CA Unified Infrastructure Management Implementation Services

CA technologies®

At a Glance

CA Unified Infrastructure Management (CA UIM) implementation services put you on a faster path to value by leveraging role- and entitlement-based dashboard views with hierarchical organization that support key roles and cross-role relationships. Executives, operations managers, operators/analysts and network operations centers (NOCs) can use at-a-glance data visualizations to view factors that may be influencing performance. The solution foundation enables customers to get an integrated view of IT infrastructure, plus flexible monitoring of multivendor, multitechnology environments. Acceleration services offer options for fine-tuning the solution, and encourage user adoption.

Key Outcomes

CA Services focuses on three areas to support your efforts to achieve business outcomes:

- **Organizational enablement.** The right level of guidance, education and knowledge transfer for adoption and proper operation.
- **Technology services.** Solid and precise solution implementation using industry and CA best practices.
- **Success management.** Developing a clear plan for long-term success.

Key Services Features

- **Select from three foundation deployment options** to implement the capabilities for flexible monitoring of multivendor, multitechnology environments.
- **Use role- and entitlement-based dashboards** for at-a-glance, integrated views of IT infrastructure for executives, operations managers, operators or analysts and NOCs.
- **Visualize real-time status and performance data** from infrastructure components by key roles and cross-role relationships.
- **Manage alerts and events more effectively** by using alert rules.
- **Support improved security controls and visibility** into privileged user actions.
- **Leverage additional options** for coaching, design and configuration, and one-day, hands-on workshops.
- **Take advantage of value-add** increments delivered in one-week sprints that build on foundation deployment.

Business Challenges

Operational excellence depends on key roles using the same data, expressed in different ways, that's converged into a unified approach for monitoring and managing IT operations.

Executives want at-a-glance visibility into overall health of the services supporting the business, and a high-level view of the health of the components that underpin business services.

Operations managers require at-a-glance visibility into how they're performing against baselines. They need to view detriments to delivering expected services levels before customers experience an impact, and a detailed view across components to enable investigations into issues, to validate and predict, and with the ability for detailed drill downs.

Operators or analysts need alarm detail that gives a clear view of the most important issues to remediate, plus an ability to drill down for alarm details.

NOC staff need at-a-glance summary views of business services indicators and alarms, expressed as red-yellow-green status, for real-time views of performance and availability of IT underpinnings, with similar indicators by geo or group.

Offering Overview

Choose from three foundation deployment options that include a combination of role- and entitlement-based dashboard views, and basic server monitoring. Every deployment type includes CA UIM Administration Foundation web-based training from CA Education to promote improved CA UIM solution operation and encourage stronger user adoption.

CA Services focuses on three key areas to help support your efforts toward achieving your desired business outcomes. Organizational enablement focuses on delivering the right level of guidance, education and knowledge transfer to help ensure adoption and proper solution operation. Technology services targets provisioning a solid and precise solution deployment using industry and CA best practices. Success management helps you develop and execute a clear plan for long-term success with CA UIM.

Foundation Services

Implement and configure foundation functionality. Provide for an extensible, modular architecture with a common framework for delivering a range of unified infrastructure management.

	CA UIM Deployment Type		
	Small	Medium	Large
Technology Services			
Role- and entitlement-based dashboard views	✔	✔	✔
CA Education: CA UIM Admin Foundation 200 WBT	2 students	2 students	2 students
Basic server monitoring	✔	✔	✔
Application server monitoring l high availability	N/A	✔	✔
Automated deployment with CA Express Install Manual option available for small deployments	✔	✔	✔
Robots/probes deployed with Automated Deployment Engine (ADE)	Up to 500	Up to 1000	Up to 2000
Capacity Expansion Acceleration Service	Optional	Optional	Required
Monitoring Governance Workshop Acceleration Service	Recommended	Recommended	Recommended
Organization Enablement			
Expert guidance and relevant CA Education courses	✔	✔	✔
Success Management			
Develop a clear plan for long-term success	✔	✔	✔

Add functionality with these services to extend value.

Monitoring Governance Workshop	Strategies for improving operational efficiencies with comprehensive monitoring governance and using actionable alerts. Recommended for all deployments.
Visualization and reporting	Designing, developing and deploying customer-specific views
Citrix monitoring	Workshop, plus installing/configuring Citrix probes, creating UMP and list views, PRD charts, dashboards and reports. Operator/analyst works with CA Architect.
End-user experience monitoring	Workshop, plus hands-on configuration designing and deploying application monitoring scripts in monitoring probe.
Utility scripting	Workshop, plus hands-on configuration.
Network flow analysis (NFA)	Utilization data and network traffic analysis, adding and configuring new network flow source, analyzing impact, validating classification for critical applications.
Application delivery analysis (ADA)/multiport connectors (MPT)	Analyzing application transaction response, resource usage and transaction response times. Adding/configuring critical applications and user network sources. Isolating root cause, validating that applications meet response–time objectives.
Capacity expansion	Extending capacity for expanding needs. On-site and hands-on workshop.

For more information, please visit ca.com/services

CA Services is committed to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with experience from thousands of engagements to deliver business value quickly, help you navigate complex business and technology challenges, and provide exceptional support throughout the entire solution lifecycle. Our experience is your advantage, with best practices that enable organizations to plan, manage, develop and secure complex IT environments. CA Services provides the unsurpassed expertise you demand to select, implement and run your enterprise IT solutions with confidence.

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at **ca.com**.