

# CA Cloud Insight Roadmap

Dorit Deddi

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# Legal

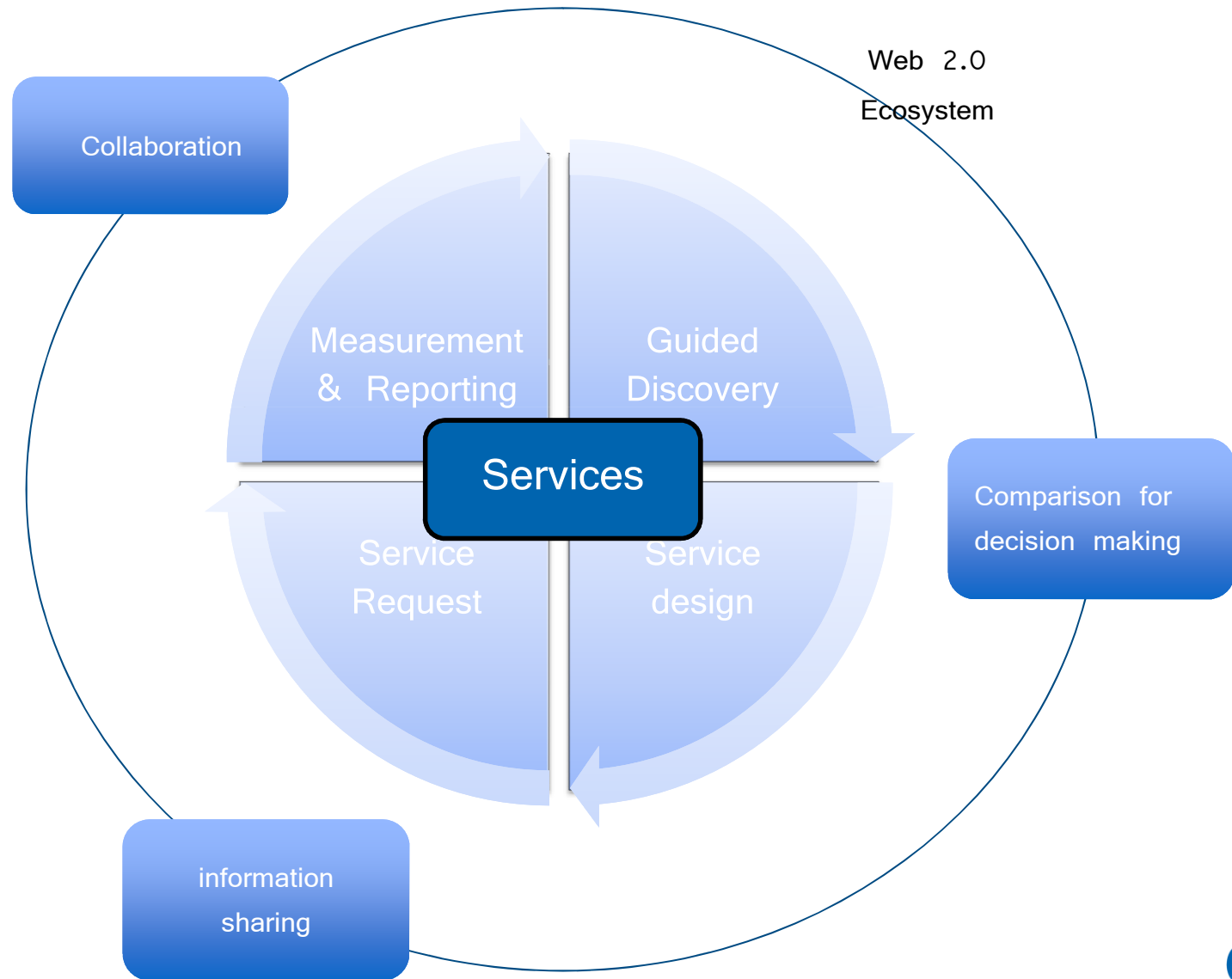
