

CA Cloud Insight Roadmap

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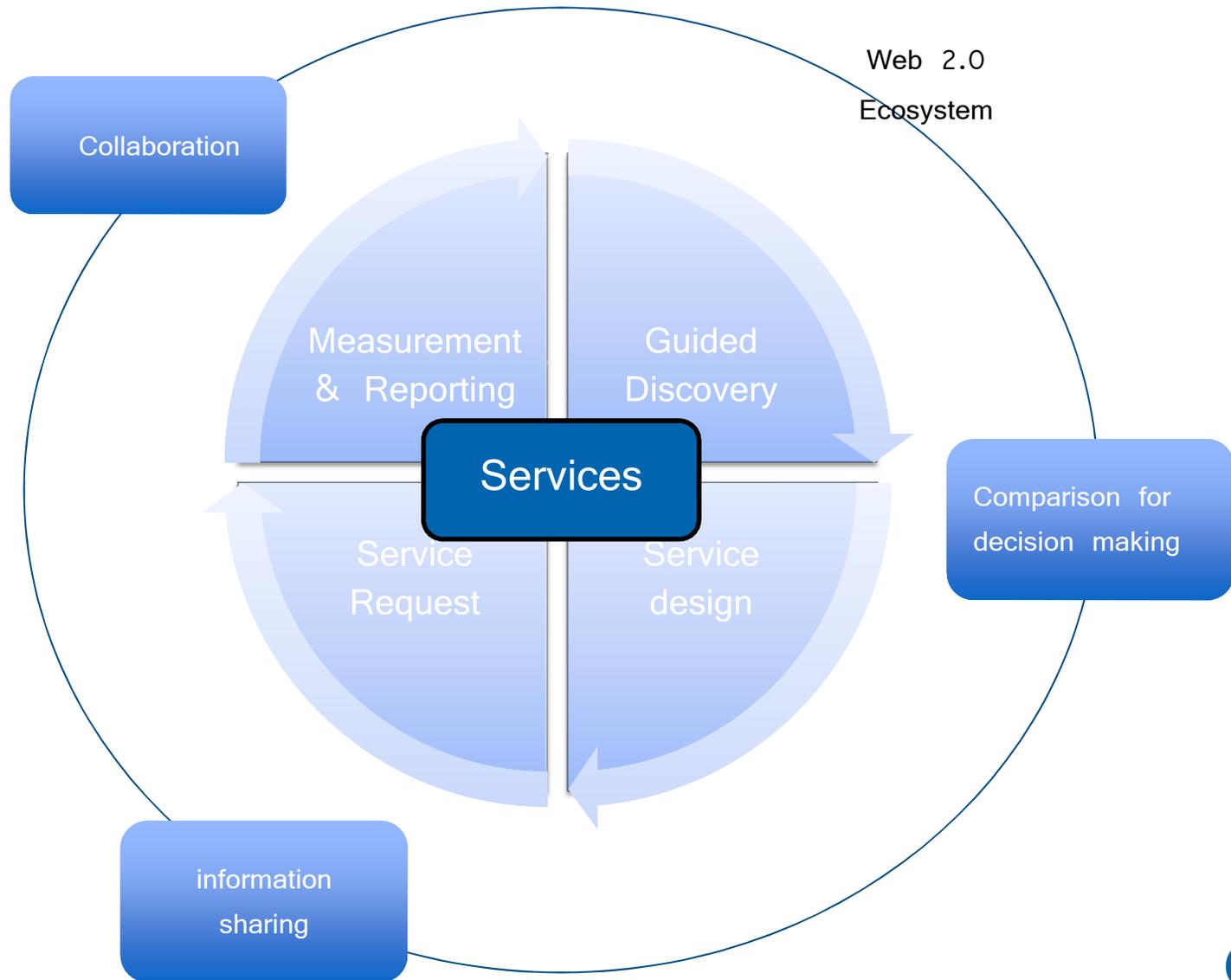
