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Pre-Con Education:
What's New in CA Service Management

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CA Technologies

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DO5X95E

@AllenHoupt

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#ITSM

For Informational Purposes Only

Terms of this Presentation

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Abstract

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Learn about the major capabilities added to CA Service Desk Manager and CA Service Catalog in the last several releases (since 12.0) from CA Product Management.

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Agenda

1   TRENDS ➜ DRIVING NEED FOR CHANGE AND UPGRADE?

2   THE VALUE OF UPGRADING – RELEASE FEATURES & BUSINESS VALUE

3   MIGRATION CONSIDERATIONS AND SERVICE OFFERINGS

4   ADDITIONAL INFORMATION

5   SUMMARY

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Is the Service Desk World Any Different Today?

Delivering Business Value

Business Consumers

- Empowered; Self-service
- Consumer-like Experience
- Social & Collaborative
- Mobility

Power Users

- More Automation
- Deep Integrations
- OOTB Best Practices & Services
- Administrative Ease

Decision Makers

- Improved Quality
- Prove Business Value
- Cost/Consumption Transparency
- Reduce Change and License Risk

Improve User Satisfaction

Increase Productivity

Lower Cost of Ownership

Reduce Business Risk

Make Better Decisions & Prove Value

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Release Themes and Value

Year	Release	Themes	Value
2015	Value Packs	• **User Experience** – Search & Self-service personalization; Catalog Form Designer, Notifications & UI Enhancement • **Automation** – Environment Promotion	• User satisfaction • Total Cost/Productivity/Lower Risk
2014	14.1	• **User Experience** – Modern, My Resources*, Password reset* • **Automation** – "Smart" Install & Upgrade, OOTB services content* • **Decision-making** – Business Value Reporting	• User satisfaction • Productivity • Total Cost
2013	12.9	• **User Experience** – Unified Self-service • **Automation** – Advanced availability	• User satisfaction • Productivity
	Mobility 2.0	• **Mobility** – Common mobile framework	• User satisfaction
2012	Collaboration & Mobility Release	• **Mobility** – Targeted mobile apps • **User experience** – CA Open Space	• User satisfaction • Productivity
	12.7	• **Mobility** – Browsers & API • **Automation** – Change & Process	• Business risk reduction • Productivity
2011	12.6	• **User Experience** – UI Upgrade	• User satisfaction/Productivity
2010	12.5	• **Automation** – extensive enhancements	• Productivity
2009	12.1	• **Automation** – Change Management	• Business risk reduction • Productivity
2008	12.0	• **Integration** – CMDB, Support Automation, Knowledge Tools • **User Experience** – Role-based UI	• User satisfaction • Productivity

* Requires CA Service Management Package

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# CA Service Management
# Value Pack 2

14.1 Value Pack 2

(a.k.a. 14.1.02 – Delivered November 9, 2015)

- **Environment Promotion** - Simplifies the process of moving configuration changes through the Dev, QA, UAT to PROD environments

- **Copy MDB** process duplicates MDB configuration to create Dev, QA, UAT environments

- **Search Personalization**

- **Unified Self-service** – Include CA Service Desk Manager Attributes, Hide/Show Communities, reset EEM passwords within Unified Self-service

- **Common Patch Installer –** install patches across CA Service Management products

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Environment Promotion

Development
(SM Products)

- Customizations
- Adaptations
- Configurations
- Content – e.g. Lists, Roles, WF etc.

Test
(SM Products)

- Customizations
- Adaptations
- Configurations
- Content – e.g. Lists, Roles, WF etc.
- Test Data

Production
(SM Products)

- Customizations
- Adaptations
- Configurations
- Content – e.g. Lists, Roles, WF etc.
- Transactional Data

Pain Points

Manual – Copy, Recreate

Error-prone

Time consuming, expensive

Large outage window

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MDB Level Setting – Documented Procedure

