

# service operations management

*with CA Service Operations Insight\**

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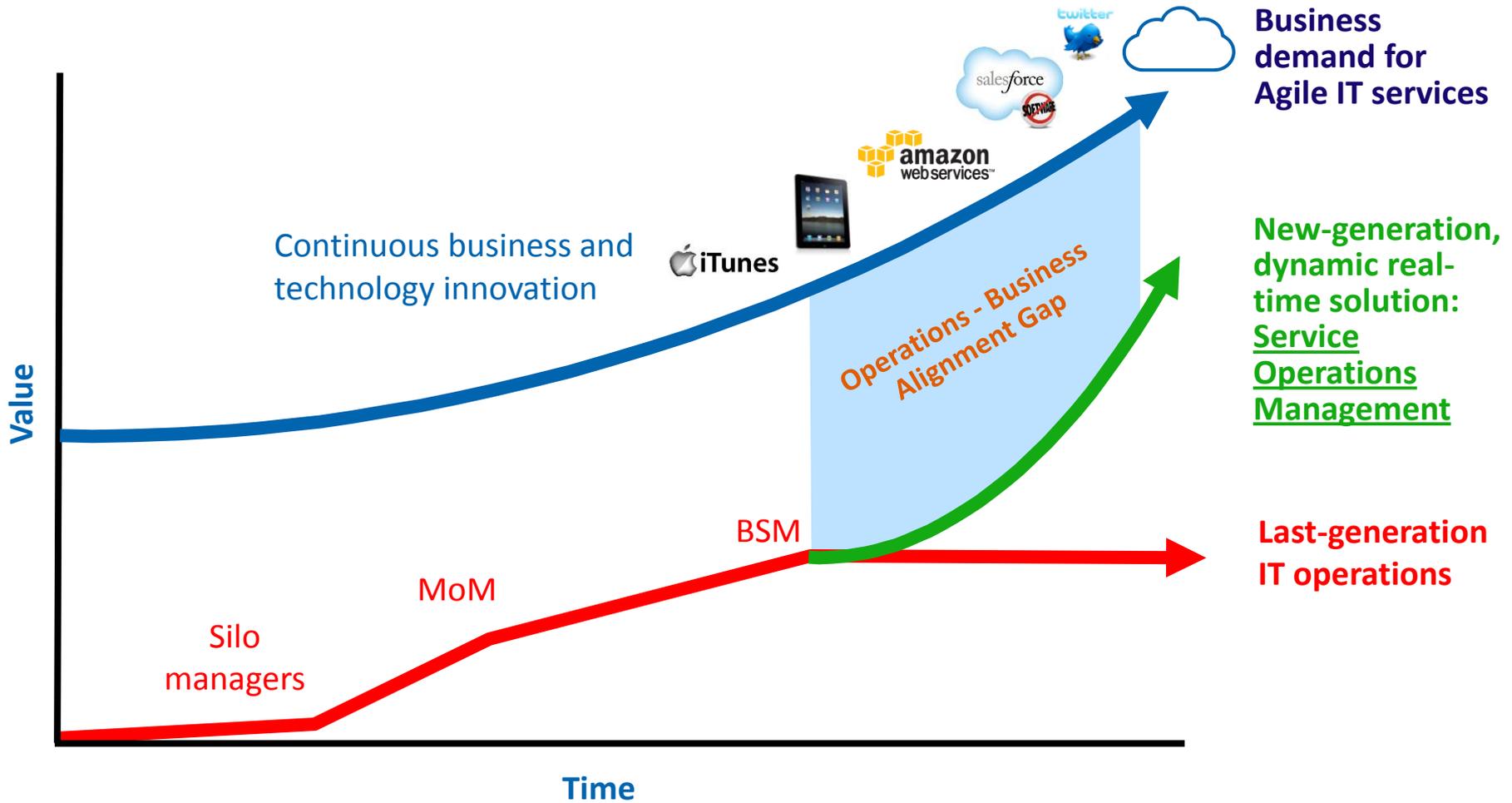
*\*formerly branded CA Spectrum Service Assurance*

agility  
made possible™



# the IT operations-business gap

# the growing challenge gap between IT operations and the business



# the IT operations-business gap

## people, processes and technologies

### IT Executives and Service Owners



“How are my key business services performing and are they at risk?”

“How can I make better CAPEX/OPEX decisions?”

### Operations Managers



“Thousands of alerts per day.”

“How can my team prioritize them from a business point of view?”

### Operations Support Staff



“We manage technologies, not business services?”

“...so we can triage faster, escalate better and speed MTTR?”

### Virtualization Program Managers



“I’m virtualizing our data center and will build a private cloud...”

“...but I don’t have an end-to-end view of the service I’m supporting.”

### Service Desk and Change Managers



“How can we prioritize tickets based on the flood of alerts from operations?”

“How can I see services in real time to manage change better?”

### Service Level Managers



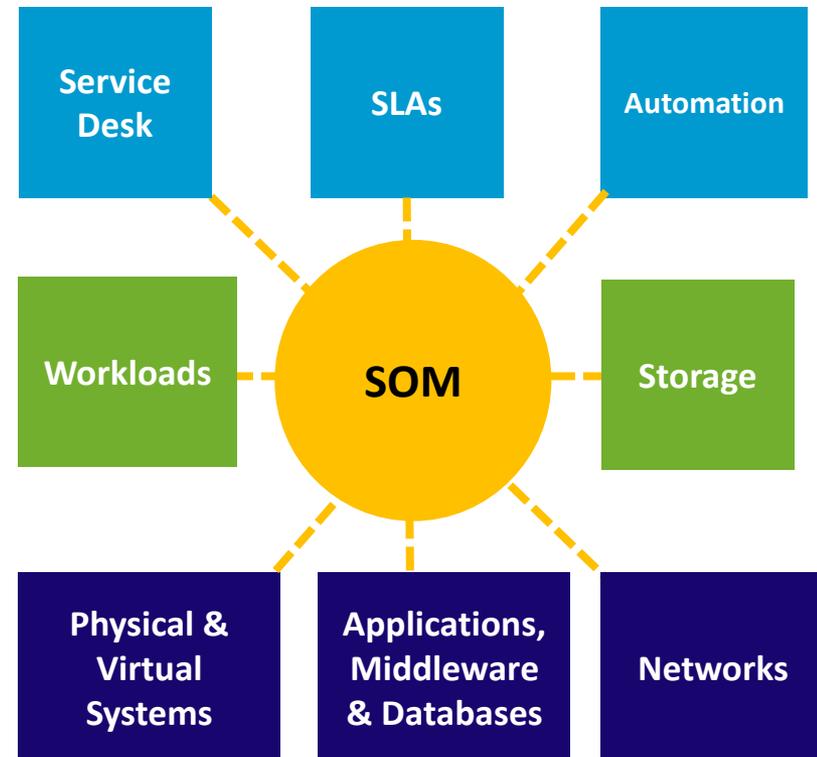
“We’re close to violating SLAs.”

“...can’t operations give us better performance?”

modern discipline, modern solution,  
modern product

# service operations management for today's dynamic business & IT environment

- **Next-generation solution for managing business services in traditional and cloud-connected enterprises**
- **Lets you proactively identify, prioritize and resolve problems across your service supply chain to minimize risks to your business**

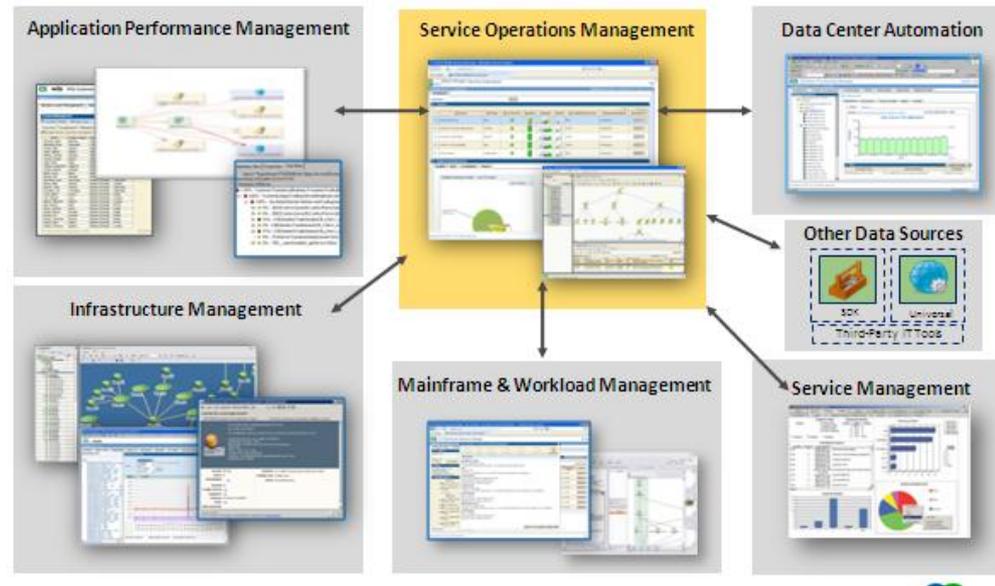


# product for service operations management (SOM)

## CA Service Operations Insight (SOI) r3.0

### — Capabilities

1. Build & maintain real-time, cross-domain, end-to-end view of services
2. Analyze service quality, availability, impact & risk
3. Contextually launch domain managers for root cause analysis
4. Service-driven actions



