# CA Business Service Insight CA SaaS & Service Level Management

Wendy Arthur SaaS Sales & Customer Enablement SaaS Operations & Delivery

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## Status Report: How did BSI Meet our Business Requirements



Single Source of Truth: SLA metrics need to be in a combined so that reporting can be generated from a Single repository.

Compliance & Audit requirement: Multiple Monitoring Sources

Simple Report Generation: Increase quality and reduce cost. : move from using manual services of creating monthly SLAs to automated paving way to SCALE for More customers , more services and demand for performance SLAs and detailed reporting.



Data Editor: Correct reporting and add comments for acts of force majeure within SLA Reports prior to distribution.

 Multiple user personas by same system and users: Produce secondary and tertiary reports for metrics like breach reports for Customer Support, financial impact of missed SLAs, and obligation reporting.



Scalable Dashboards for Executives, Business Service Owners and Customers



## CA's BSI Implementation by the Numbers

	Today
CA SaaS Services Currently on BSI	8
CA Vendors Currently monitored by BSI	7
Monthly SLA Booklets Generated	~450/month
Contracts in BSI	~450
Automated Management Reports	10
Dashboards	450+
Executive Management	1
Service Specific	9
Customer Facing	450 (Live) 1k (planned)



## CA's 360<sup>°</sup> View of SaaS Service Levels

- For Customers
  - Customer Experience (SLA reporting)
- Internally
  - Vendor Monitoring (SLA adherence)

## **Future BSI Integrations**

- Customer Support Information
- Contract Management



## Service Dashboard

		CA SaaS Ser	vice and A	ccount M	anag	e	2002	Contract	1			D C.
Service Selection	Average Service Levels							reen): 99.84	TC 15 🎫	Absolute Contract F	ulfillment	
- (11291.00)											Green 📙 Am	ber 📕 Red
Product Type Selection	8 80 .5									12	1	
	tility 0									of SLAs		
										* 0.6 # 0.4		
Customer Selection										0.2		
🖌 (All)												
• 🗸 c	Service Fulfillment and Time Details											
	March 2017 (iaaS_Co	ntract	99.84	1.17	99.	84	1.17	0.00	0.00	742.83	744.00	744.00
Contract Status	Monthly Outages & Faults							m to Breach				
(AII)								Contract	£ C+-+		6 Minor Count	
1 - red	Contract	URL Availability 3/2/2017 9:32 PM			0.00	99.98	March	GIS_Vendor_Saa	is_contract	73.0	12.0	17.41
2 - amber	Contract	URL Availability 3/3/2017 9:33 AM URL Availability 3/12/2017 7:33 PM			0.00 0.00	99.97 99.94						
3 - green		and the sound of the top of the sound of the							Maro	th 2017	March 201	7
	June 2016 July	2016 August 2016 S	ieptember 2016	October 2016	November 201/	6 Dec	cember 2016	Jenuary 20	17 Februery 201	17 March 201	7 A	pril 2017



#### Customer Dashboard

CA SaaS Customer Dashboard*											
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				CAI	dentit - Concine	0.00	0.00,				
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February 2017				tity-Service					avg. Performano	e [sec]	
2017											
	Service Fulfillment	t and Time Details									
January 2017										Total Avail Hrs Month	
2017	March 2017	c,	100.00	0.00	0.00	0.00	0.00	634.77	634.77	744.00	
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C	March 2017	Sal	99.98	0.42	0.42	0.00	0.00	2050.35	2050.77	2160.00	
100.00	March 2017	SuccessFectors	99.99	0.08	0.08	0.00	0.00	636.44	636.52	744.00	
******											
200	Monthly Outages	& Faults									
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	CA Ployette de Fond		WiLuwailability	3/29/2017 3:1		17 3:18 AM		0.08 0.00 0.00 0.00		99.99	
			ailability	3/29/2017 64		17 653 AM		0.20		99.97	
in the second second			vailability	3/24/2017 5:4		17 5:54 PM	0.0		0.00	99.98	
	Su		vailability	3/20/2017 6:2		17 6:33 PM	0.0		0.00	99.99	







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