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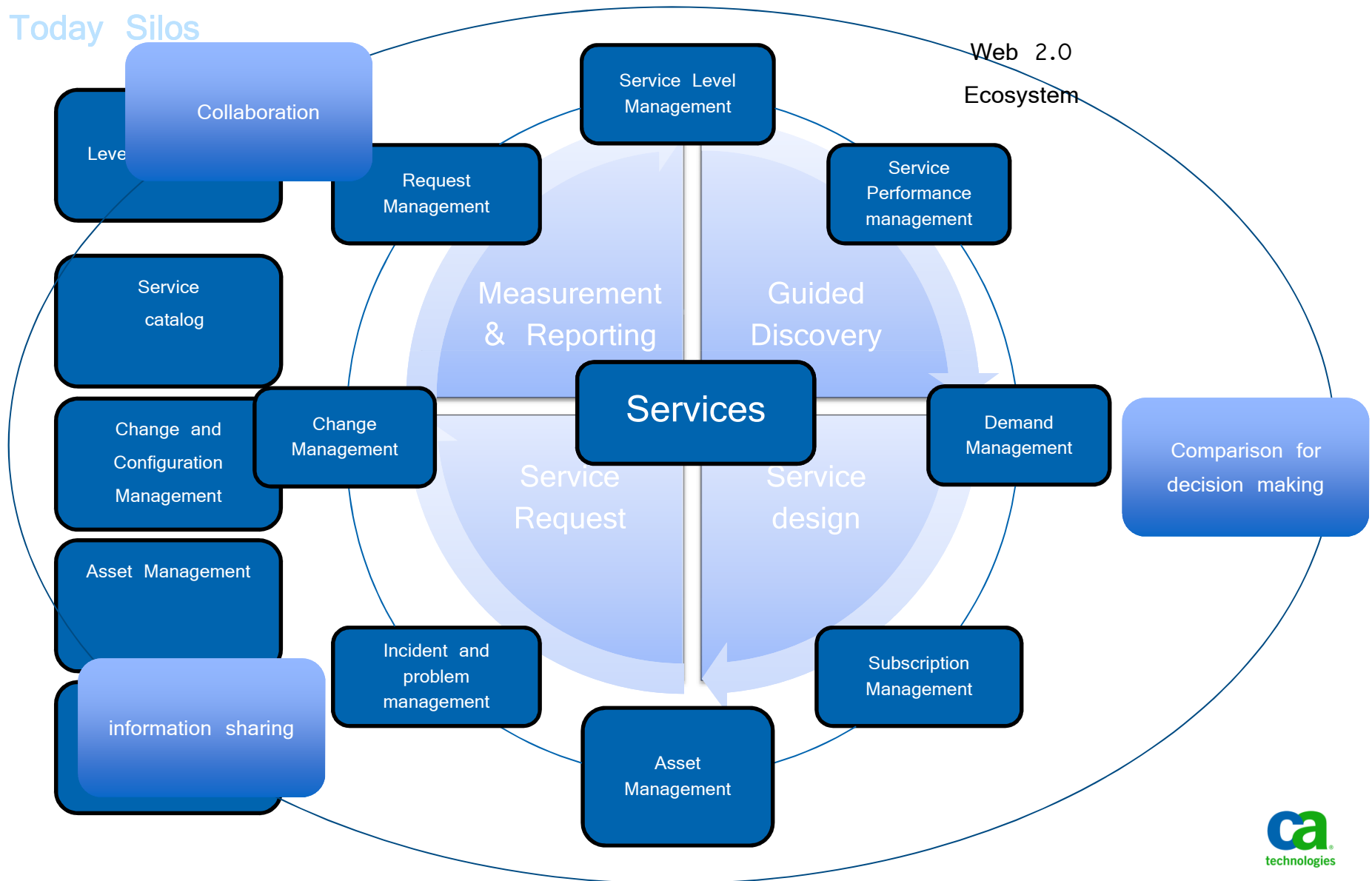
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# It's all about Services