### — Benefits

- Improve service quality
- Improve service predictability
- Optimize operations

# CA Service Operations Insight r3.0 integrations integrating people, processes & technology

## Service Operations Management CA Service Operations Insight

### Service & Change Management

CA Service Desk  
CA CMDB  
CA IT Client Manager  
CA Service Catalog  
CA Clarity  
-----  
BMC Atrium  
BMC Remedy  
IBM Service Request Manager

### Application Performance Management

CA Application Performance Management

### Security

CA Access Control

### Infrastructure Management

CA Spectrum  
CA Virtual Assurance for IM  
CA eHealth  
CA NetQoS  
CA NSM  
CA Insight Database Performance Manager  
-----  
Akorri BalancePoint  
IBM Tivoli Monitoring  
IBM Tivoli Enterprise Console  
IBM Tivoli Netcool OMNIBUS  
IBM Tivoli Enterprise Portal & Monitoring Server  
Microsoft SCOM  
NetApp SANSscreen  
Oracle Grid Control

### Mainframe & Workload Management

CA OPS/MVS  
CA Autosys  
CA SYSVIEW  
-----  
IBM Omegamon  
Terma Software Labs JAWS

### Automation

CA Automation Suite for Data Centers & Cloud:  
CA Server Automation  
CA Virtual Automation  
CA Configuration Automation  
CA Process Automation  
CA Clarity

### Integration Tools

SDK  
Event Integration  
SNMP Connector  
Universal Connector

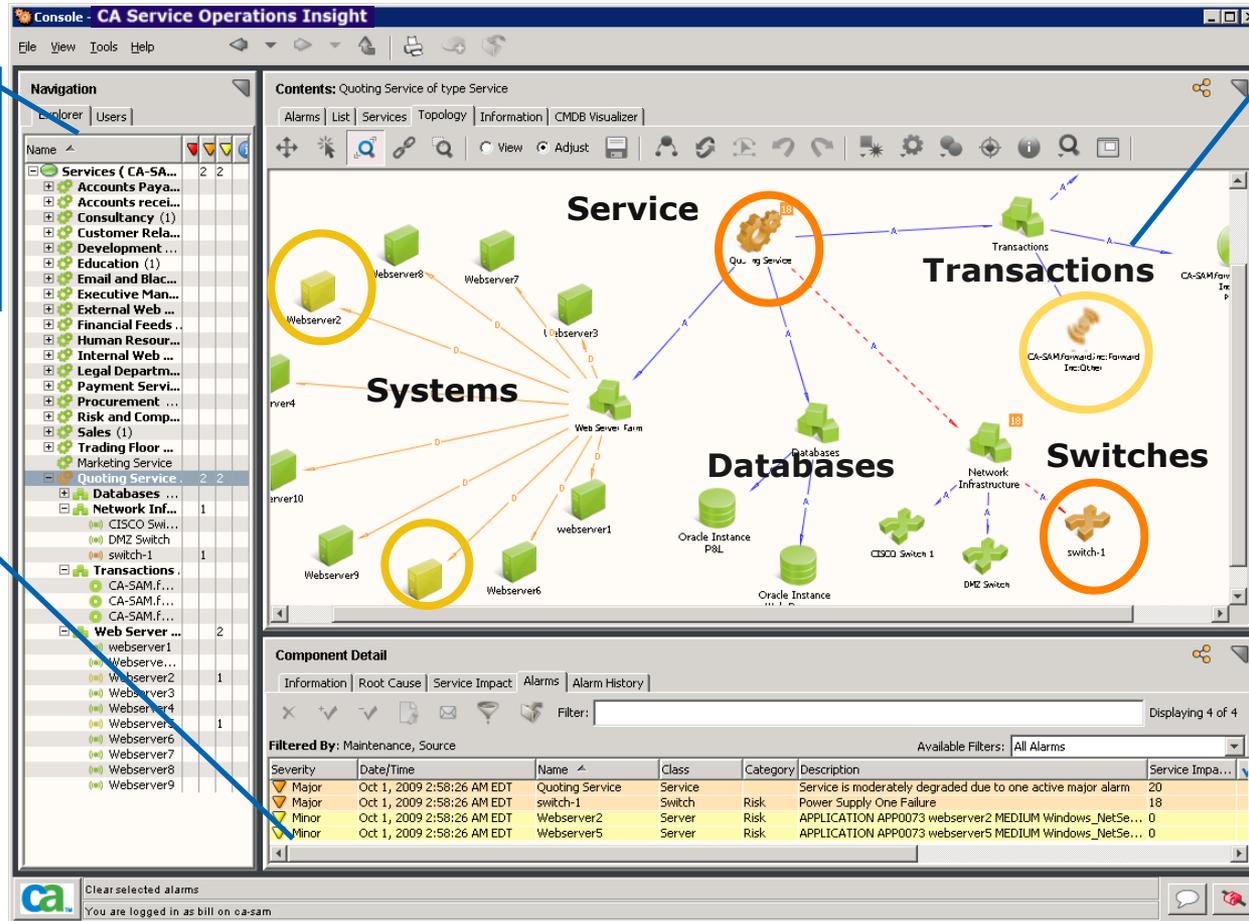
Common, Open Bi-Directional Integration & Automation Platform



# analyzes and alerts on service quality service console

Imported  
Components  
for Service  
Models

Component  
Detail:  
status,  
severity,  
impact &  
root cause



Service  
Topology:  
real-time  
model,  
component  
relationships  
& impact

Reduce the effort to pinpoint sources of impact on services across domains

Weigh the relative severity of alerts on services to prioritize actions

# analyzes and alerts on service quality contextually launch domain managers for root cause details

**CA Infrastructure Management**

**CA Application Performance Management**

**View Violation - SPECTRUM OneClick for Forwarding**

Configuration

```

live ip IPv6-1 enable
no cdp enable
frame-relay interface-dgi 202
class GOLD-Traffic

Interface Serial0/0.203 point-to-point
ip address 138.42.94.57 255.255.252.252
no cdp enable
frame-relay interface-dgi 203
class dcr-traffic

Interface BR1/0/0
no ip address
encapsulation ppp

