CASM Office Hours - Q&A Session

Date: 2021-8-5

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

## xFlow/Service Point

Q: Are there any plans to provide a capability to customize xFlow & Service Point screens?

A: Directionally, we are trying to move towards configuration rather than customization. Customizations result in a lot of challenges during upgrades. So, our attempt is to reduce the need for customization by providing OOTB configurations and capabilities to suit the needs of a larger customer base. We are ready to evaluate some of the most commonly needed customizations to explore the feasibility of incorporating them into the product via existing capabilities or through possible enhancements. For more information on xFlow/Service Point configurations, please refer to the [techdocs](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/administering/configure-the-xflow-interface/configuration-changes-for-xflow-interface.html).

Q: Can we install Service Point on the same server where CA ServiceDesk is installed? Can we install it on another standalone server? Does it use the same mdb database?

A: Service Point can be installed on the same server as Service Desk as well as on a different machine. Service Point uses the same MDB.

Q: What is the user Authentication protocol ServicePoint follows? Is it possible to install Service Point on multiple servers and expose them under a Load Balancing URL?

A: Service Point uses underlying ServiceDesk for authentication. It is possible to install Service Point on multiple servers with load balancer. For more information on load balancing, refer to the [techdocs](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/administering/configure-ca-service-desk-manager/how-to-configure-the-f5-load-balancer-for-ca-service-desk-manager.html).

Q: In Service Point without CA Service Catalog integration you only configure 5 offers to customers. In new versions will this change?

A: Currently Service Point supports displaying 5 default Categories in the home page through configuration. Service Point by design encourages search based behavior where end users can get what they are looking for by describing in Natural Language. 5 categories on the home page is a way for Admins to surface the most common ones on the home page. We would not like to add a lot more categories on the home page as that would not only clutter the UI but also defeat the purpose of having a Search centric design.

Q: Are you planning to integrate Change Order and CMDB directly into Xflow?

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. The updated CMDB visualizer has the same tenets of xFlow techstack and would be brought together in the future.

Q: How many users can access ServicePoint simultaneously for a single server installation? Is there any max limit?

A: We do not have a limit on the users. It is difficult to give exact recommendations for deployment models since customers use CA Service Management differently based on environment and organization requirements. Based on usage, we have recommended deployments. For further details refer to the [Techdocs](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/installing/ca-service-desk-manager-product-architecture.html).

Mobile App:

Q: What does the customer have to do to get a mobile app connected with central SDM?

A: The mobile app can be downloaded from the respective app stores

* [Google Play Store](https://play.google.com/store/apps/details?id=com.ca.casmmobileapp&hl=en_IN&gl=US)
* [Apple App Store](https://apps.apple.com/in/app/ca-service-point/id1448828083)

The new mobile app is very easy to configure. After installing the app from the app store, you can start using it by pointing to the URL for the SP server. For further details, refer to the [Techdocs](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/using/mobility/ca-service-point-mobile-app.html).

Containers:

Q: Can you share if there are clients using docker services in production environments and their experience?

A: We do have customers actively trying out container based deployments. And we also have few large customers willing to test containers for achieving quicker upgrades with minimal downtime.

Q: Is there a container for Windows?

A: Currently windows based container images are not available.

Q: Do you support AWS kubernetes?

A: This "flavor" of Kubernetes has not been tested internally, therefore it cannot be officially supported. Instead of going for vendor specific certifications, we recommend that as long as the underlying OS/Platform/DB are what the product requires, and if there are any product issues encountered when CASM Dockers are deployed in AWS then we would provide needed support. But issues relating to AWS and its setup will remain outside the scope of our support.

Q: Does the container's configuration only for Advanced Availability?

A: Containers support only advanced availability. For further details, refer to the [Techdocs](https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/Docker-Containers/Deploy-CA-Service-Management-Kubernetes-Containers.html).

Virtual Analyst/ARIA:

Q: Is there a plan to improve the chatbot (Aria)?

A: Yes, we will continue enhancing the Virtual Analyst - ARIA based on customer demand to improve adoption. If there are specific enhancements you are looking for, you can submit that as an Idea on CASM Community.

EEM/PAM:

Q: Is there any improvement over EEM and PAM components?

A: We have been delivering improvements on EEM and PAM as per customer demand. Last Cumulative Patch releases of PAM have consisted of UX improvement - ability to multi-select tasks for approval, Tech Currency - Certification with gMSA capability for passwordless authentication. For further details, refer to the [release notes](https://techdocs.broadcom.com/us/en/ca-enterprise-software/intelligent-automation/automic-process-automation/04-3-05/release-notes/cp04---readme.html).

Latest EEM 12.6 CR3 has improved security by enabling additional ciphers, TLS 1.2 enabled for EEM Java SDK. For further details, refer to the [release notes](https://techdocs.broadcom.com/us/en/ca-enterprise-software/other/Embedded-Entitlements-Manager/12-6/release-notes/CA-Embedded-Entitlements-Manager-12_6_3_0-Release-Notes.html).

Q: Is it possible to configure EEM with LDAP and remain the local users?

A: No - it is either LDAP or Local Store. Cannot have both. Once EEM is configured with LDAP, all the application users who share the same userid as LDAP users will be mapped and other users will become orphaned.

Q: Are you planning to configure EEM with AzureAD?

A: EEM today can talk to Azure AD by means of an on-prem AD to take care of authorization where needed. We are also considering enhancing EEM to support SAML, but there are no timelines yet.

Others:

Q: Is there any planning for PaaS?

A: No, we do not have plans for PaaS in the immediate future..

Q: We are currently required to use a load balancer for MFA. There is nothing native. Is there any roadmap for MFA?

A: Currently MFA Is not certified for Service Desk. It is not currently on our roadmap. Based on the need and ask from the larger customer community, we can take it under consideration.

Q: There are plans to add multiple CI's on RIP objects? Like in Change mgt?

A: It is not currently on our roadmap. Based on the need and ask from the larger customer community, we can take it under consideration.

Q: Are there any plans for enhancements in classic UI?

A: Our focus would be on improving the adoption of the modern UIs like xFlow/Service Point and work on enhancements to improve the adoption of these latest interfaces. Having said that, SDM UI will continue to be supported and we can consider enhancements on Classic UI, if needed by customers.

Q: When will all the classic interface functionality be implemented in Service Point/xFlow? I can only see customers moving over when they have the same or similar functionality.

A: xFlow is not intended to be a replacement for SDM Classic UI. We will incrementally add capabilities for different processes like Change, Configuration in the future. But SDM will continue to be supported and will consist of the full blown Service Desk capabilities along with all the Admin related configurations.