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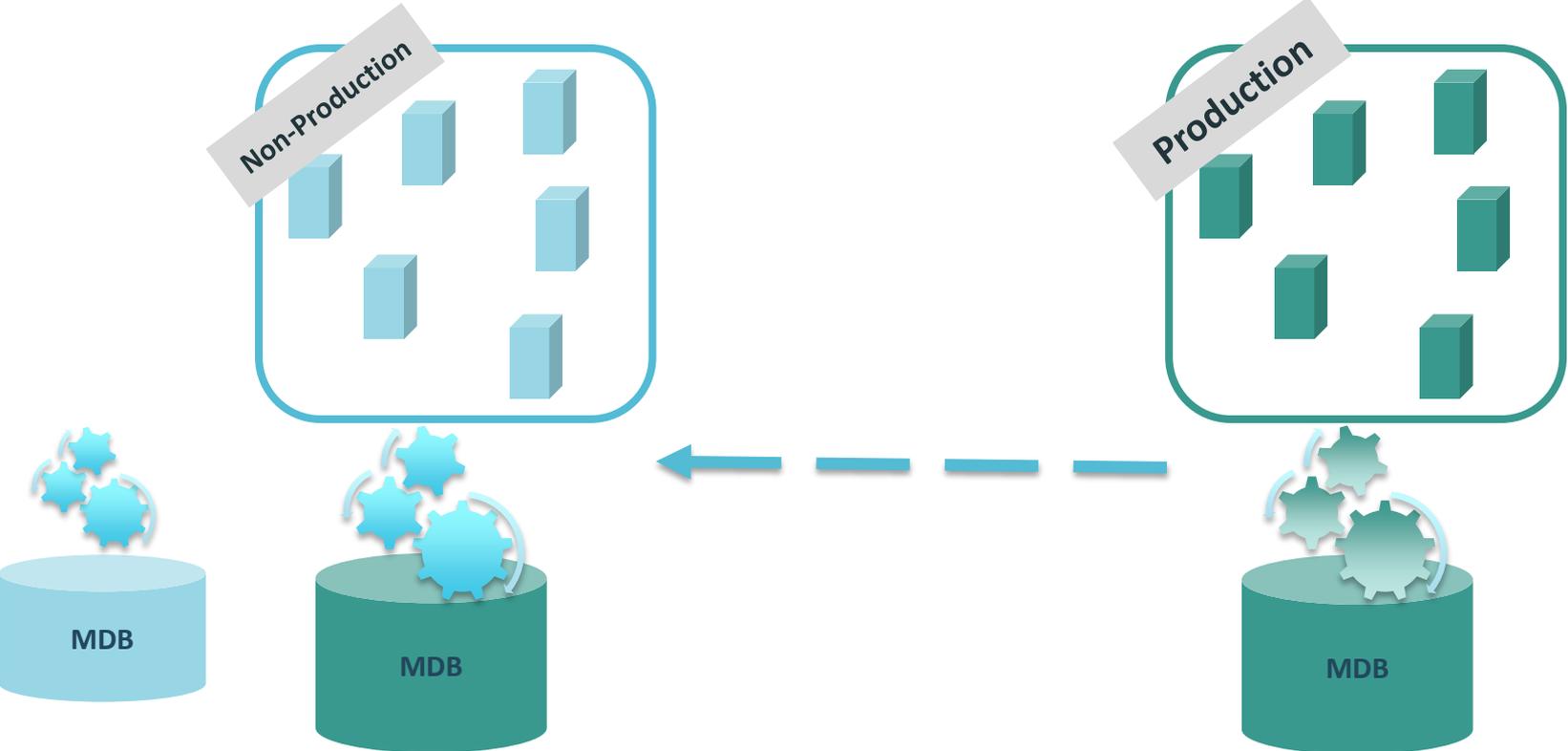
A Common Patch Installer for CA Service Management
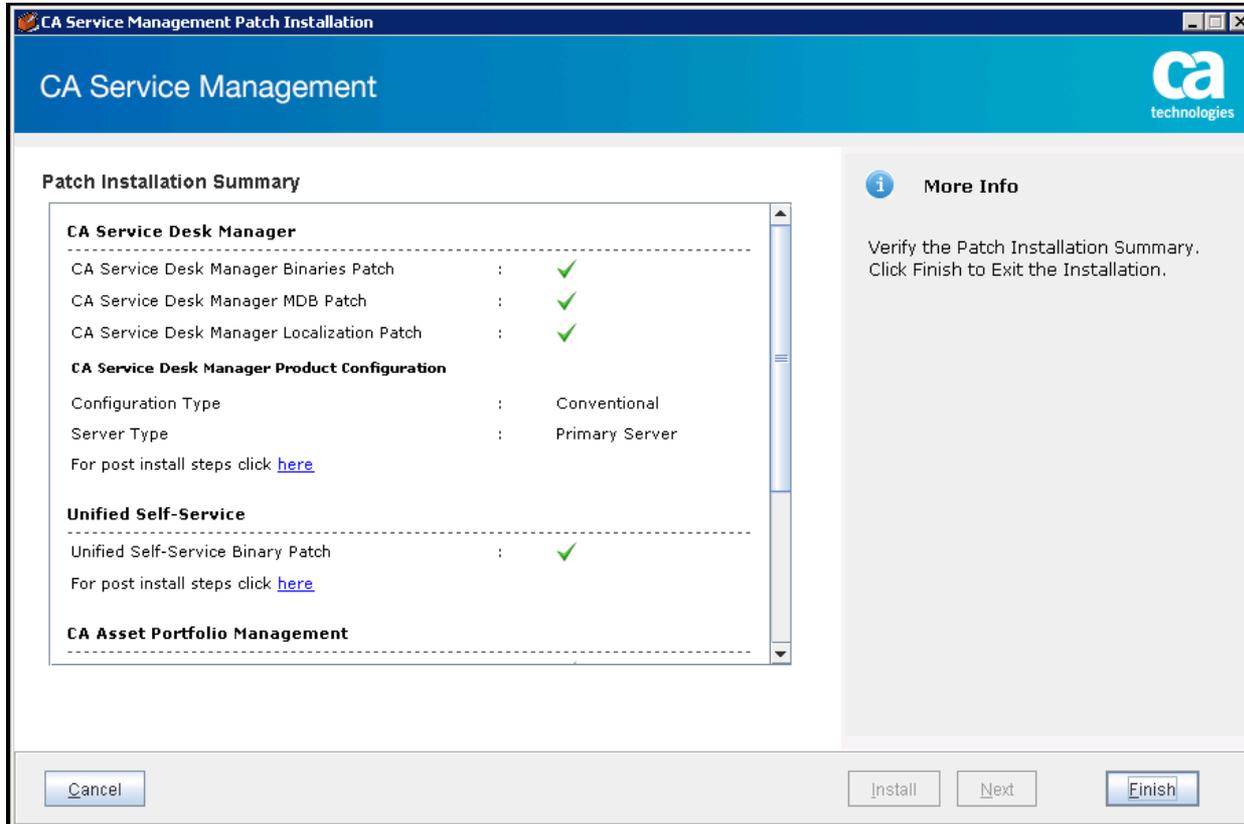
CA Service Management
Value Pack 1