```

Total Lines: 331 Violated Lines: 1 Current Line: 147

Missing Lines: 0

**Service Level Management**

**Incident Management**

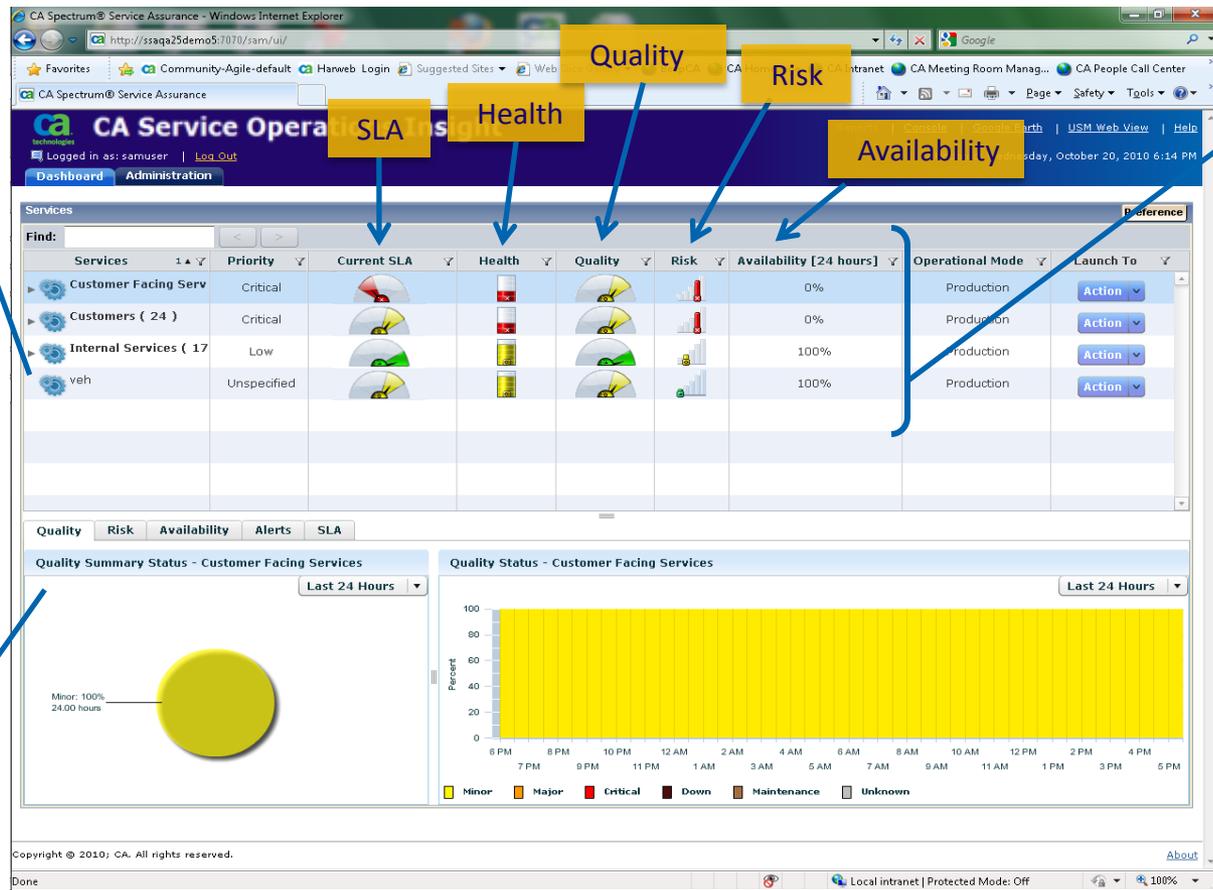
User	Login Name	Impact Level	User Group
Thorson, Jane	Ehorson	Critical	Online
Blumfeld, Rose	rblumfeld	Critical	CalCenter
Green, Sile	sgreen	High	Online
Jelicic, Mikel	mjelicic	High	Online
Molloy, Dermot	dmolloy	High	Online
Tuomo, Jeesar	juomo	High	Online
Alba, Florin	falba	Medium (Default)	Dublin
Allgood, Stephanie	sallgood	Medium (Default)	CalCenter
Anzise, Maria	manzise	Medium (Default)	CalCenter
Bean, Jason	jbean	Medium (Default)	CalCenter
Berger, Eric	eberger	Medium (Default)	CalCenter
Blumfeld, Rose	rblumfeld	Medium (Default)	CalCenter
Braun, Matt	mbraun	Medium (Default)	London
Bundy, Curtis	cbundy	Medium (Default)	CalCenter
Christian, Val	vchristian	Medium (Default)	CalCenter
Coty, Marty	mcoty	Medium (Default)	Dublin
Cox, Simeon	scox	Medium (Default)	London
Elcock, Katherine	kelcock	Medium (Default)	London
Eni, Kyoara	keni	Medium (Default)	NYSE
Emory, Jasmine	jemory	Medium (Default)	Dublin
English, Mayuri	menish	Medium (Default)	Dublin
Emrine, Art	aemrine	Medium (Default)	Dublin
Esmay, Terrence	tesmay	Medium (Default)	Dublin
Fajino, Kitch	kfajino	Medium (Default)	NYSE
Gentry, Harrison	hgentry	Medium (Default)	London

# real-time service status service dashboard

Business services listed according to:

- Business importance
- Quality level
- Risk to quality
- Business and IT subservices

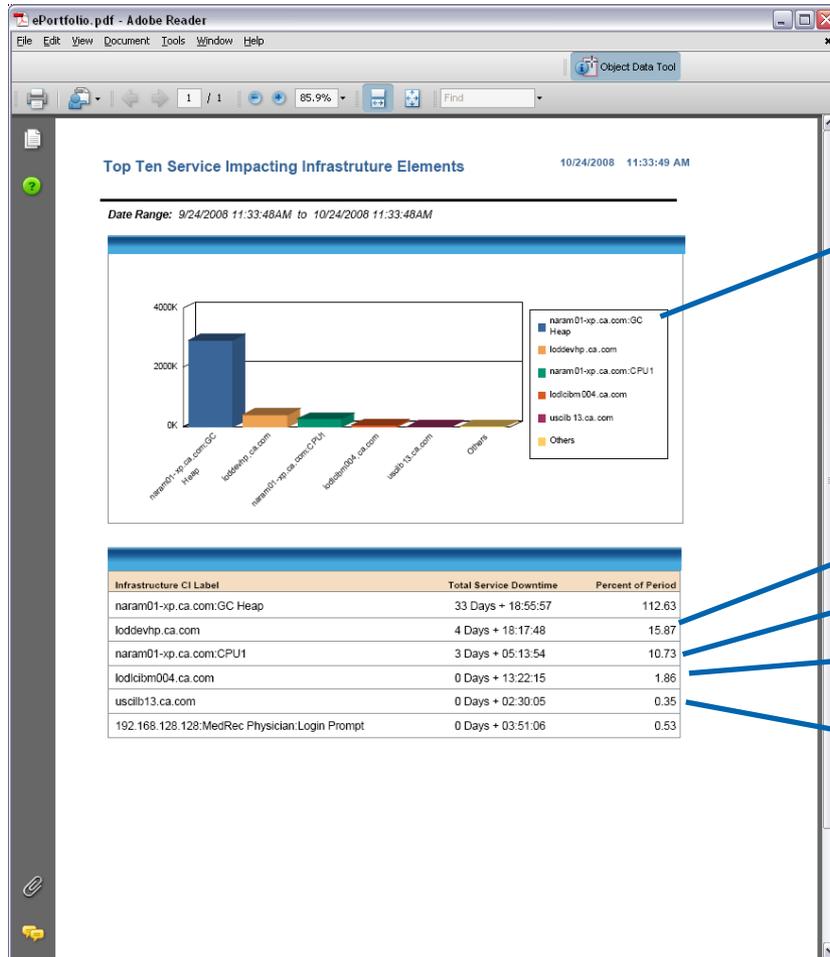
Historical service status details



Real-time service status indicators

# service reporting

## historical service and SLA reports



You see which IT assets are persistent source of problems for each particular business service