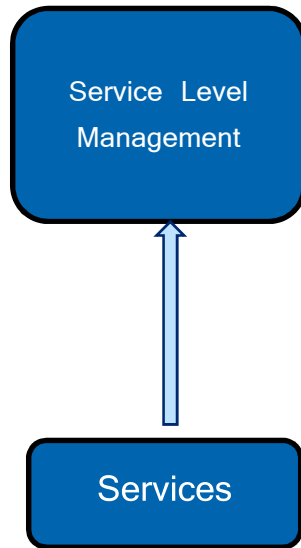
# Ecosystem Vision

Today Silos

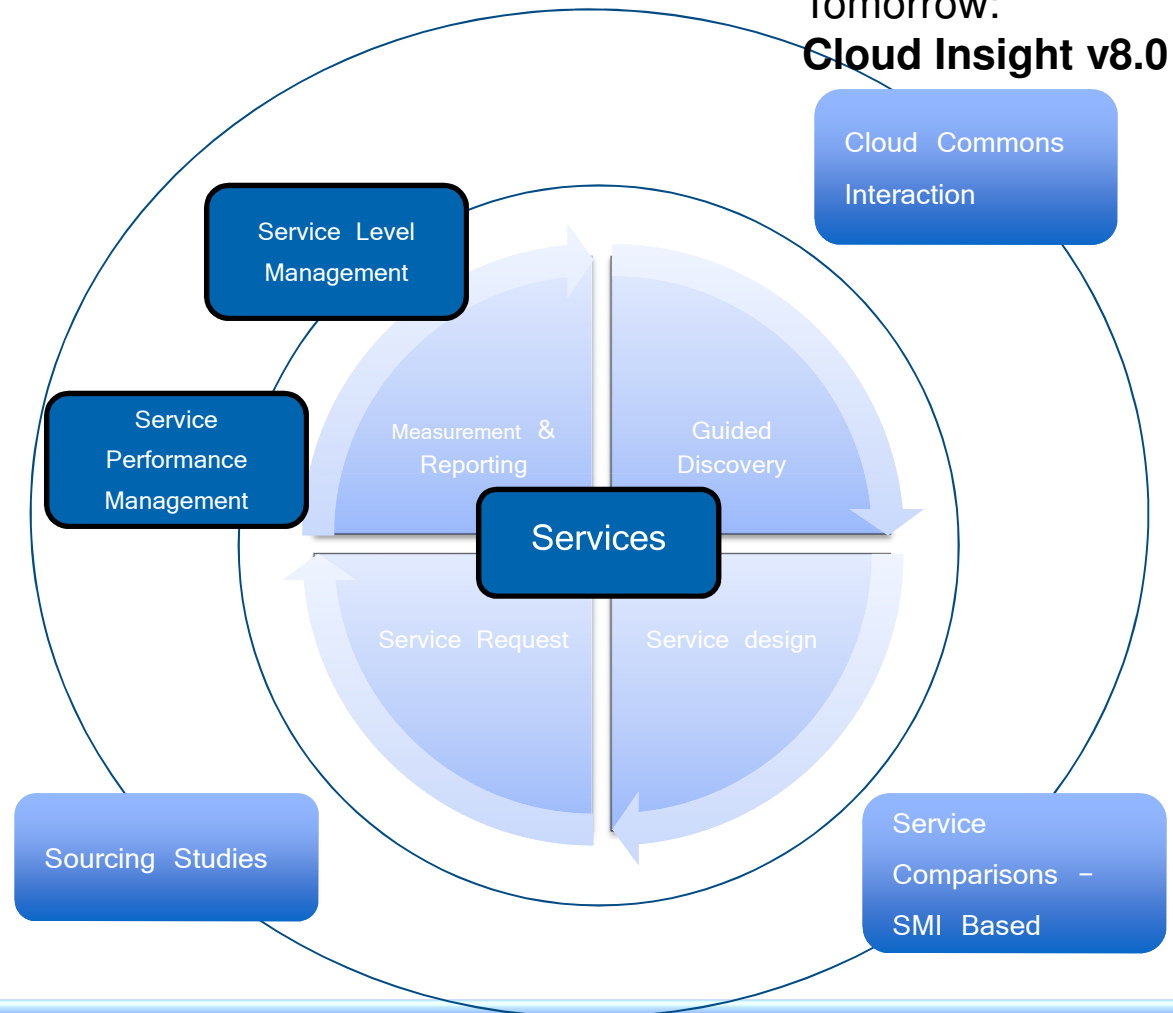


# The Evolution from Oblicore to Insight

Today:  
**Oblicore Guarantee v7.0**



Tomorrow:  
**Cloud Insight v8.0**



**Cloud Insight**

*Gain visibility and understanding of performance of internal and external IT supply chain environments for decision making*

