

CA Service Operations Insight



CA Service Operations Insight (CA SOI) is a next-generation tool for managing business services for traditional and cloud-connected enterprises, service providers and governments. With CA SOI, you visualize and analyze your infrastructure domains, applications and transactions together, according to the services they support. This lets you pinpoint, prioritize and resolve service problems across your IT supply chain to help you minimize risks to your business, improve service quality and predictability and optimize operational efficiency.

Overview

IT professionals are increasingly measured by their relationship to their organization's success. Their ability to ensure that service quality and availability meet users' expectations and service level agreements is directly tied to goals such as revenue, mission success, employee productivity, growth, market share and reputation.

Yet operations' traditional IT toolset and "siloe" practices make it difficult to measure up. At best, they have a fragmented view of which infrastructure elements and application components across their environment actually comprise specific services. This results in surprise customer and end-user complaints, constant fire-fighting, extended troubleshooting to pinpoint which IT assets are impacting services, and slow mean-time-to-repair.

The complexity and dynamically changing nature of data center virtualization and cloud computing make it even more difficult to track resources that comprise specific services.

CA SOI not only meets these challenges head on, but is also designed to harness traditional, virtual and cloud resources to help ensure service quality and availability.

Business value

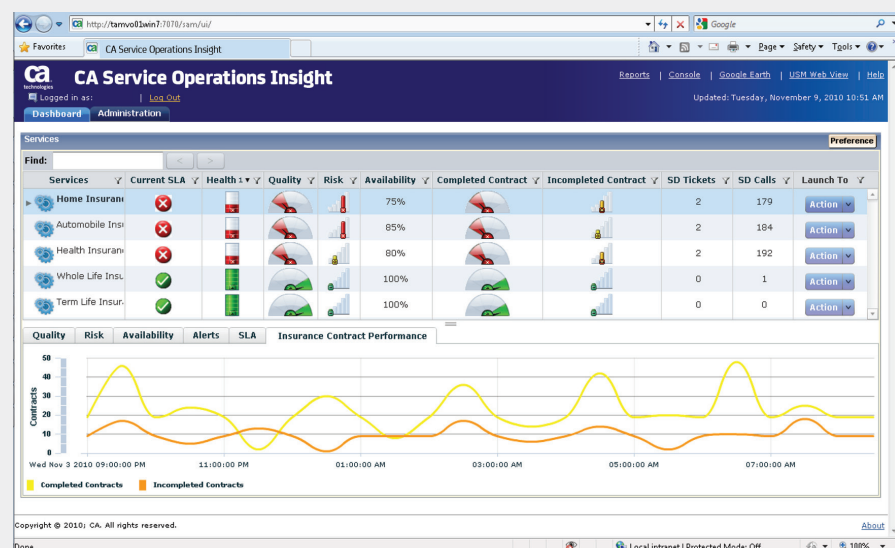
CA Service Operations Insight is designed to correlate and analyze information from your infrastructure, application performance and other IT management tools in real time to accurately visualize services, calculate service quality and to pinpoint what impacts quality and what puts it at risk.

Flexible, role-based dashboards (for IT executives and service owners) and operational consoles (for operations managers and technical staff) foster a common understanding of service status, risks and quality problems. This gives the right experts actionable information so IT executives can focus operations on business priorities, service owners understand IT status in business terms, and operations staff always knows which components in their technology domains are impacting specific business services and can proactively mitigate risks.

CA SOI helps optimize operations by automating: service discovery, modeling and analysis; service impact and risk alert escalation to service desk, change management and SLA teams; data center and cloud remediation of service problems.

Figure A
CA SOI Service Dashboard

The Service Dashboard displays business service status in real-time, including metrics such as service quality, risk, availability and operational SLA compliance. Data from business systems and service desks can also be displayed with operational service metrics. From the dashboard, you can launch a technical operations console for service visualization, impact analysis, alert details and automated actions for remediation.



Managing business services in real time

CA Service Operations Insight is an advanced IT management tool that integrates with application and infrastructure domain management and other tools to build real-time views of service status and to analyze and pinpoint service problems to help speed remediation and mitigate business risks.

Dynamic business service modeling builds and maintains real-time, end-to-end models of business services based on a variety of advanced technologies (transaction discovery and mapping, policy-based relationship discovery, real-time updates of imported infrastructure models, etc.). This helps to decrease or eliminate the heavy administrative overhead associated with traditional service modeling.

Service analytics and alerts pinpoint service quality problems and risk (i.e., which IT assets across technology domains are the sources of current or immanent service quality degradations and outages). This helps to decrease or eliminate traditional manual triage across domains and helps prioritize actions based on business impact.

Service-driven automation (escalation, synchronization and workflow) enables service-impact alerts to trigger actions such as: business-relevant service desk tickets and processes; service model, alert and maintenance flag synchronization between integrated tools; and workflow for allocation of data center and cloud resources according to service priority, alert severity and business requirements.

Integrated service level agreement (SLA) performance management measures service quality and availability according to internal and external customer expectations. This helps operations teams to focus attention on key services and to proactively take action before operational SLAs are violated.

Unified event management enables operations to correlate and transform cross-domain events into higher quality, more actionable alerts and exert more control over how alerts are prioritized and escalated. This lets you detect and correlate critical cross-domain events and escalate them (along with service model impact alerts) according to standardized best practice policies.

Benefits

CA Service Operations Insight helps improve service quality and predictability while optimizing your operations:

- Improve service quality by quickly pinpointing sources of service-impacting issues across all technology domains—so you can quickly fix them and restore quality
- Improve service predictability by pinpointing sources of risk to services across all technology domains—so you can address those issues before they impact quality

- Optimize operations by reducing the manual labor for alert and service management, reducing triage and mean-time-to-repair of service issues, and improving cross-discipline communication and collaboration

Delivery approach

Solutions from CA Technologies are renowned for their fast time-to-value, rapid pay-back and continuous ROI year after year. To further accelerate CA SOI time-to-value, you can leverage the skills of CA Services. Standard, repeatable deployments address service modeling, security configuration, policy definition and connection with other CA Technologies and third-party software products. Our nine-stage methodology and strict project governance help keep your project on time and on budget.

The CA Technologies advantage

CA Service Operations Insight is a key component of the tightly integrated Service Assurance solution from CA Technologies. Our approach to service assurance delivers a more effective and dynamic way to deliver IT-dependent business services, to manage physical, virtualization and cloud computing technologies and to leverage your existing investments in CA Technologies, third-party or custom IT management tools.

The Service Assurance solution from CA Technologies uniquely links end-to-end application performance and transaction visibility with top-to-bottom understanding of the underlying IT infrastructure. It provides exceptional reliability and power to collect and retain data and perform complex analysis for the world's largest IT environments. The solution is rooted in practical innovation with heavy investment in usability, workflows, and reporting tailored for each stakeholder. Its platform independence and flexible architecture accommodate any environment and is built to adapt to rapid change.

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