Network switch

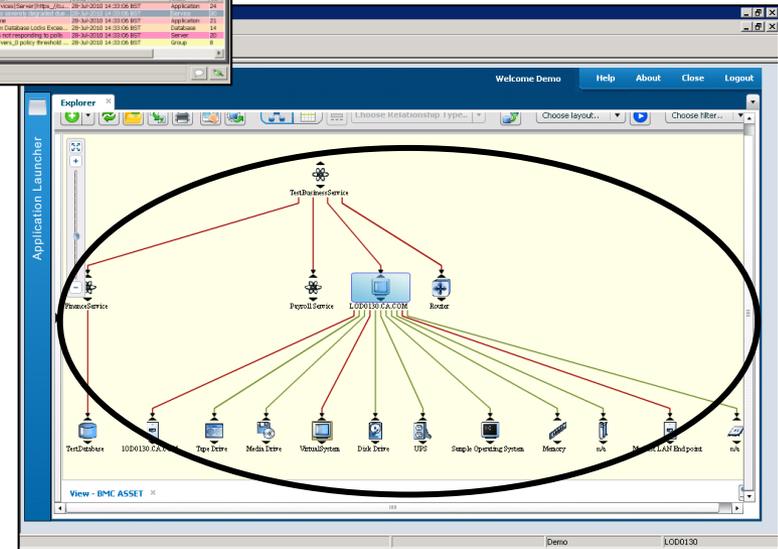
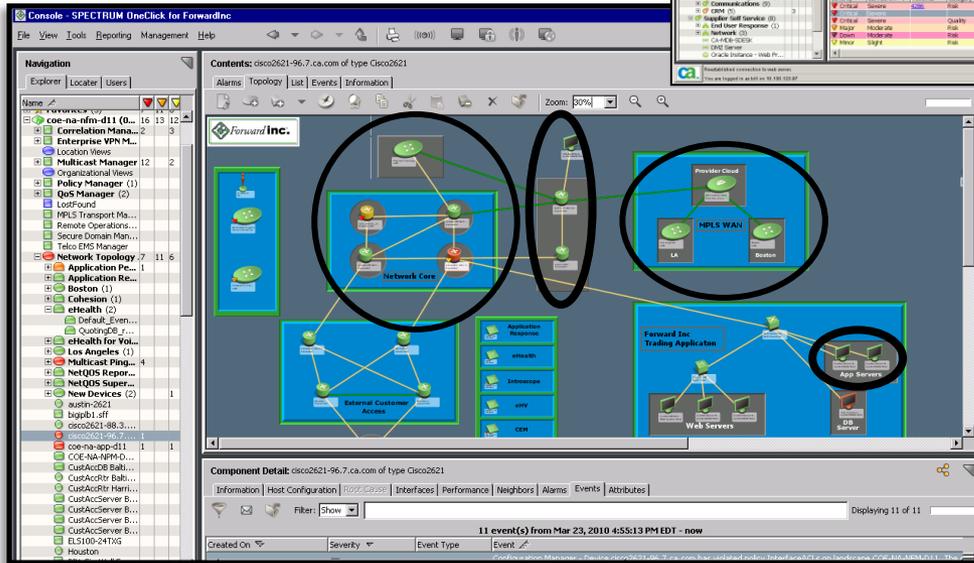
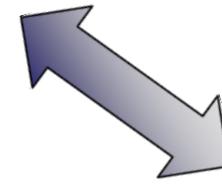
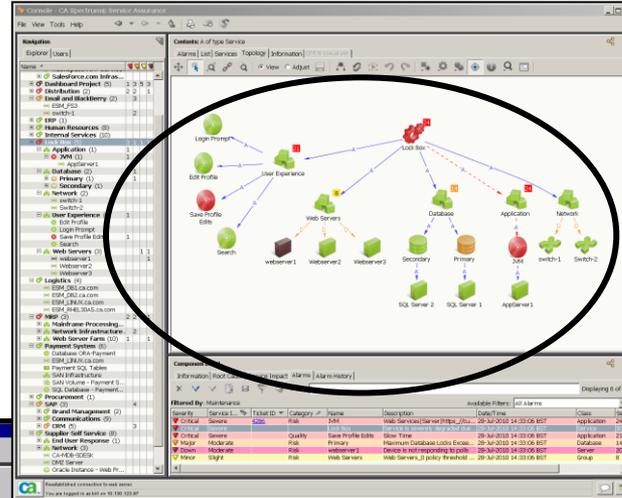
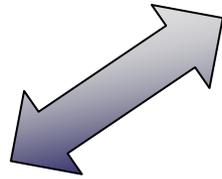
Server or mainframe

Back-end database

Transaction associated with a specific application and business process

# service synchronization unifies operations & change management processes

## CA Service Operations Insight



**Infrastructure Manager: Discovers, Maps & Manages Servers & Networks**

**CA & 3rd-Party  
CMDB Service  
Models**

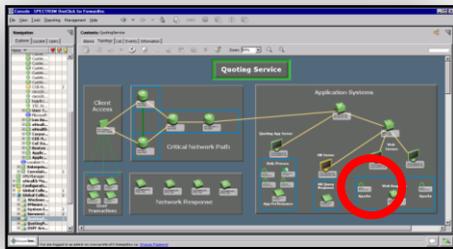


# maintenance mode synchronization cross-domain awareness & alarm suppression

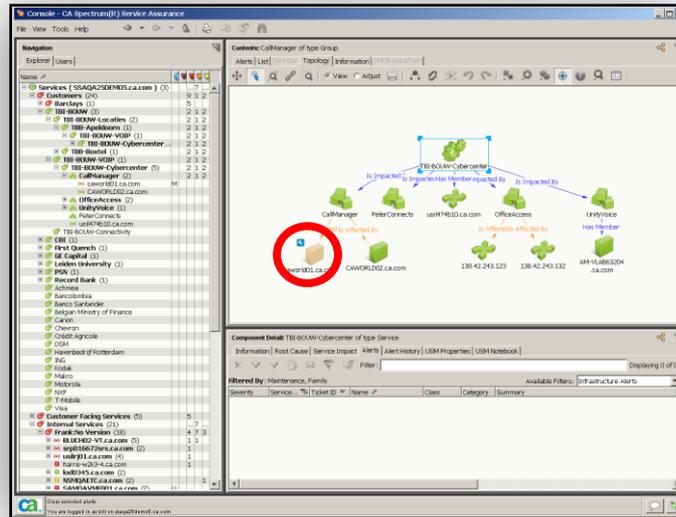
## CA Service Operations Insight

## CA Service Desk & CMDB BMC Remedy & Atrium

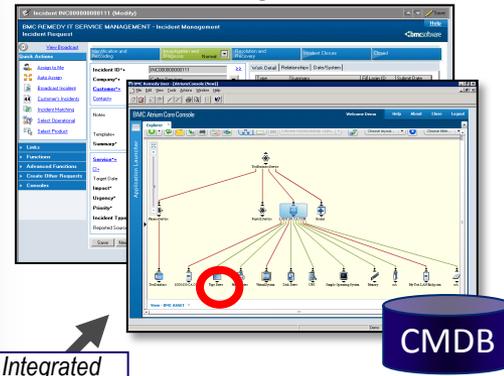
### CA Spectrum



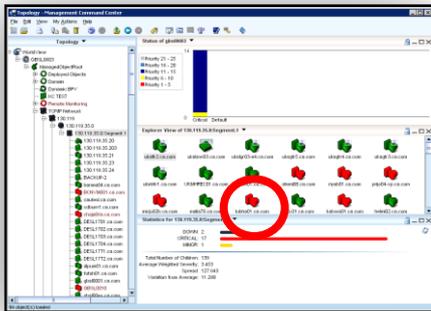
Integrated Workflow



Integrated Workflow



### CA NSM



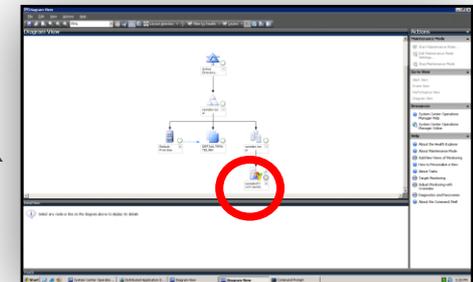
Integrated Workflow

Integrated Workflow

Integrated Workflow

Extensible to  
other Data Sources

### Microsoft SCOM



# service-driven ticketing CA & third-party service-desk integration

The image displays two overlapping screenshots from the CA Service Operations Insight web application. The background screenshot shows the 'Help Desk Configuration' page, which is used to configure the Help Desk settings for the CA Spectrum(R) Service Assurance client. A green oval highlights the 'Help Desk Type' dropdown menu, which is currently set to 'BMC Remedy IT Service Management Suite'. Other configuration fields include 'Server' (uniwv112), 'Port' (8080), 'User' (itpamadmin), and 'Password'. The foreground screenshot shows the 'Incident Management' interface for an incident with ID 'INC00000000111'. The interface includes a 'Quick Actions' menu, a 'Summary' section with fields for Incident ID, Company, Customer, and Contact, and a 'Work Detail' section with a table for incident details. The 'Summary' section also includes fields for Service, Cl, Target Date, Impact, Urgency, Priority, Incident Type, and Reported Source. The 'Work Detail' section includes a table with columns for Type, Summary, Fill Login ID, and Submit Date, and a 'Assigned Group' dropdown menu set to 'Service Desk'.