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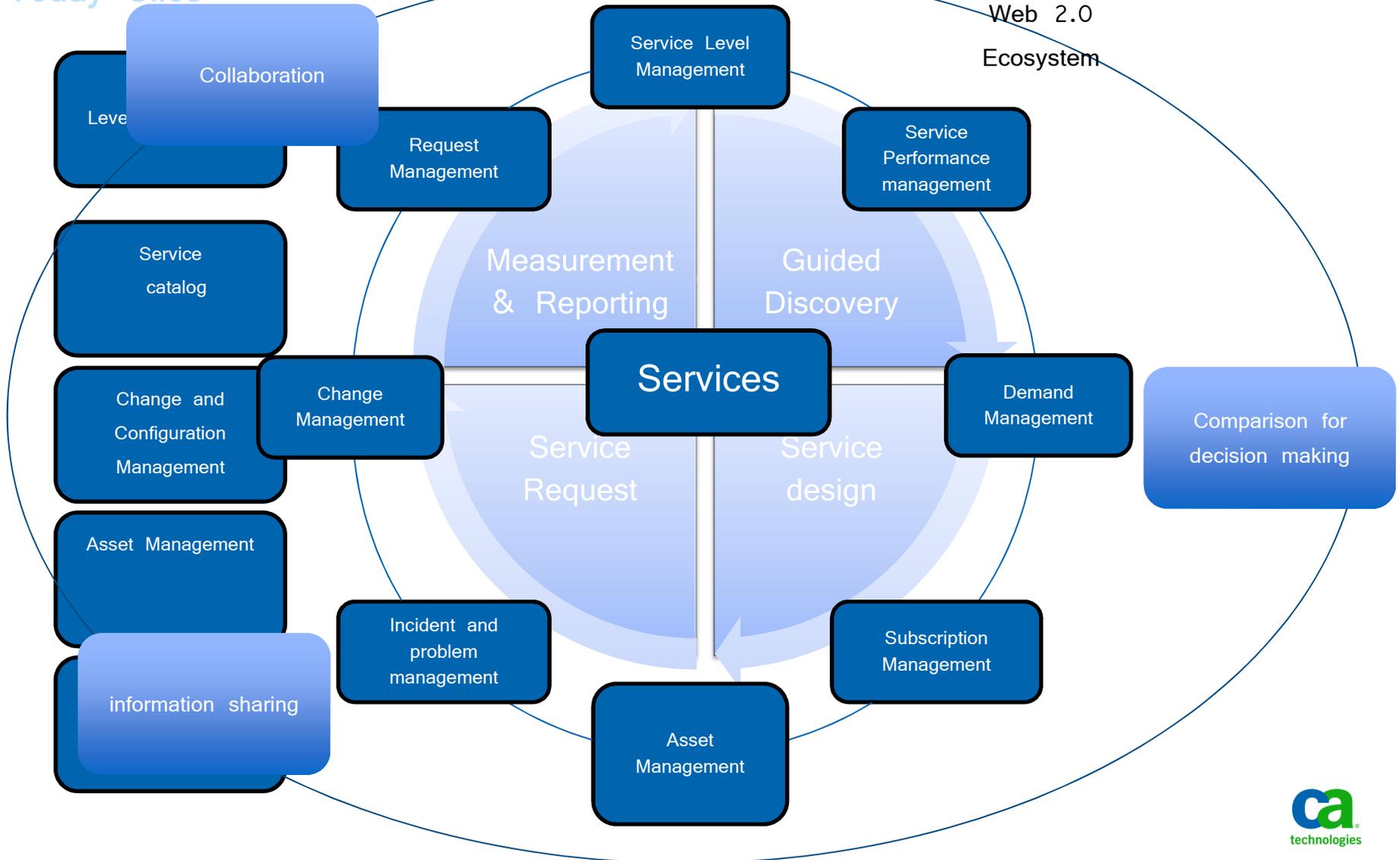
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It's all about Services



