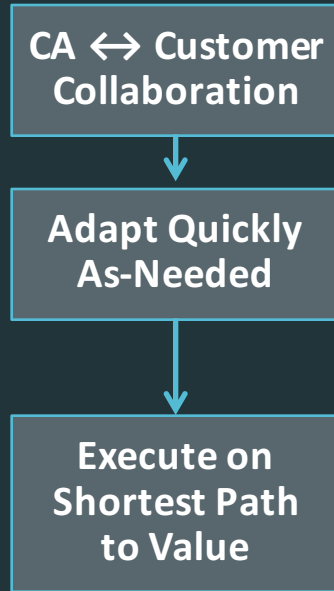
# Phase I

- CA Service Management Assessment
  - **Cost: \$40K - \$75K**
  - What we do
    - Environmental discovery
    - Run auto-merge utilities against customer's database
  - What we deliver
    - **Run book** with prescriptive step-by-step upgrade instructions
    - **Merged customizations**: archive containing the merged customizations (html files) that can be used in production post User Acceptance Testing by the customer
    - Details on customer's environment pre and post lab upgrade
    - Details on any manual configuration required post upgrade
    - Patches along with instructions for any issues identified during the upgrade

# Phase II

- You decide how you want to finalize the upgrade
  - Sign a separate SOW with CA Services
    - CA Services takes the output from the factory and completes production upgrade
    - Combined cost of assessment and Phase II SOW can be less than doing the upgrade without the factory
  - Contract a 3<sup>rd</sup>-party vendor to assist with completing the upgrade
    - Partner leverages the run book and other assets provided by the service
  - Complete the upgrade yourself
    - You use the run book and other assets provided by the service to complete the upgrade

# CA Services: Your Trusted Partner In Service Management



- Active team-working between CA Services, Development, Education and Support
- Small to large projects; simplest to the most complex
- Experience across ITSM disciplines and use cases
- Formal ITSM certifications: Ongoing internal skills training and enablement
- Proven consulting, technical and adoption methods
- Industry certifications: CISA, CISSP, ITIL, ITAC, PMI, MBA

Customer satisfaction measured for all projects

- Detailed data viewed by executive team each month

# Questions???



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