Value Pack 1

(aka 14.1.01 – Delivered April 15, 2015)

CA Service Catalog

- Forms search
- Form associations
- Email Notifications for notes and attachments
- Refreshed Icons and Label options

CA Service Desk Manager

- Attachments for CIs and Manual Notify
- Show CC list in notifications
- CC lists for Manual Notify
- Classic Workflow available for Request, Incident and Problem objects

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Catalog
Form Designer and Picker

- Forms can be searched in Form Designer and Picker

- Form associations can be viewed to understand dependencies

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Catalog
Notifications

- Email notification for notes

- Email notification for attachments

- Configurability

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Catalog
User Interface (UI) Enhancements

- Flat icons for out-of-the-box content

- Improved UI label option for simple offerings

- Also seen in Unified Self-service

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Configuration Item Attachments

- Ability to add/remove attachments from Attachments tab in Configuration Items (CI)

- Uses the new file selection mechanism introduced in 14.1

- URLs can also be attached to the CI

- Uses Activity Log for audit

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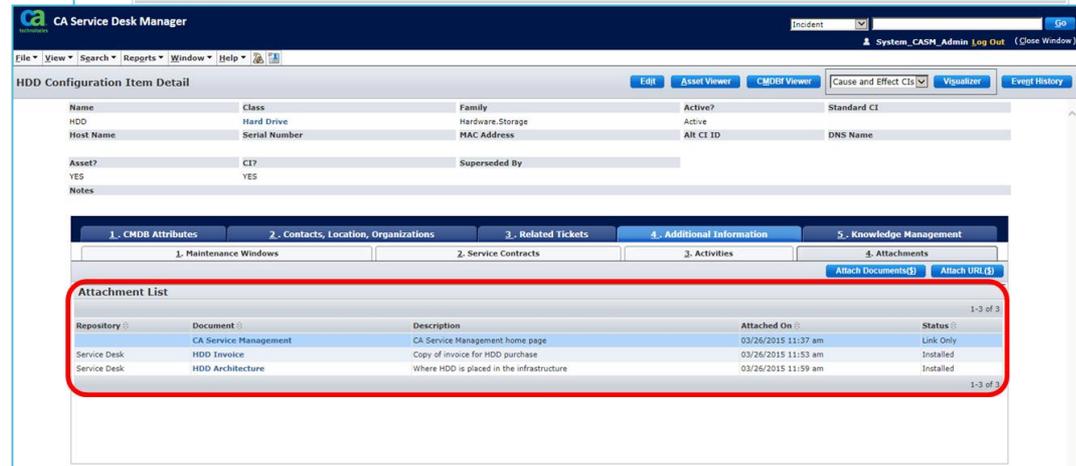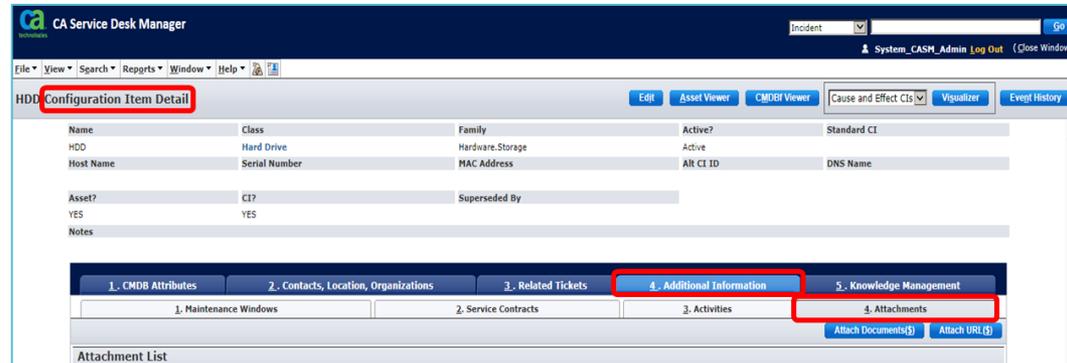
Manual Notify Attachments