Ecosystem Vision

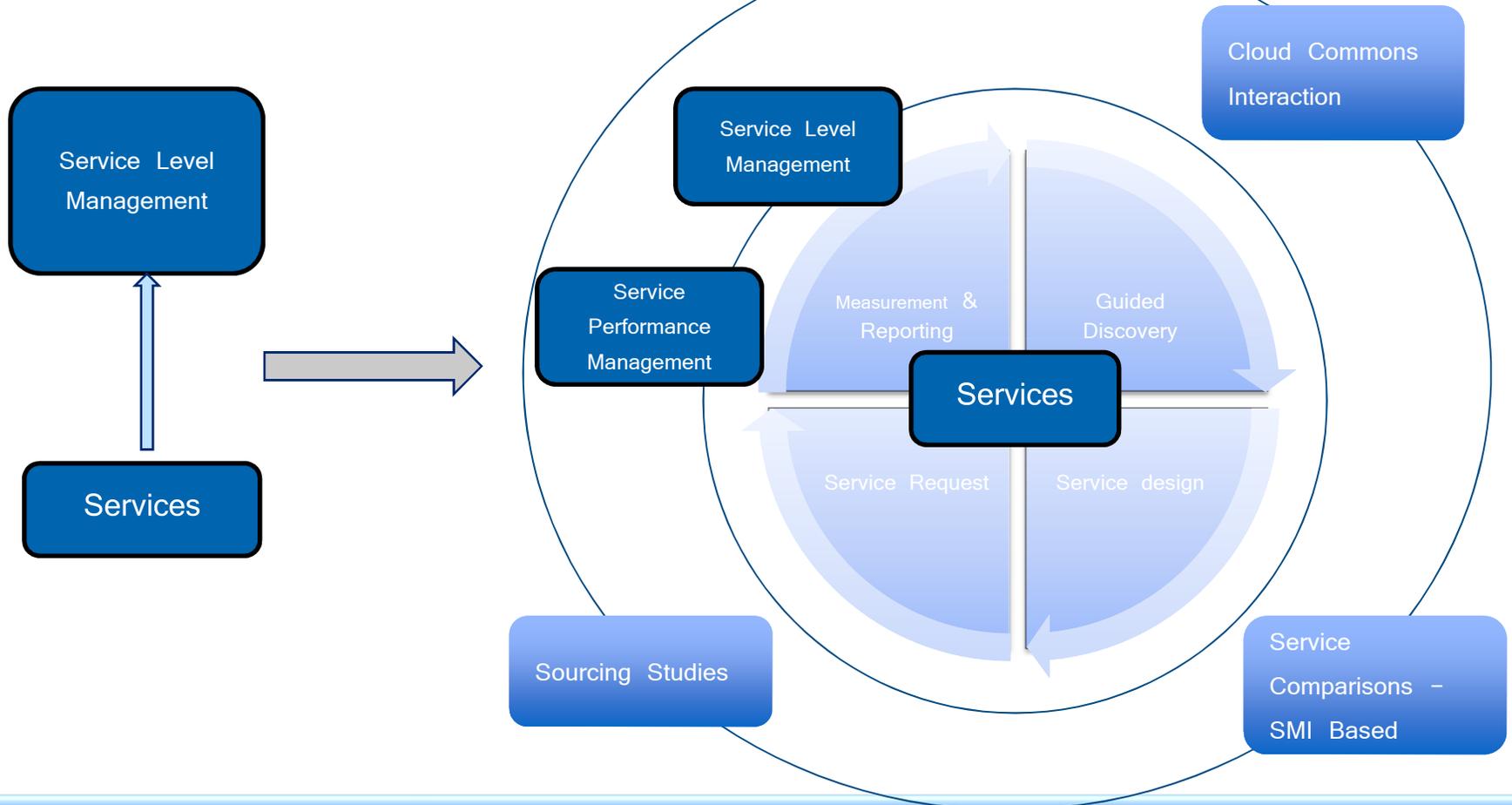
Today Silos



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

Oblicore 7.0 SP1

Oct 2010

- Booklets / Reports
 - Produce booklets as PDF
 - ZIP format for RTF
 - Ability to send and save reports
- ACE2
- Proxy Enablement
- Silent Installation
- UI – CA Look alike
- Platform: 64 bit, IPV6
- Pre Defined Content
- SM Integration – Catalog