## CA Cloud Insight – Product Vision

Cloud Insight is an evolution of the Oblicore product that helps Enterprises unravel the complexity of their current services mix and allow them to better articulate the value of IT in business terms.

### Cloud Insight marquee features:

- Service design and Guided discovery
  - Guided discovery and mapping of internal and external business services including “unknown usage”.
- Service Performance and Comparison Management
  - Based on Service Measurement Index (SMI) framework
- Service Level Management
  - For services that are both acquired or being delivered
- Cloud Commons
  - Interact with Cloud Commons to share critical information that includes Service Measurement Index (SMI) data, software updates, services descriptions and content
- Social interaction
  - Both within and outside an enterprise, for IT transformation sourcing studies

Cloud Insight will be offered as on-premise product as Oblicore was, but will additionally be offered as a SaaS.

## Service Design & Guided Discovery

Provides IT with a single management console to keep track of all business services (both delivered and consumed), regardless of source or make up (external, internal or hybrid).

The feature allows you to organize and categorize discovered services in useful ways that facilitates alignment and discussion with the business owners of the services.

The discovery leverages existing IT Management tools (both CA and non-CA) and allows a reconciliation of service views and definition in terms of the physical composition.

Discovery includes unmanaged business services especially those consumed from external cloud SP's that IT might not be aware of if the business owner has contracted directly with the provider.

## Service Performance and Comparison Management based on Service Measurement Index (SMI)

This feature provides a 360° view of services – comprehensive intelligence and comparison through business measures of **Quality**, **Agility**, **Risk**, **Cost**, **Capability** and **Security**

SMI is a relative measure like stock market indices and leverages data harvested from Cloud Commons. It allows an IT group to compare the holistic performance of their services,

- To other like services
- To the limits of the communities' knowledge

The facility includes customization controls to enable appropriate weighing of SMI characteristics to enable alignment of IT to a specific set of business priorities around a given service



## Service Level Management

Automation of the process of capturing performance targets, defining how these targets are measured, monitoring performance against these targets in real time, taking action based on this performance, and collaboratively reporting performance to both the service provider and the service consumer

Comprehensive understanding of Service Level Agreements and underlying Service Level Objectives of Services both consumed and delivered

Effectively manage underpinning contracts, service level agreements and operational level agreements

## Sourcing Studies & Cloud Commons Interactions

Ability to launch “technology studies” within or across organizations on topics of interest that enables IT to align with the business and ensure that IT is focused on meeting the needs to drive competitive advantage.

