

CA Communities

MyCA & Champions Programs

Abdel Laabi

CA Community Manager



agility
made possible™



Content

- CA Communities – structure
- MyCA, new features
- Champion Program - overview



CA Communities - Structure

Regional User Groups

- Face to face meetings in your local area
- Share knowledge and experiences with customers and CA employees
- Join the regional group of your choice and attend a meeting

CA Global Communities

- Social networking platform that allows online conversations 24x7
- Interact virtually via webcasts, message boards, blogs and chat
- Start by joining a community and subscribe to a message board

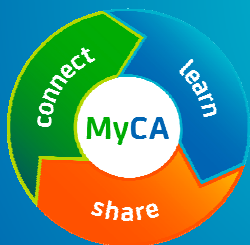
MyCA

Regional User Groups

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CA Global Communities

- Social networking platform that allows online conversations 24x7
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- MyCA is a place to connect to your professional network, share information and find answers
- Access to CA Communities, CA Support, CA Champions Program and more
- Register and create your MyCA personalized profile

MyCA : New features

- Integration of CA support online functions into MyCA
 - Improved User Interface
 - Support Case Management (open/view/update cases),
 - Product & Solution downloads
 - License Management
- Environment profile (OS, hardware, Product ver, sp, ...)
- Project Management (implementation, upgrade, ...)

Access to MyCA

1. www.ca.com/MyCA

2. Sign In

- username : your email address
- password : your CA Support Online identification

or click on register to create an account

3. You will be taken to your Personal MyCA page

MyCA Personal Page

Welcome, Abderrazzak Log out ca.com About MyCA Contact United States - English

Search

+ MyCA Home + Communities + Support + Projects

Blog

Summary

ca abdel_laabi

ABOUT ME

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

JOB TITLE

Principal, Customer Programs

TWITTER

abdel_laabi

Activities

All My Friends Communities

Today

ChristinaZ wrote a new message board post, IPSLA DNS Tests with VRF, in CA Infrastructure Management Global User eHealth/Spectrum/NetQoS. 4:24 PM Go to Category

GeorgeJeffcock replied to Simon_Jasperse's message board post, RE: Re: Know at Run time which Cell in a grid is selected Global User Community. 4:23 PM Go to Category

ackjo04 replied to KenJefferson's message board post, RE: "The Spectroserver was shut down because the lands Infrastructure Management Global User Community eHealth/Spectrum/NetQoS. 4:19 PM Go to Category

MaryGreening wrote a new message board post CA PAM Community Webcast Oct 11 2012 11am EDT - Service I

Settings Online Friends

MyCA – Access to your communities

The screenshot displays the MyCA web application interface. At the top, a navigation bar includes links for '+ MyCA Home', '+ Communities' (highlighted with a red circle), '+ Support', and '+ Projects'. On the left sidebar, there is a 'Blog' section with a 'Summary' link and a user profile for 'abdel_laabi' featuring a photo. The main content area, titled 'My Communities', lists various user groups in two columns:

- AID - Anwendervereinigung IDMS Deutschland
- ARCADE DB2 Tools User Group
- AUGE - Automation User Group German-Speaking Europe
- Beacon Test 3
- Benelux CA Clarity User Group
- Benelux CA Infrastructure Management User Group
- Benelux CA SCM User Community
- BeNeLux Endevor User Group
- BeNeLux IDMS User Association
- BeNeLux Modeling User Group
- Benelux System Automation Xchange User Group (SAX)
- CA ARCServe Global User Community
- CA Automation Global User Community
- CA Business Service Insight Global User Community
- CA Clarity Global User Community
- CA Clarity User Group in India
- CA Client Management Solutions Global User Community
- CA Community Advisory Council
- CA Database Management Distributed Global User Community
- CA Datacom CADRE Global User Community

At the bottom of the list, a red arrow points to a link that says '+ View All / Join Communities'. The interface also shows a 'Settings' button and 'Online Friends' in the bottom right corner. The Windows taskbar at the bottom indicates the system time as 2:23 and shows several open applications.