Insight 8.0

2011

- Oblisync – comprehensive content transfer solution
- ACE2 enhancements
- Raw data management
- CA SM integration
- Guided discovery of services
- Service Modeling
- Service Performance Management
 - SMI – Service measurement index
- Interaction with Cloud Commons
- Sourcing studies
- I18n Level 1 & L10n support
- Redesigned UI
- Easy install & setup delivering fast time to value
- Oblicore customer commitments

Insight 9.0

Unscheduled

- Guided discovery – expanded connectors
- CA SM integration (continued)
- Reporting using BI tools
- PDC
- Firefox and Chrome support
- On-premise and SaaS delivery
- Oblicore customer commitments

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)

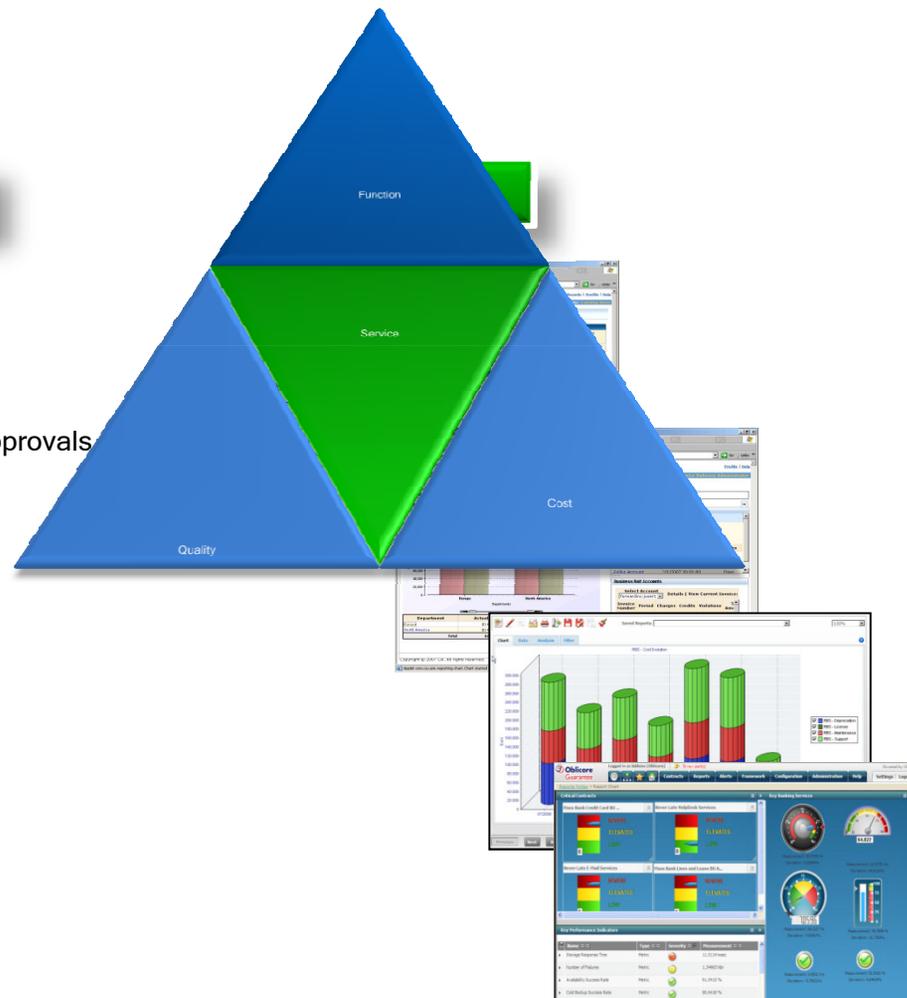
- Wizard-driven interface which allows the user to
 - Track changes in the source and target environments
 - View potential entities for transfer
 - Select entities to transfer
 - Resolve conflicts that can arise when both the source and the target environments were edited
 - Show related entities that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