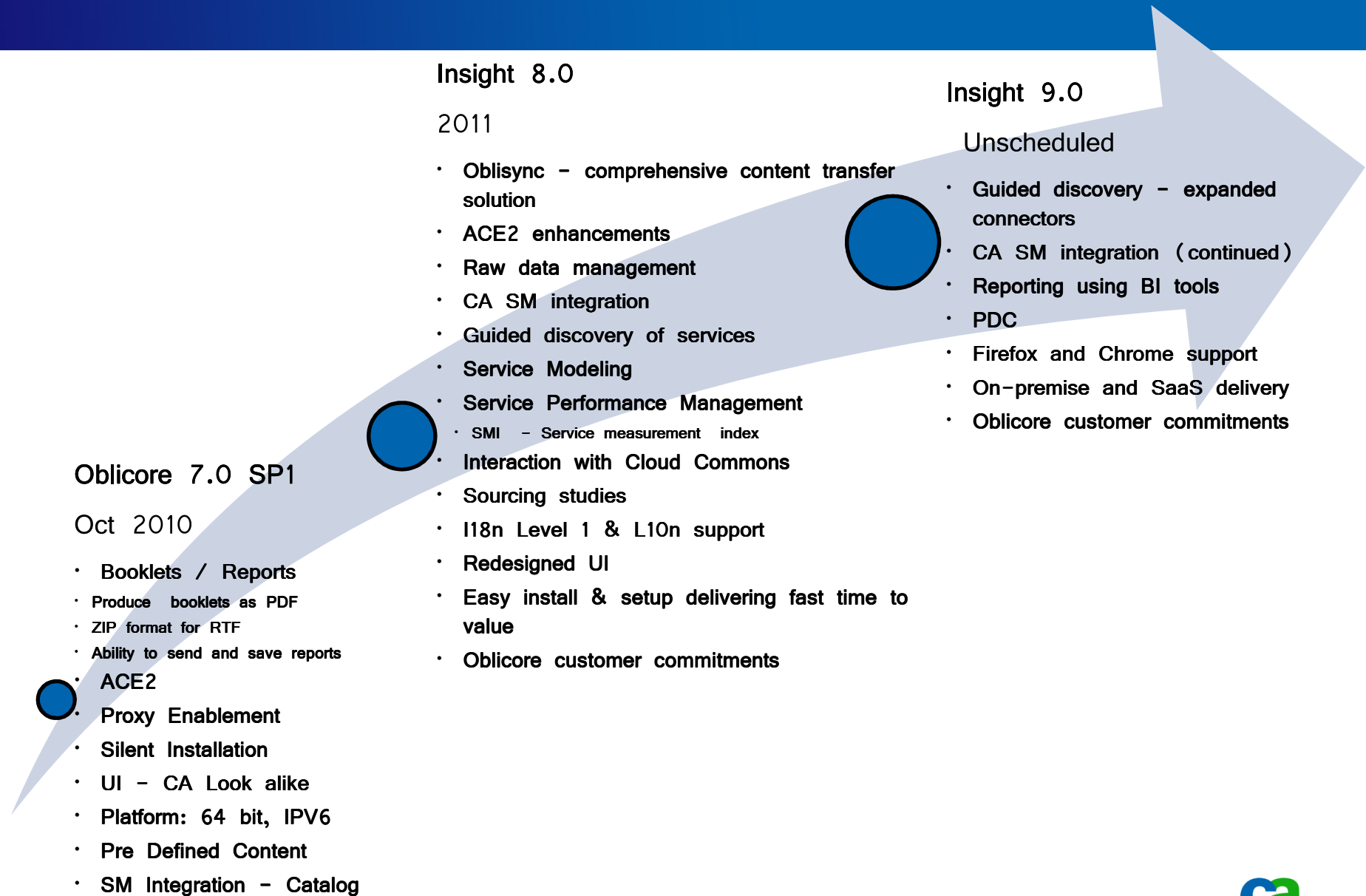
A “study” is a set of functionality that provides a common language and interaction capability for planning around a given service, existing or proposed . Leveraging Web 2.0 techniques, it facilitates gathering the relevant participants to discuss the SMI scores for the service and discuss potential areas for improvements.

The “study” has the ability to source relevant information from Cloud Commons - examples:

- Best practices from Analyst firms for the given service
- Feeds from Discussion forums
- Vendor news and articles
- Interaction with experts registered on Cloud Commons

Cloud Commons provide a place for like-minded end users, partners, industry experts, and others to share experiences, best practices, and qualitative and quantitative information about the many types of cloud services available

# Roadmap – Evolution of Oblicore to Insight



## ACE2 – Enhanced Calculation Engine

Answer the need of Service Level Management increasingly mission critical  
Calculation & reporting to be close to real time despite increasing usage

- New architecture enables

- Performance improvements due to the event driven architecture
- Scaling and automatic load balancing to support high volumes of data and calculations

