CASM Office Hours - Q&A Session

Date: 2021-10-7

**NOTE: Questions and their answers have been grouped as per capabilities for easier reading**

## xFlow/Service Point:

Q: Are you planning to include changes and problems process inside xFlow interface?

A: We are looking first at integration of Change orders as the real progression is in tying change management with agile management tools. Once that is done, we plan to bring Change Management to xFlow sometime in the future. Problem Management can be looked at based on customer demand.

## Service Point Mobile App:

Q: When is the new version of CA Service Point Mobile App to be released which will have Analyst and Approval features?

A: CA Service Point is being incrementally enhanced to support common Analyst functionalities. Next release of Service Point mobile app, tentatively scheduled in mid Nov- December timeframe\* will consist of analyst capabilities like Ticket Status Updates, Add Comments, Add Attachments only. Approval capability in the mobile app can be considered/evaluated based on customer demand and the overall adoption of the mobile app for analyst use-cases.

\*release timeframe is tentative and subject to change at Broadcom’s discretion.

EEM/PAM:

Q: What's about SSL/TLS-communication with PAM IRFs?

A: PAM supports SSL/TLS. Link for reference:

<https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/automic-process-automation/04-3-05/installing/install-and-configure/agents/post-installation-tasks-for-agents.html#concept.dita_ae82bd8ca9ca011cf7434e14f501a4ebf7bc218b_ConfiguringTLSProtocolsforAgentswithJDK7andAbove>

<https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/automic-process-automation/04-3-05/reference/oasisconfig-properties-reference/ssl-protocol.html>

Q: In new versions of EEM it is possible has LDAP integration and local users?

A: EEM 12.6.x already supports both LDAP integration and local users.

Q: In EEM, can local and LDAP users be used at the same time?

A: Yes. EEM supports local users(application users) and LDAP at the same time

Q:In new versions of EEM will it be possible to have multiple identity sources at the same time (LDAP and Microsoft Active Directory)?

A: No. We can only configure either LDAP or MS AD at a time.

Q: What is the max number of AD that EEM can integrate with?

A: Below URL helps to understand what is supported in EEM: <https://techdocs.broadcom.com/us/en/ca-enterprise-software/other/Embedded-Entitlements-Manager/12-6/configuring/ca-eem-server-user-stores-configuration/reference-from-an-external-ldap-directory.html>

Others:

Q: Any plans to integrate Automic within SDM, replacing or adding to already PAM integration?

A: We are not looking to replace PAM with Automic. PAM will continue to be the default automation engine with CASM. Having said that, both SDM & Catalog support integration with Automic. APIs (REST & SOAP) can be leveraged to have integrations between SDM/Catalog & Automic.

<https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/administering/configuring-ca-service-catalog/configuration-files/set-administration-configuration-options/Automic-Service-Orchestration.html>

<https://downloads.automic.com/marketplace/browse?marketplace_item_id=1566549472286%E2%80%8B%E2%80%8B>

Q: Will 17.4 support integration with Social Media like Whatsapp and MS Teams?

A: Multi-channel integration is on our roadmap. But it will not be part of 17.4.

Q: Will 17.4 have a SaaS option?

A: No. We do not intend to launch a SaaS offering. A large majority of our key customers believe that they would NOT need SaaS, would rather prefer control and flexibility offered by our solution, and would host it in public/hybrid cloud to get the best of both worlds. Besides that, we have strategic partners that have commercial Hosted offerings built on top of our solution, that caters to the need of some customers who want to go that route.

Q: Can we get a copy of the Vendor Selection Matrix report?

A:<https://www.broadcom.com/company/industry-analyst-report/ria-vendor-selection-matrix-hybrid-cloud-management-tools>