# closing the IT operations-business gap

## service-focused operations & cross-discipline collaboration



Executives & Service Owners



Virtualization Program Manager



Operations Managers



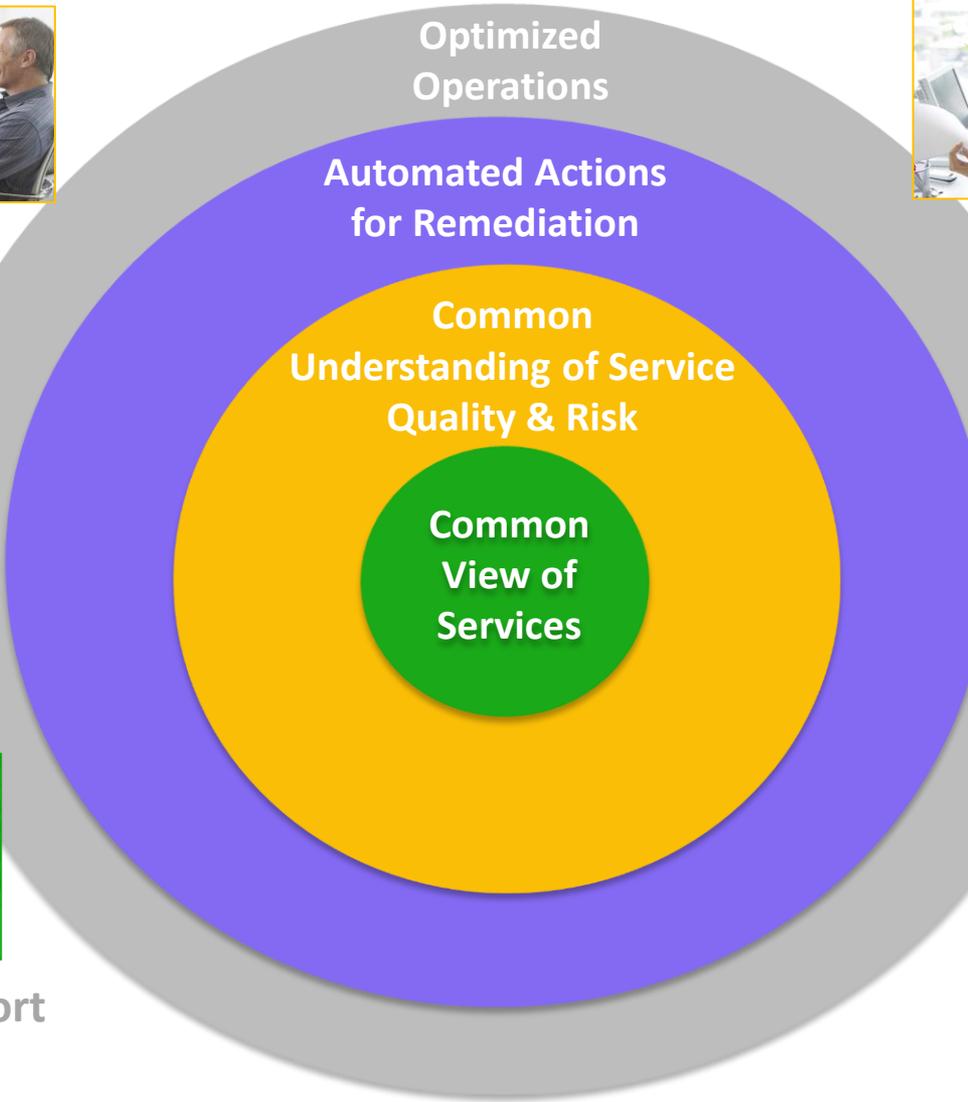
Service Desk & Change Managers



Operations Support Staff



Service Level Managers



# CA SOI r3.0 – enhanced & new capabilities

# product for service operations management (SOM)

## CA Service Operations Insight (SOI) r3.0

### — Capabilities

1. Build & maintain real-time, cross-domain, end-to-end view of services
2. Analyze service quality, availability, impact & risk
3. Contextually launch domain managers for root cause analysis
4. Escalate alerts