- Add attachment/URL to a Manual Notification

- Ability to add attachments in Manual Notification sent via e-mail method

- Ability to send the attachments in e-mail via Manual Notification

- Ability to see and download the attachments from e-mail which is received from Manual Notification

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Show All Recipients on "TO" Line

- Currently only shows the single recipient; no one knows who else got the e-mail

- E-mails sent via Manual Notify and Automatic System Notifications must show all recipients on "TO" line

- Options Manager | Email | mail_show_to_cc_list installed by default

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Manual Notify Carbon Copy ("CC")

- Ability to add "CC" e-mail address in a Manual Notification

- E-mails sent via Manual Notifications must show all recipients on "CC" line

- Options Manager | Email | mail_show_to_cc_list installed by default

- Not applicable to Automatic System Notifications

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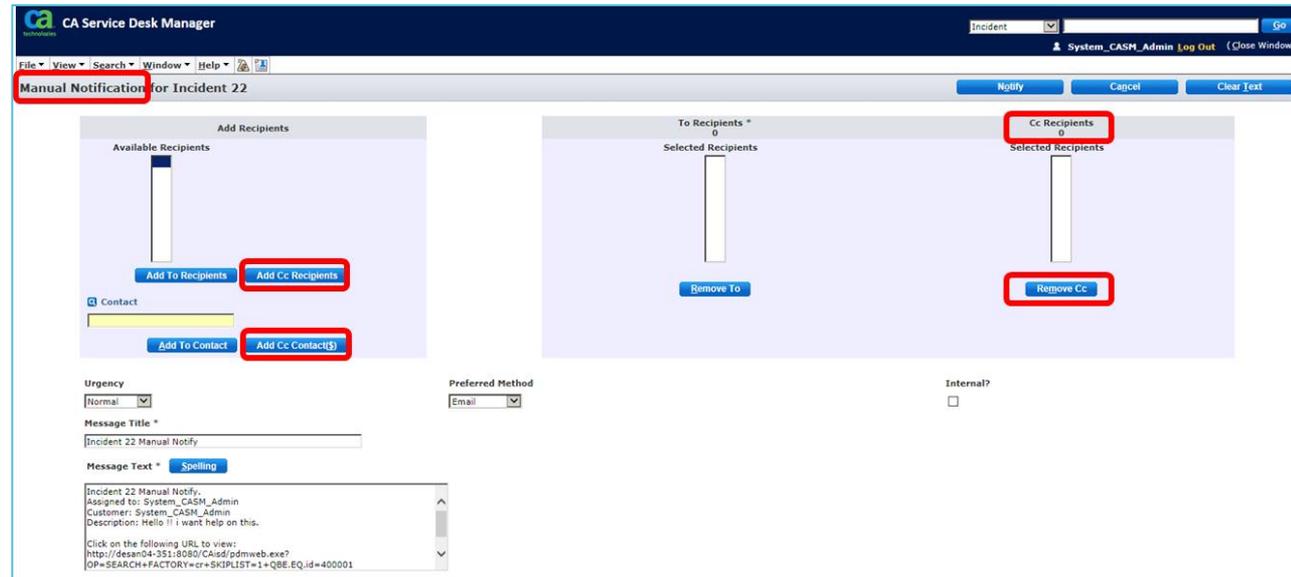
Service Desk Classic Workflow