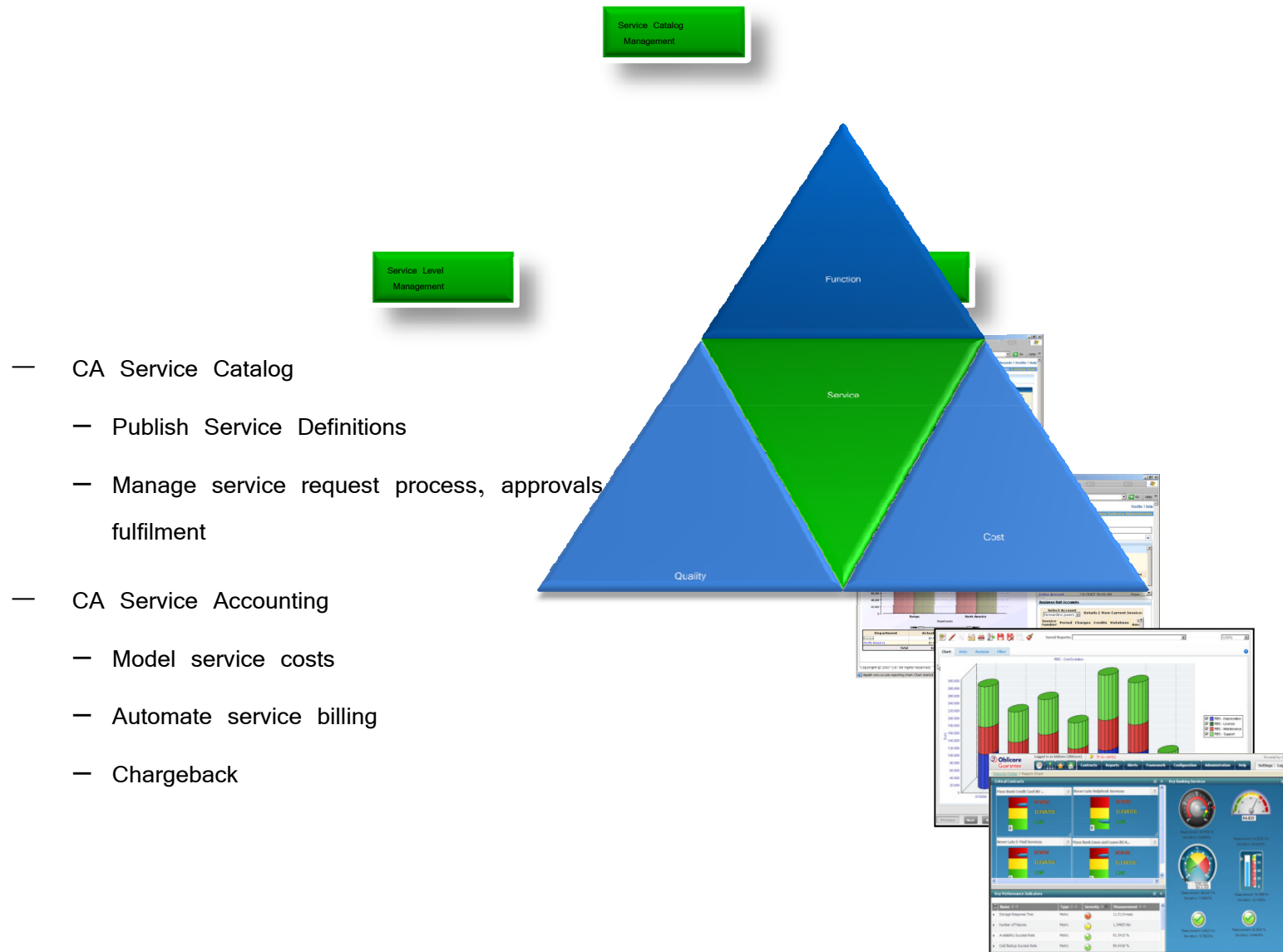
- Status Monitoring

- Co- existence of ACE1 and ACE2

Content transfer between Oblicore environments  
or publishing of pre defined content (PDC)