### — Benefits

- Improve service quality
- Improve service predictability
- Optimize operations

#### Five New SOI Leadership Capabilities\*

1. Enhanced: Dynamic Service Modeling

2. New: Service-Driven Automation

3. New: Mobile User Interface

4. New: Scale & Performance

5. New: Unified Event Management

\* Introduced with CA SOI r3.0

# accelerating IT maturity

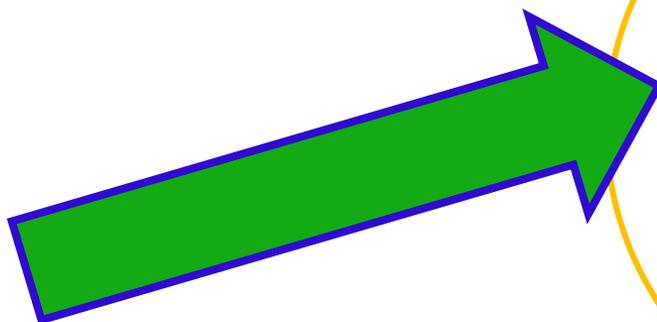
## previous release

### Evolution from Domain to Business Service-Oriented Management

Domain  
Management



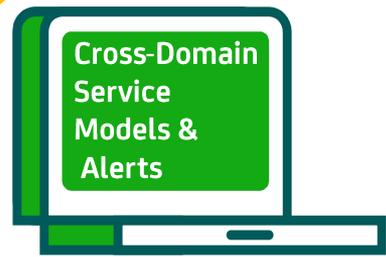
Service Modeling &  
Management



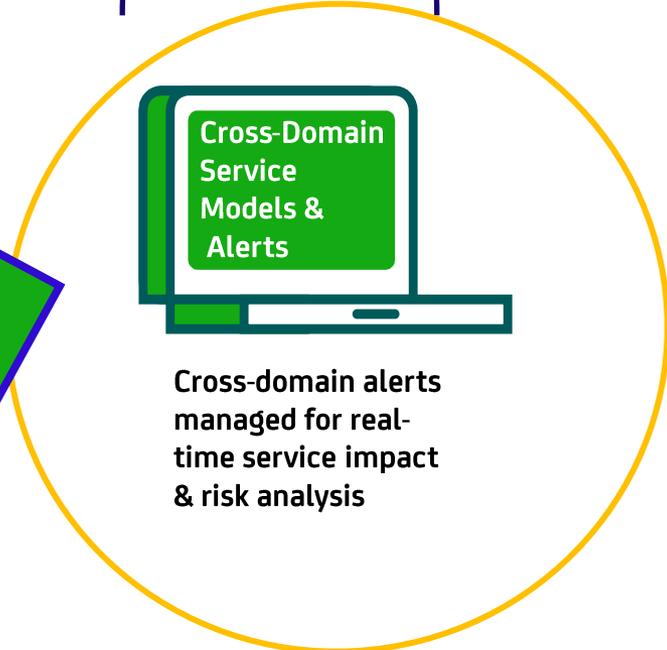
Domain Event  
Management



Cross-Domain  
Service  
Models &  
Alerts



Cross-domain alerts  
managed for real-  
time service impact  
& risk analysis



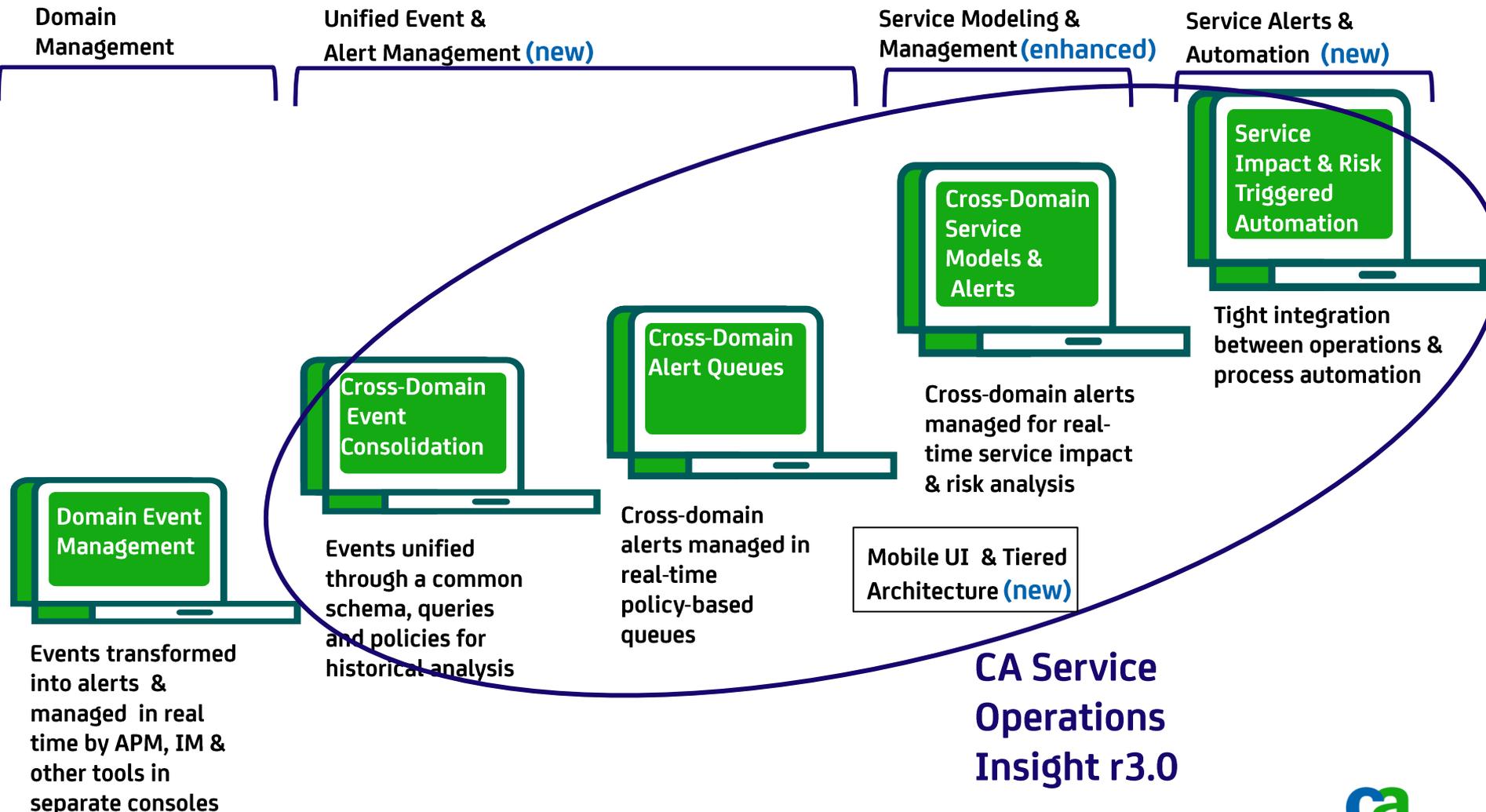
Events transformed  
into alerts &  
managed in real  
time by APM, IM &  
other tools in  
separate consoles

CA Spectrum  
Service  
Assurance r2.5

# accelerating IT maturity

## new release

### Evolution from Domain to Business Service-Oriented Management



# CA Service Operations Insight r3.0

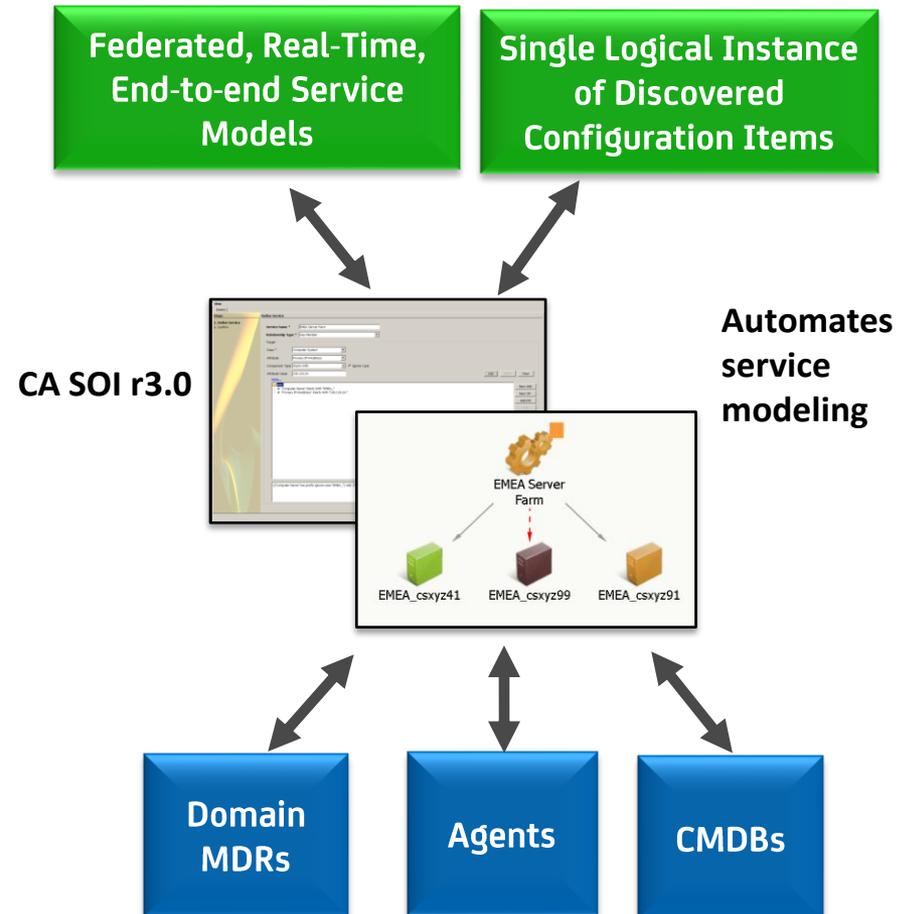
## enhanced: policy based service discovery

### — Capabilities

- Automatically
  - populates services based on user-defined policy
  - creates relationships between CIs based on user-defined policy
  - maintains relationships as CIs are added to preexisting groups
- Allows child objects to impact a service without being explicitly modeled

### — Benefit

- Dramatically reduces the effort to build & maintain service models by:
  - creating and maintaining service model contents
  - building composite & federated end-to-end service models
  - simplifying service models to improve service visualization, triage & MTTR



# dynamic policy-based service discovery

## find relationships to populate and update service models

**Service Name \*** EMEA Server Farm

**Relationship Type \*** Has Member

Attribute: Primary IPV4Address  
Comparison Type: Starts With  Ignore Case  
Attribute Value: 130.119.24.

**AND**

- 'Computer Name' Starts With "EMEA\_"
- 'Primary IPV4Address' Starts With "130.119.24."

- Automatically create and maintain service models
- Define policy to create relationship to Service when CIs match criteria
- Detect when new or existing CIs become compliant and add them in real time
- Remove CIs that are no longer compliant

# dynamic policy-based service discovery

## find relationships to populate and update service models

The screenshot shows a 'Define Service' window with the following fields:

- Service Name: EMEA Server Farm
- Relationship Type: Has Member
- Target: (empty)
- Class: Computer System
- Attribute: Primary IPv4 Address
- Comparison Type: Starts With
- Attribute Value: 130.119.24.

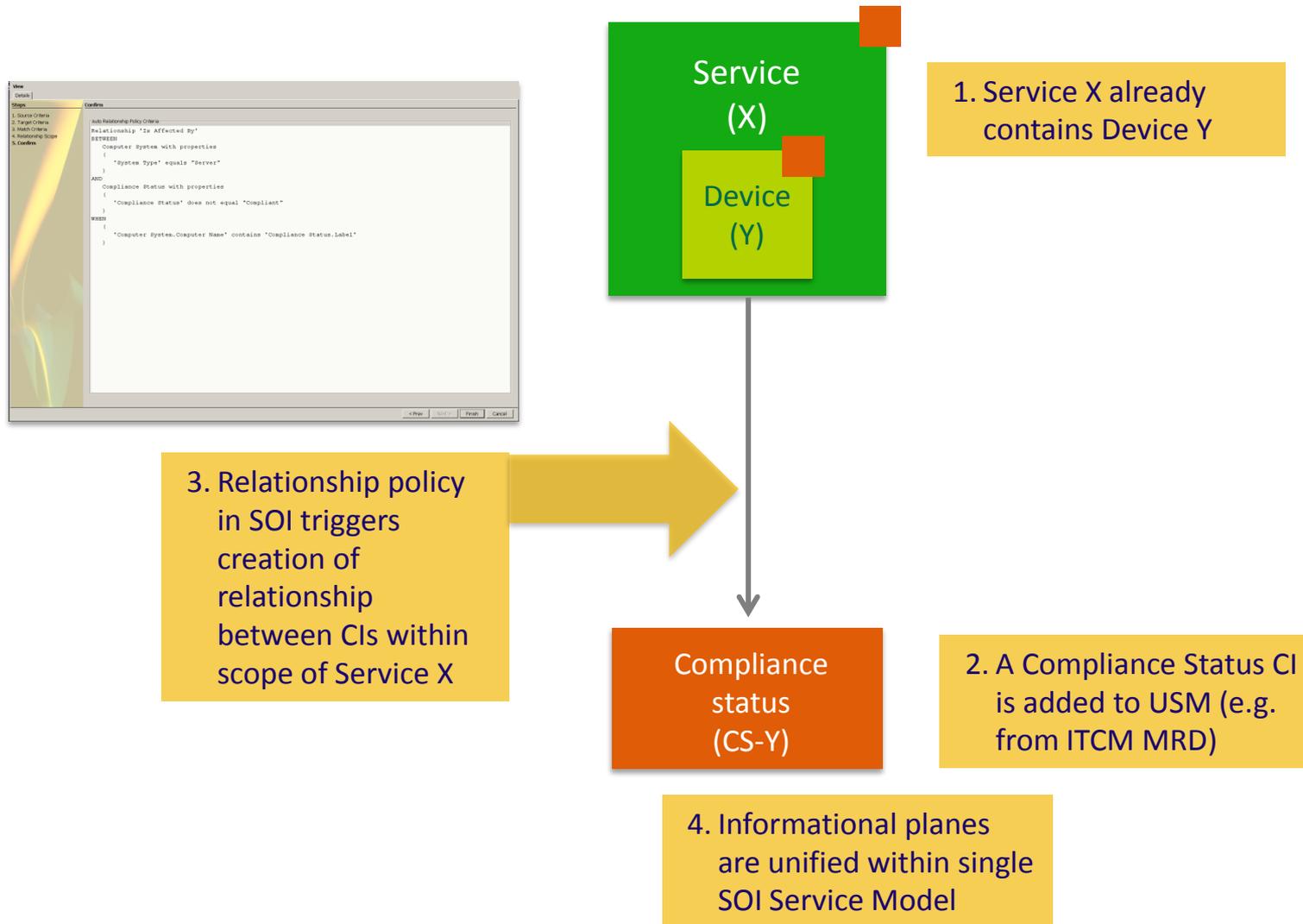
The 'Hints...' section shows a logical expression: AND (Computer Name' Starts With 130.119.24. AND Primary IPv4Address' Starts With 130.119.24.).