- Classic Workflow available in Request, Incident, Problem

- Ability to define different Classic Workflows for each ticket object (Request, Incident, Problem) for the same Area

- Ability to choose Classic Workflow or CA Process Automation for each ticket object (Request, Incident, Problem) for the same Area

- Same capabilities as in Change Order and Issue

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CA Service Management 14.1

CA Service Management 14.1

User Experience ➜ Increased user satisfaction & productivity

Features

- Modernized self-service
  - iOS 7 look
  - Across solution
- "Quick Value" Content*
  - End users
  - Admins
- Enhanced Mobile
  - iOS 7 look
  - Multi-tenancy

"Quick Value" Content

PASSWORD RESET

ADMIN. TASKS
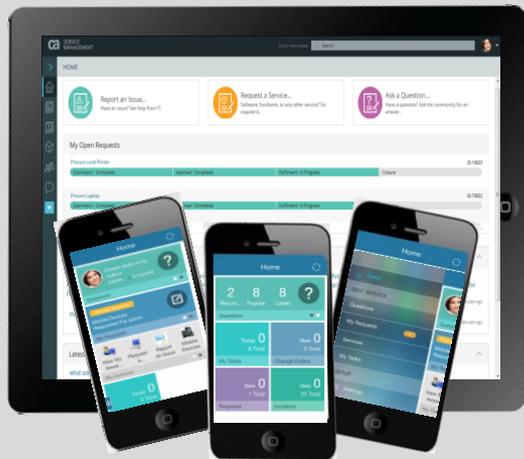
Business Value

- Improved user satisfaction
- Increased Productivity
- Better service adoption
- Reduced demand on IT Analysts

* Requires service management package

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CA Service Management 14.1

Automation ➜ Lower Total Cost of Ownership

Features

- "Smart" install and upgrades

- Common Administration
  - Self-service
  - "Quick Value" content*

Common Administration

USERS	ROLES
TENANTS	CONFIGS

Common "Smart Install"

DISCOVER	VALIDATE	DEPLOY
CONFIGURE	SUMMARIZE	INSTALL
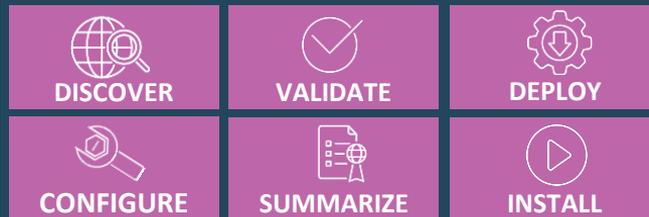
Business Value

- Increased power user satisfaction

- Easier administration

- Easier upgrade and maintenance

- Increased productivity & consistency

- Reduced cost of ownership

* Requires service management package

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CA Service Desk Manager 14.1
Decision-making ➜ Advanced Reporting

Features

- Business Value Reports - cost focused

- Out-of-the-box reports & dashboards

- In-depth view of service demand

- Support for trend analysis on key metrics

- Location based comparison of demand and operational metrics
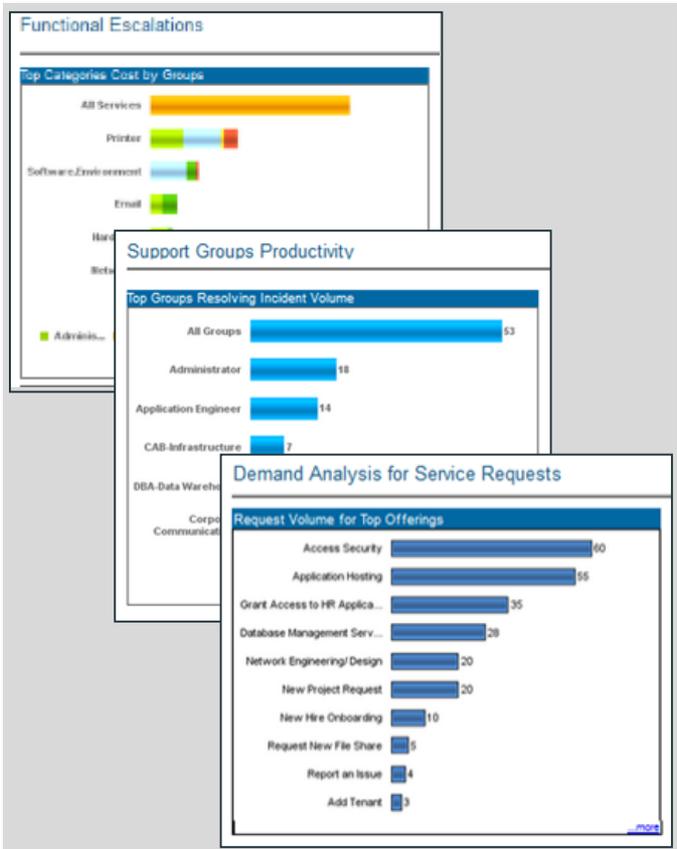
Business Value