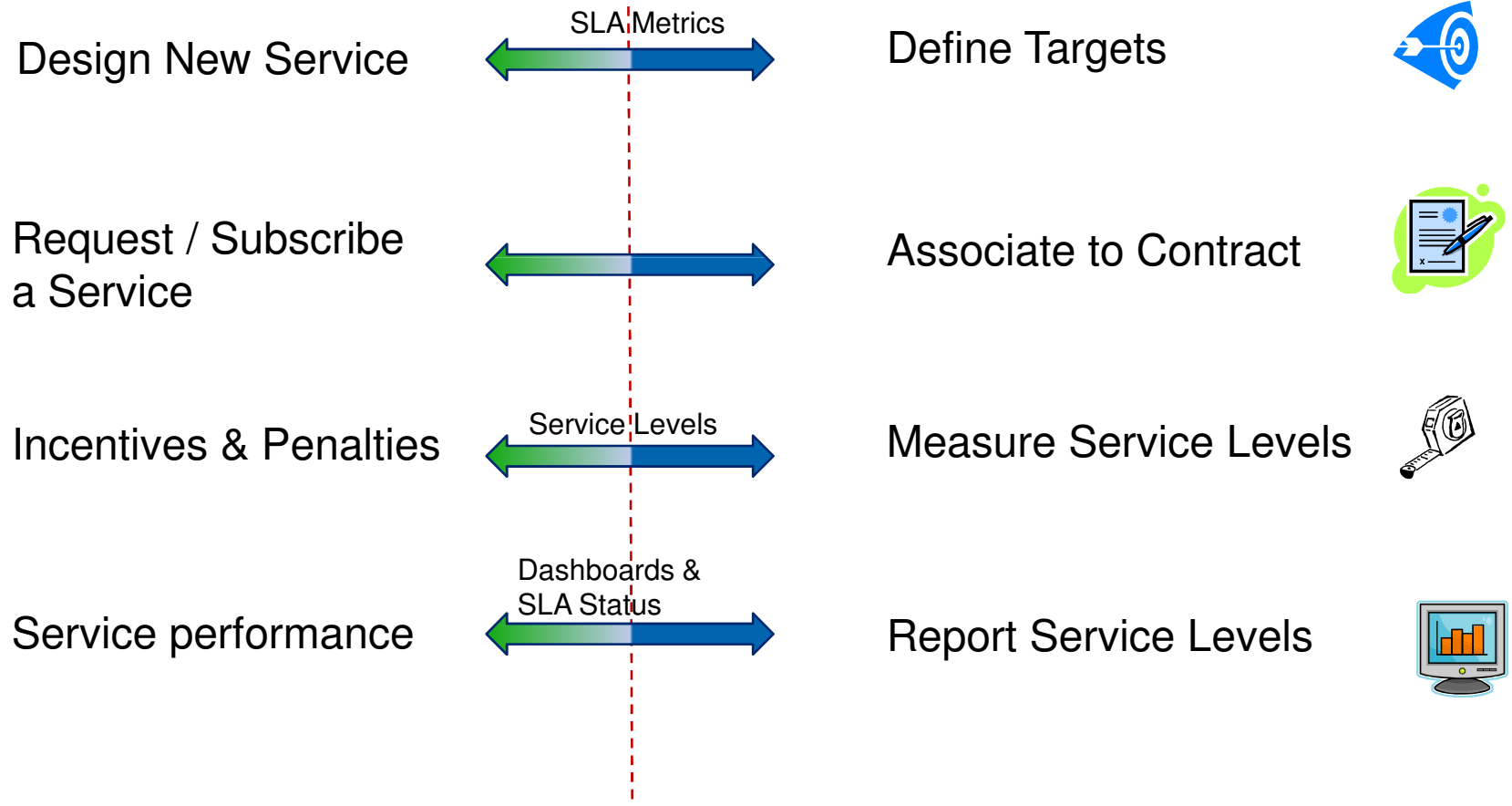
- Wizard-driven interface which allows the user to
  - Track changes in the source and target environments
  - View potential entities for transfer
  - Select entities to transfer
  - Resolve conflicts that can arise when both the source and the target environments were edited
  - Show related entities that should be transferred
  - Track the transfer progress

# CA Oblicore Guarantee completes the CA Service Level & Catalog Management Solution



# Integration of CA Service Catalog with CA Oblicore Guarantee

## CA Service Catalog



# Round Table

## Group discussion