MyCA – Support Interface

The screenshot displays the MyCA Support Interface. At the top, a navigation bar includes links for '+ MyCA Home', '+ Communities', '+ Support' (highlighted with a red circle), and '+ Projects'. Below this, the left sidebar shows a 'Blog' section and a user profile for 'abdel_laabi'. The profile includes a photo, a bio stating 'I work as CA Comm Manager for Europe Africa. I connect with communities and help to get more value of products.', a job title 'Principal, Customer Programs', a Twitter handle '@abdel_laabi', and a LinkedIn profile link. The main content area features a dropdown menu for 'Support' with two columns of options: 'Cases' (Open Case, View Case) and 'Products & Solutions' (Download Product, Download Solution, Download Cart, Product Pages, Documentation, Licensing, Compatibilities, Advanced Search). The right sidebar shows a list of message board posts, including one from 'ackjo04' and another from 'MaryGreening'. The bottom of the screen shows a Windows taskbar with various application icons and a system clock.

MyCA – Projects Management

+ MyCA Home + Communities + Support **+ Projects**

View All/Join Projects

Blog

Summary

abdel_laabi

ABOUT ME

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

JOB TITLE

Principal, Customer Programs

TWITTER

abdel_laabi

36,900 pts

LINKEDIN

View my profile on **LinkedIn**

Activities

All My Friends Communities

Today

- ChristinaZ wrote a new message board post, [IPSLA DNS Tests with VRF](#), in [CA Infrastructure Management Global User Community eHealth/Spectrum/NetQoS](#).
4:24 PM [Go to Category](#)
- GeorgeJeffcock replied to Simon_Jasperse's message board post, [RE: Re: Know at Run time which Cell in a grid is self](#)
4:23 PM [Go to Category](#)
- ackjo04 replied to KenJefferson's message board post, [RE: "The Spectroserver was shut down because the lands](#)
4:19 PM [Go to Category](#)
- MaryGreening wrote a new message board post, [CA PAM Community Webcast Oct 11, 2012 11am EDT - Service I](#)
4:17 PM [Go to Category](#)
- MaryGreening wrote a new message board post, [CA PAM Community Webcast Oct 11, 2012 11am EDT - Service I](#)

Settings Online Friends

To Lear more :

<https://www.ca.com/MyCA> → *Videos MyCA Help Library*

CA Champion Program

→ your participation will earn you points, badges, recognition levels

CUSTOMER SUCCESS

Become a CA Champion

agility
made possible™



Connect, Learn and Share

CA Champion Program is a badging and awards program that recognizes individual achievements through specific actions and activities. Join your peers and colleagues to become a CA Champion.

How does it work?

Participants receive points for specific actions which lead to achieving defined recognition levels and being awarded badges and points for certain activities or missions. For example, you can earn badges and points within the CA Communities for many activities such as contributing to the message boards and broadcasting through blogs.

Sample Badges and Missions

-  **Blog Commenter**
Contributing to conversations about blog topics
-  **Blogger**
Broadcasting through blogs
-  **Blog Reader**
Becoming an expert across blogs
-  **Networker**
Connecting to other users on MyCA
-  **Solver**
Choosing the right answer to your questions

Recognition Levels



Badges and Points



Wondering how to earn points? Below are a few examples:

Champion Program – My points

The screenshot shows a user profile for 'abdel_laabi' on a community platform. The profile includes a photo, a bio stating 'I work as CA Community Manager for Europe, ME & Africa. I connect with CA communities and help them to get more value of CA products.', and a job title 'Principal, Customer Programs'. A red arrow points to a score of '37,700 pts' which is circled in red. Below the score is a 'LINKEDIN' button. The right sidebar shows a list of recent activity, including friend additions and replies to message board posts. The bottom of the page shows a Windows taskbar with various application icons.

abdel_laabi

ABOUT ME

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

JOB TITLE

Principal, Customer Programs

TWITTER

37,700 pts

LINKEDIN

ACTIVITY DETAILS

Today

- alexmatthews** and **abdel_laabi** are now friends. 1:44 PM
- Brahma** replied to **naysz's** message board post, RE: Move SAMStore DB to a new SQL Server, in CA Service Oper User Community. 1:44 PM Go to Category
- Crispin** replied to **another_martink's** message board post, RE: MyCA System Updates and Outage Scheduled for 10/13, Community. 1:37 PM Go to Category
- Crispin** replied to **Crispin's** message board post, RE: MyCA System Updates and Outage Scheduled for 10/13, in MyCA 1:34 PM Go to Category
- Crispin** replied to **Crispin's** message board post, RE: MyCA System Updates and Outage Scheduled for 10/13, in MyCA 1:33 PM Go to Category
- Crispin** replied to **Crispin's** message board post, RE: MyCA System Updates and Outage Scheduled for 10/13, in MyCA 1:33 PM Go to Category
- kiran_diwakar** and **Ray_Cook** are now friends. 1:31 PM
- Crispin** replied to **samcreek's** message board post, RE: MyCA System Updates and Outage Scheduled for 10/13, in Community. 1:30 PM Go to Category

Friends

You have 236 friends. [Connect with Friends](#)

Settings **Online Friends**

How can I get involved with the Communities ?