The diagram overlay illustrates the relationship between the service and its members:

- A central gear icon represents the **EMEA Server Farm** service.
- Three server icons represent discovered members: **EMEA\_csxyz41** (green), **EMEA\_csxyz99** (dark red), and **EMEA\_csxyz91** (orange).
- A blue box on the left states: **Service defined by policy**.
- A blue box at the bottom states: **Servers discovered by policy**.

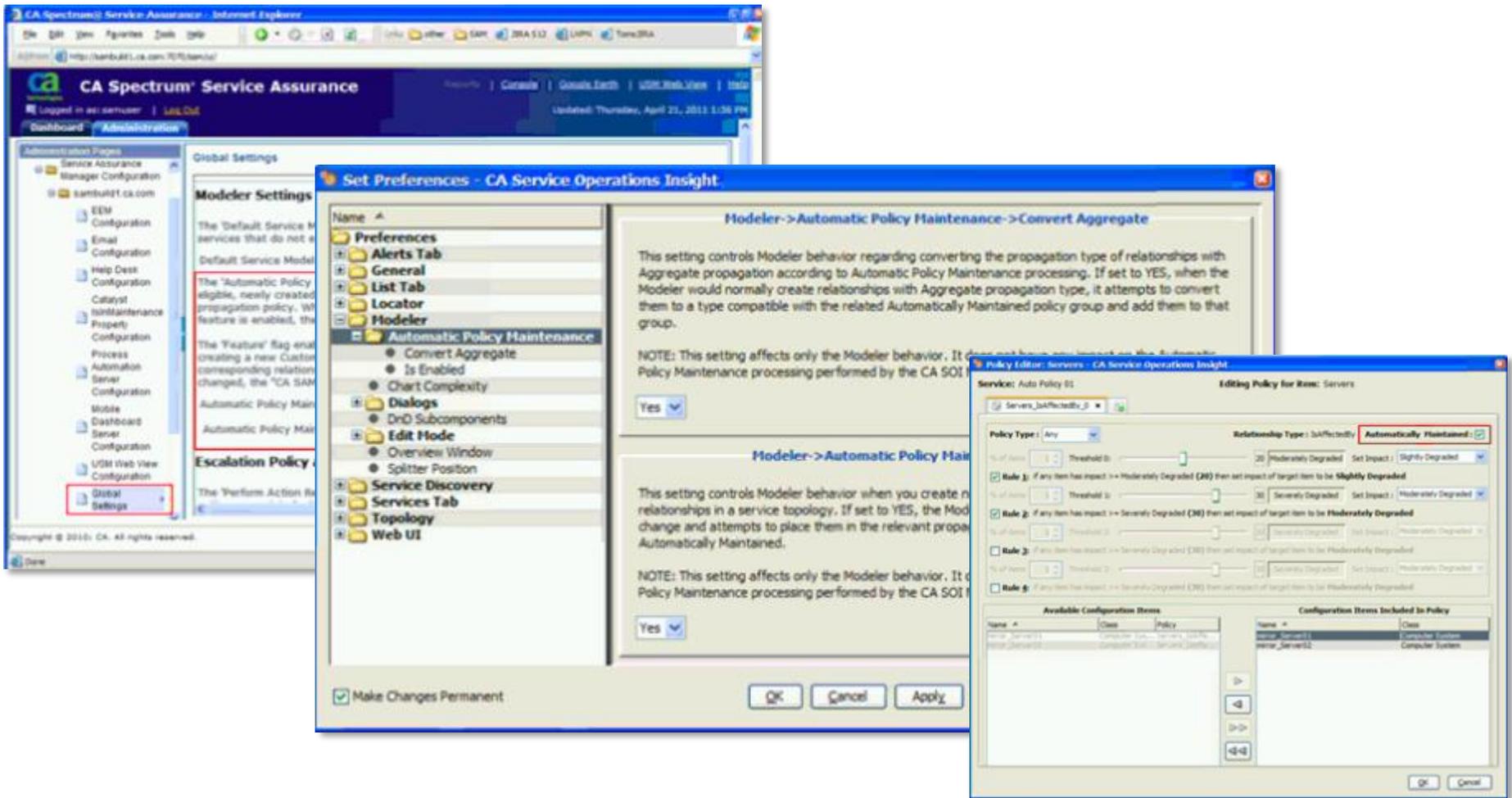
# relationship discovery

enrich existing models by adding related objects (configuration items)



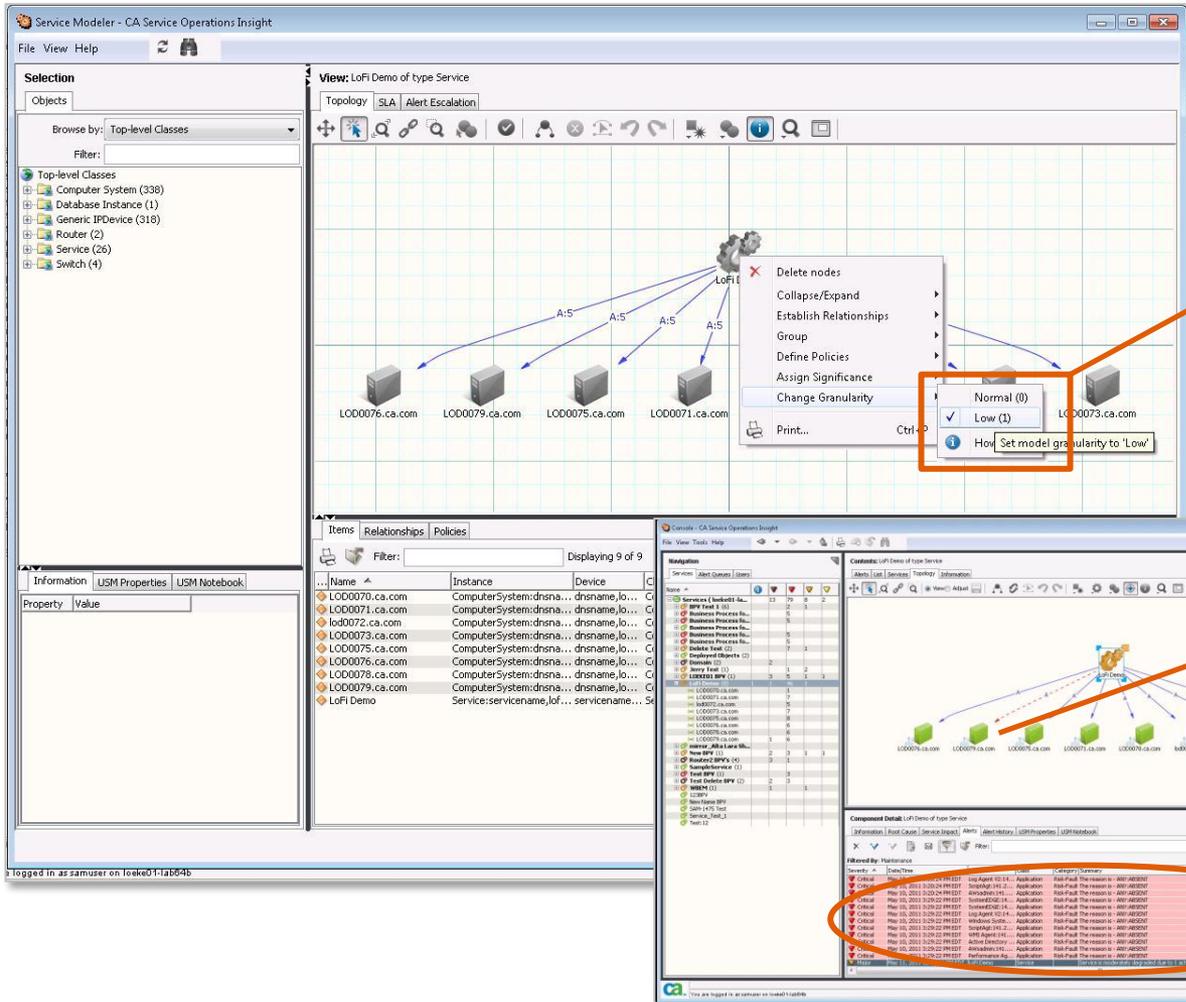
# automatic policy maintenance (automain)