- Make better decisions based on business impact

- Understand actual cost of service disruptions

- Gauge operational effectiveness of Support

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CA Service Desk Manager 14.1
Other Enhancements

- Right-click copy/paste

- Multi-File Upload

- SQL Server support for Unified Self-service

- Manual Notify check for Contact e-mail address

- Mask Session ID in browser URL

- Catalyst Connector Special Character improvements

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CA Service Desk Manager 12.9

CA Service Desk Manager 12.9
User Experience & Automation ➔ User Satisfaction & Productivity

Features		Business Value
▪ Unified Self-service		▪ Increased user productivity
▪ Federated search		▪ Increased user satisfaction
▪ CMDB expanded virtual and cloud support		▪ Reduced system down-time
▪ Advanced availability		
• Rolling maintenance		
• Transparent upgrades		

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Mobility 2.0 Release

Mobility Capabilities ➜ User Satisfaction & Increased Productivity

Features
▪ Common mobile framework across our ITSM solutions
▪ Unified and simplified mobile user experience

Business Value
▪ Increased user satisfaction
▪ Increased productivity

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Collaboration & Mobility Release
Mobility ➡ User Satisfaction & Productivity

Features
▪ Mobile-optimized ITSM solutions for end users and Analysts
▪ Task approvals
▪ Ticket creation
▪ Queue management
▪ Collaboration and knowledge search
▪ Ticket status

Business Value
▪ Anytime, anywhere access
▪ Increased user productivity
▪ Increased user satisfaction
▪ Quicker issue resolution

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Collaboration & Mobility Release

Collaborative Self-service ➜ User Satisfaction & Productivity

Features

- CA Open Space on-premise and standard service desk feature

- Collaborate with other users, IT experts, Analysts

- Search Sharepoint, Google, service desk knowledge, etc. with single result display

- Create/view tickets

- iPad®, iPhone®

Business Value

- Increased user and Analyst productivity

- Increased user satisfaction

- Quicker issue resolution

- Resolve issues and requests without involving IT or Support

- Support analysts can focus on more relevant tasks

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CA Service Desk Manager
Releases 12.7 ➜ 12.0

CA Service Desk Manager 12.7

Mobility and Automation ➜ Productivity & Risk Reduction

Features

- Safari & Chrome support - access UI from tablets

- RESTful Web Services API – build custom mobile apps

- Change Audit and Control Facility

- Import Excel/other sources to CMDB

- ITIL® best practice content

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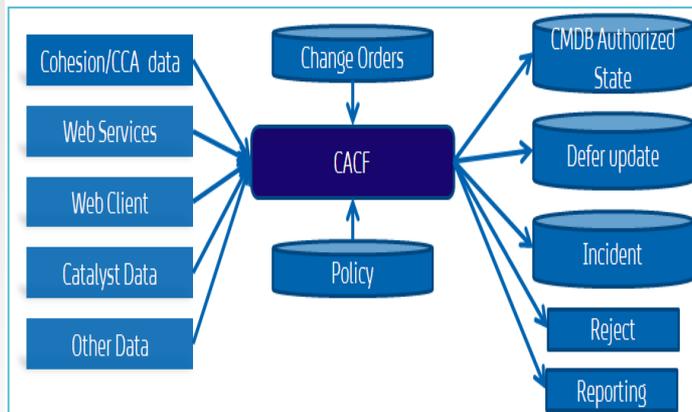
Business Value

- Increased user satisfaction

- Automate handling of unauthorized changes

- Increased user and Analyst productivity

- Efficiency via process improvement

- Better governance of change and other processes

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CA Service Desk Manager 12.6