1) Join a Community

The screenshot displays the website for the DACH CA Wily APM User Group. At the top, there is a navigation bar with links for 'Home', '+ Communities', and '+ Support'. Below this, a dark blue header bar contains the text 'Wily APM User Group' on the left and a red circle highlighting the '+ Join Community' link on the right. Underneath the header, there are links for 'Logs', 'Message Board', and 'Community Documents'. The main content area is divided into two columns. The left column features a green box with the text 'Get Started' and 'Take 15 minutes to complete the Online Solution Assessment' with a right-pointing arrow icon. The right column has a 'WELCOME' section followed by the title 'DACH CA Wily APM User Group'. Below the title, there is a welcome message in German: 'Herzlich willkommen auf der Seite der German CA Wily APM User Group!'. This is followed by a paragraph explaining the group's purpose and a bulleted list of benefits: Peer-to-Peer-Networking, Support & Schulungen; Wissensaustausch (Best Practices, Tipps & Tricks); Zugriff auf CA Insight-Experten; Technische Produktinformationen; Mitbestimmung bei Produkterweiterungen; Zusammenarbeit durch Online-Foren; and Webcasts zu Themen, die für die User Community von besonderem Interesse sind. Below the list, it states '... und vieles mehr'. Further down, it says 'Wir laden Sie herzlich ein, in dieser User Community dabei zu sein. Die Mitgliedschaft ist kostenlos. Um sich anzumelden und Mitglied zu werden, genügen diese Schritte:'. At the bottom, there is a line of text: '1) Loggen aus mit Ihrer CA Support Online Identification ein oder klicken Sie auf register, wenn Sie ein neuer Anwender sind'. The bottom of the page shows a browser status bar with the address 'http://www.wily.com/...' and a page number '1/1'.

Home + Communities + Support

Wily APM User Group

Logs Message Board Community Documents

Get Started

Take 15 minutes to complete the Online Solution Assessment

WELCOME

DACH CA Wily APM User Group

Herzlich willkommen auf der Seite der German CA Wily APM User Group!

Diese User Group wird in 2010 gegründet, um CA Wily APM-Anwendern in Deutschland, Österreich und der Schweiz die Möglichkeit zum Austausch und Networking zu bieten. Damit haben Sie Gelegenheit, zahlreiche attraktive Vorteile für sich zu nutzen:

- Peer-to-Peer-Networking, Support & Schulungen
- Wissensaustausch (Best Practices, Tipps & Tricks)
- Zugriff auf CA Insight-Experten
- Technische Produktinformationen
- Mitbestimmung bei Produkterweiterungen
- Zusammenarbeit durch Online-Foren
- Webcasts zu Themen, die für die User Community von besonderem Interesse sind

... und vieles mehr

Wir laden Sie herzlich ein, in dieser User Community dabei zu sein. Die Mitgliedschaft ist kostenlos. Um sich anzumelden und Mitglied zu werden, genügen diese Schritte:

1) Loggen aus mit Ihrer CA Support Online Identification ein oder klicken Sie auf register, wenn Sie ein neuer Anwender sind

How can I get involved with the Communities ?

2) Subscribe to a Message Board (online forum)

Welcome back, Abderrazzak log out MyCA search

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

Welcome Blogs **Message Board** Document Library Administration

communities My Places Cases Downloads Documentation Licensing Compatibilities Advanced Search MyCA Help Library

Message Boards

Message Boards Home Recent Posts My Posts My Subscriptions Banned User

Add Category Post New Thread Permissions

▼ Categories

CATEGORY	CATEGORIES	THREADS	PO
CA Security General Discussion	0	0	0
User Group meetings - Post your ideas & suggestions for Agenda topics	0	0	0
z - Go Live with CA Technologies	0	1	1

Showing 3 results.

▼ Threads

3

2

1

How can I get involved with the Communities ?

3) Share information and find answers

- Message Boards (online forums) & Blogs
- Submit ideas & participate to improve MyCA

<https://communities.ca.com/web/ca-online-feedback-community/welcome>

To Learn more

- **Champions Program :**

<http://www.ca.com/us/customer-success-communities/CA-Champions.aspx>

- **CA Expo : Customer Success booth**

Thank you