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

Service Catalog Management

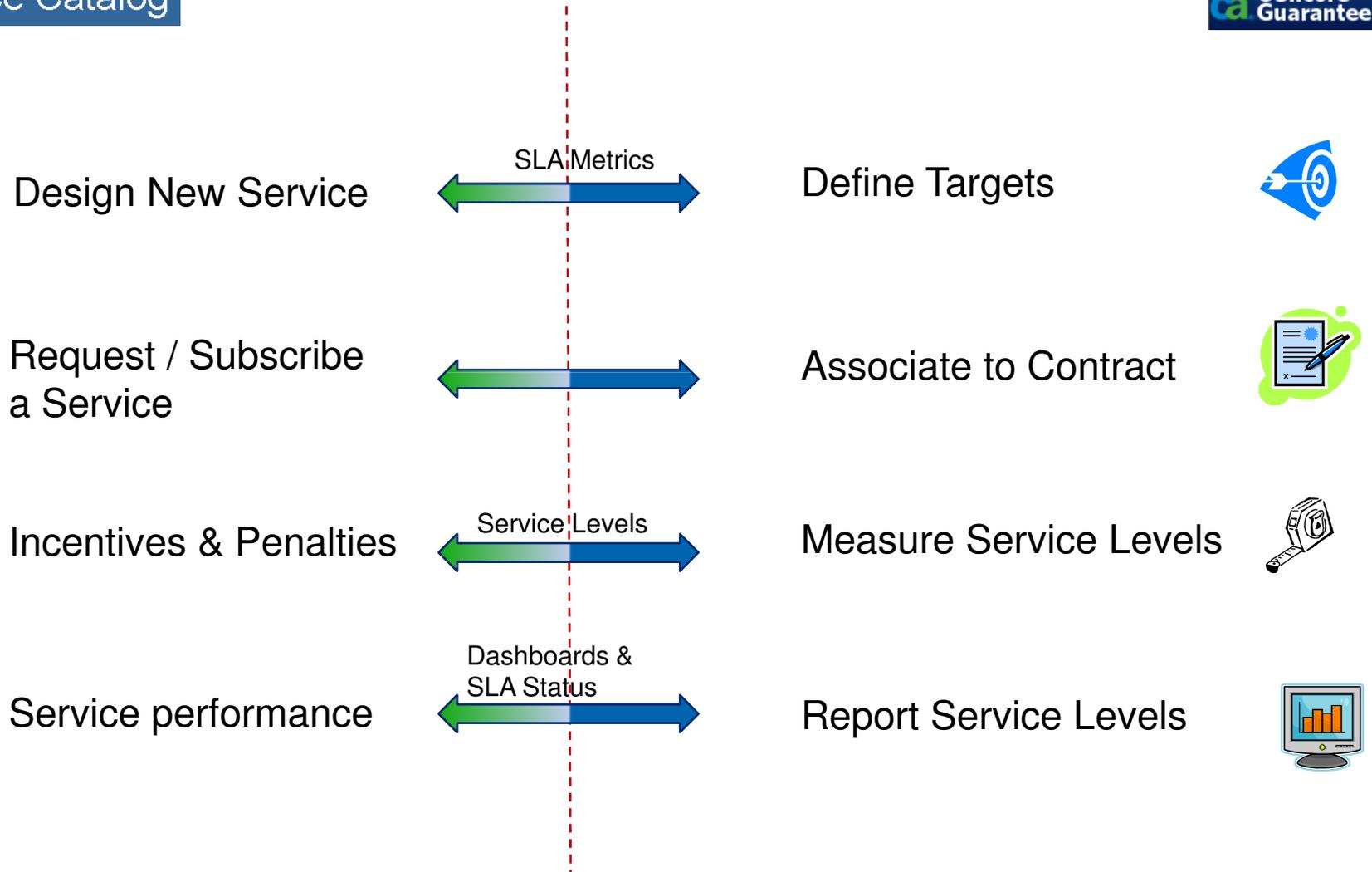
Service Level Management

- CA Service Catalog
 - Publish Service Definitions
 - Manage service request process, approvals fulfillment
- CA Service Accounting
 - Model service costs
 - Automate service billing
 - Chargeback



Integration of CA Service Catalog with CA Obicore Guarantee

CA Service Catalog



Round Table

Group discussion