User Experience ➡ User Satisfaction & Productivity

Features

- User Interface Refresh

- Nested Tabs

- Mouse-over preview

- Search-as-you-type

- Data Grid List

- Updated colors, fonts, icons, and buttons
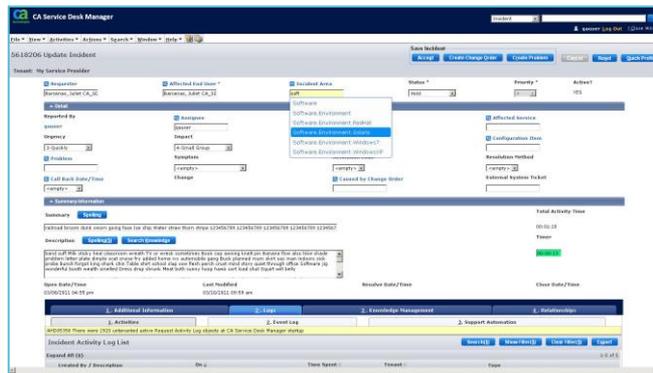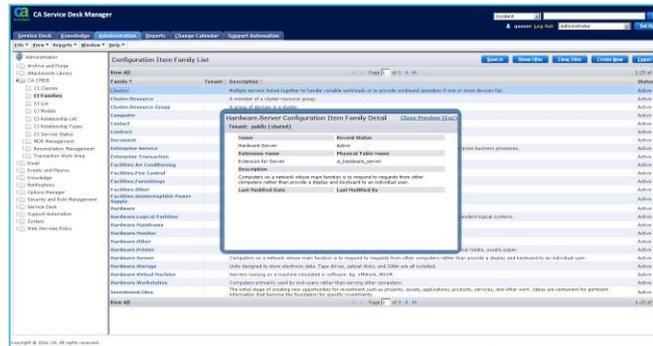
Business Value

- Increased user satisfaction

- Increased user and Analyst productivity

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CA Service Desk Manager 12.5

Automation ➔ Productivity

Features

- Expanded Process Automation
- Enhanced Multi-Tenancy
- Priority Calculation
- Enhanced CI Reconciliation
- Status Transition Control
- Automated Closure Resolved Tickets
- Contact Special Handling/VIP
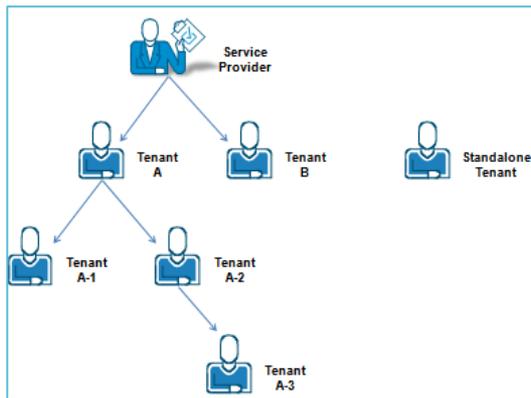
Business Value

- Increased user satisfaction
- Increased user and Analyst productivity
- Process standardization and enforcement

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CA Service Desk Manager 12.1
Automation ➜ Productivity & Risk Reduction

Features

- Enterprise Change Management
- Unified Change Calendar
- Change Collision Detection
- Risk Assessment
- Change Advisory Board Console
- Change Impact Explorer
- Change Process Workflow Visibility
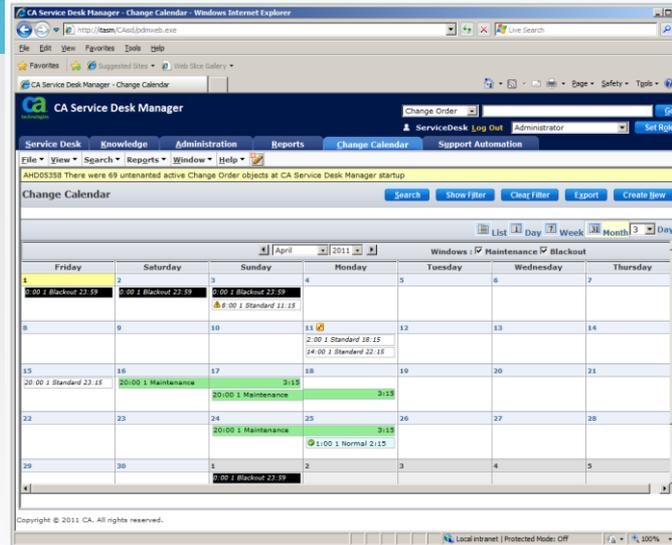
Business Value

- Increased Analyst productivity
- Efficiency via process improvement
- Better governance of change processes
- Reduces service outages
- Quicker analysis of issues

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CA Service Desk Manager 12.0

Integration & User Experience ➜ User Satisfaction & Productivity

Features
▪ Integrated Knowledge Tools, CMDB, Support Automation as standard features
▪ Role-based UI
▪ SAP Business Objects reporting
▪ Notification rules

Self-Service

⬇

Self-Service Automation

- Automated diagnostics and repair processes
- 24x7 service availability
- knowledge search
- Integrated transfer to assisted support

Web-based Assistance   **Phone**

Live Automation

- Automated diagnostics/repair processes
- Real-time consultant
- Remote admin tools (chat, software/hardware inventory, file transfer, registry and file system editing, take screenshot, remote control, reboot / reconnect)
- Integrated knowledge base

Business Value
▪ Increased user and Analyst productivity
▪ Increased user satisfaction
▪ Quicker issue resolution

Migration Considerations and Service Offerings

End-of-Service Dates

- CA Service Desk Manager 12.9 – Not announced

- CA Service Catalog 12.8 – December 31, 2015

- CA Service Desk Manager & Service Catalog 12.7 – December 31, 2015

- CA Service Desk Manager 12.6 – December 31, 2015

- CA Service Desk Manager 12.5 – May 31, 2013*

- CA Service Desk Manager 12.1 – December 31, 2012*

- Unicenter Service Desk 11.2 – April 30, 2012*

- Unicenter ServicePlus Service Desk 6.0 – June 30, 2009*

* These versions are already in an End-of-Service status. Customers running these versions are encouraged to upgrade to the latest release.

Upgrading to the Current Release

- **Upgrade capability from following CA Service Desk Manager releases:**

    11.2 12.0   12.1 12.5 12.6 12.7 12.9 14.0

    * Some SDM version/platform combinations may require a two-step upgrade process

    Note: The release following 12.7 was 12.9; there was no 12.8 release

- **Migration from Unicenter Service Desk 6.x Release**
    – Due to the legacy of this release and the numerous architectural and capability enhancements CA Technologies recommends a net-new implementation

- **Supported languages:**
    – English   - French   - Italian   - Brazilian Portuguese
    – German   - Japanese   - Spanish   - Simplified Chinese
    – French-Canadian

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CA Upgrade Services - Value at a Glance

OPERATIONAL BENEFITS

- Quicker route to 14.1 go-live
- Upgrade approach lowers risk
- Sets stage for faster adoption to not yet implemented functionality

STAFF BENEFITS

- Keeps in-house resources focused on strategic tasks
- Leverages CA SMEs already familiar with upgrade processes and considerations
- Limits upgrade risk and disruption

FINANCIAL BENEFITS

- Simplifies budgeting and financial visibility
- Faster go-live for new release means faster return on CA Service Desk Manager investment
- Reduces costs
- Helps achieve maximum ROI

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Summary

Why Upgrade Now?

Improved User Experience

- Unified Self-service provides one-stop shopping for all IT services and answers
- Modernized user-interface offers a more intuitive navigation and greater flexibility
- Mobility enables access when and where needed

Increased Productivity

- Access information and take action via mobile devices; build mobile applications
- Automated change controls and issue prioritization; proactive issue identification
- "Quick Value" content provides out-of-the-box services for business consumers and administrators*

Reduced Total Cost of Ownership

- "Smart" install and upgrade simplifies ongoing effort
- Common Administration across CA Service management solutions reduces administration time: multi-tenancy, users, roles, configurations*
- Best practices content enables easier implementation and use

Make Better Decisions

- Improve access to and analysis of relevant service management data

* Requires service management package

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Q & A

Recommended Sessions

SESSION #	TITLE	DATE/TIME
DO5X162S	State of Colorado Takes the Road to ITSM Maturity: - Playing the Game and Winning	11/18/2015 at 1:00 pm Breakers L
DO5X163S	Appriss Supercharges ITSM Efficiency with Process Automation to Save Lives	11/18/2015 at 2:00 pm Breakers L
DO5T19S	Oppenheimer Funds Brings IT to the People with ITSM Self-Service and CA Service Catalog	11/18/2015 at 3:00 pm Theater 5 (show room floor)
DO5T06S	Vision & Strategy: The CA Road to a New ITSM Experience	11/18/2015 at 4:30 pm Theater 5 (show room floor)

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Must-See Demos

ITSM Designed for Humans

CA Service Management
Theater 5

Make IT Simple with ITSM

CA Service Catalog &
Unified Self-service
Theater 5

Dashboards for Better ITSM

Xtraction for CA
Service Management
Theater 5

Let Analysts Help People

CA Service Desk
Manager
Theater 5

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Follow On Conversations At...

Smart Bar

CA Service Management

Theater 5

Tech Talks

Design Thinking for Next Generation ITSM

Theater 5 (Tech Talk)

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For More Information

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To learn more, please visit:

http://cainc.to/Nv2VOe

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