maintains intended relationships of objects imported to models



# flexible granularity modeling options

## high efficiency



Optional granularity modes

Parent object impacting the service

Child object alerts

# CA Service Operations Insight r3.0

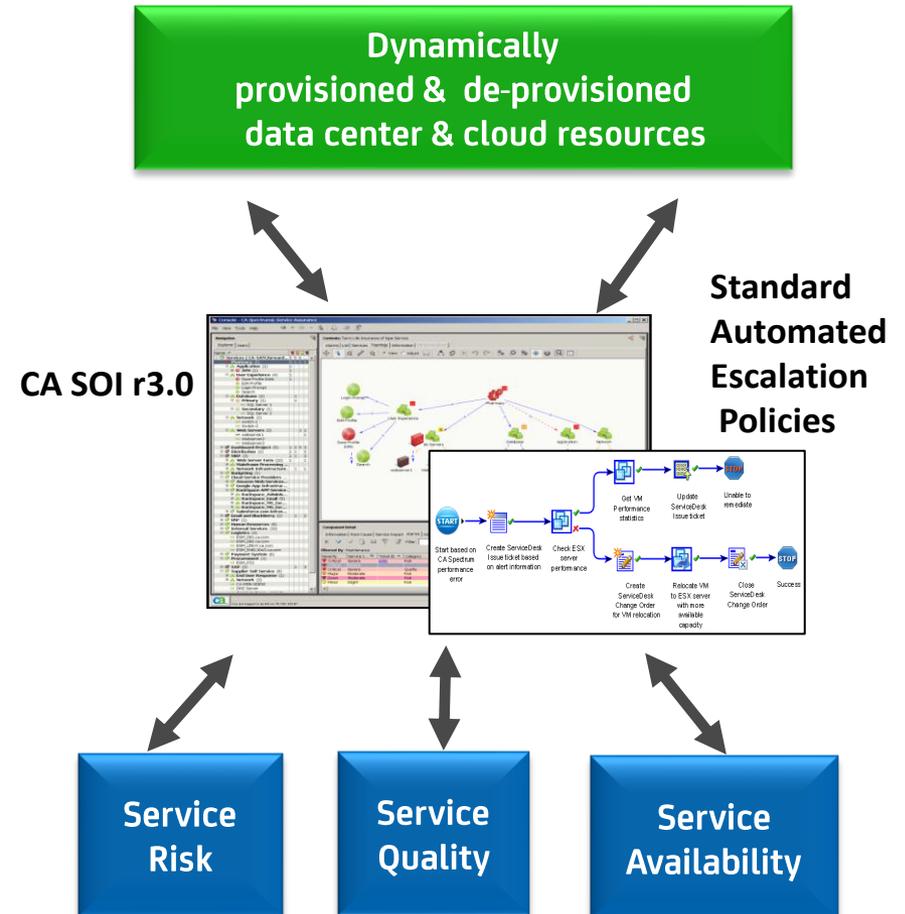
## enhanced: operations management & automation integration

### — Capabilities

- Out-of-the-box integration with CA Process Automation
- CA Process Automation processes are enumerated and available for selection as escalation actions
- Runtime tokens can be substituted as parameters to affect the process

### — Benefit

- Enables greater agility and IT alignment with business priorities through service impact- & risk-triggered automation
- Improves IT Operations efficiency and business results through enforcement of standardized escalations



# standard pre-built automated process flows

**Escalation Action Editor - Create Action - CA Service Operations Insight**

Action Name \* Workflow    Action Type \* Execute Automated Proc...    Action is currently  Enabled  Disabled

Description

Use an Available Form     Execute another Process    [Hints...](#)

Click to refresh with new Forms from the server.

Refresh Available Forms

Populated with Forms from the Process Automation Server.

Path	Form Name
/CA Custom Operators	EmailForm
/CA Remedy Gateway	CreateRemedyTestTicket
/CA Remedy Gateway	RemedyHPDCConfiguration
/CA Remedy Gateway	RemedyITSMConfiguration
/CA Remedy Gateway	SSAServerConfiguration
/CA Remedy Gateway	StartOnDemandSynchronization
/CA Remedy Gateway	TestRemedyServerConnection
/CA Remedy Gateway	TestSSAServersConnection

Lists the parameters for each Form.

Form Parameters

Filter:    Displaying 3 of 3

Parameter Name	Data Type	Parameter Value
Message	String	Hello World
Subject	String	Hello
To	String	someone@ca.com

Click here to set the Parameter values.

Click here to see the summary of the Process Automation Command.

Update Summary

Summary

/CA Custom Operators/EmailForm" Subject="Hello" Message="Hello World" To="someone@ca.com"

\* indicates a required field

OK    Cancel

# process automation escalation in action

## CA Service Operations Insight

The screenshot shows the CA Service Operations Insight interface. At the top, it displays 'CA Service Operations Insight' with navigation links for Reports, Console, Google Earth, USM Web View, and Help. The user is logged in as 'kieron' and the page is updated as of Tuesday, May 10, 2011, at 5:40 PM. The main section is titled 'Services' and contains a table with columns for Services, Priority, Health, Quality, Risk, and Availability. The table lists 'Service 1 (5)' with a 'High' priority and '100%' availability. Below the table, there are sections for 'Services Catalog' and 'Alerts'.

1. Identification of service risk or impact

3. USM and business service model updated with new provisioned resource CI's

2. Triggers dynamic resource provisioning according to policy

5. Identification of service level normal

4. Continuously analyzes service risk and impact

## CA Automation Suite for Data Centers

The screenshot shows the CA Automation Suite for Data Centers interface. It features a 'Build Machine' wizard with steps for Virtual Machine, Memory, CPU, Disk, Network, and Software Delivery. The 'Virtual Machine' step is currently active, showing configuration for 'VC Server: ASM-VC25C.ca.com' and 'VC Data Center: VPM-VC25C'. Below this, there are fields for 'Username: administrator' and 'Password: \*\*\*\*\*'. The 'Input Image' section shows 'VC Virtual Machine: Win2K3\_R2\_Enterprise (1)' and 'VC Template: TEST-SPEC'. On the right, capacity information is displayed: 'Capacity: 29.87GB' and 'Available: 21.01GB'. At the bottom, a workflow diagram shows a sequence of steps: 'Create ServiceDesk Issue ticket based on alert information' (START), 'Check ESX server performance', 'Get VM Performance statistics', 'Update ServiceDesk Issue ticket', 'Relocate VM to ESX server with more available capacity', 'Close ServiceDesk Change Order', and 'Unable to rem ediate' (STOP).

CA SOI alerts trigger policy-based CA Process Automation commands



# CA Service Operations Insight r3.0

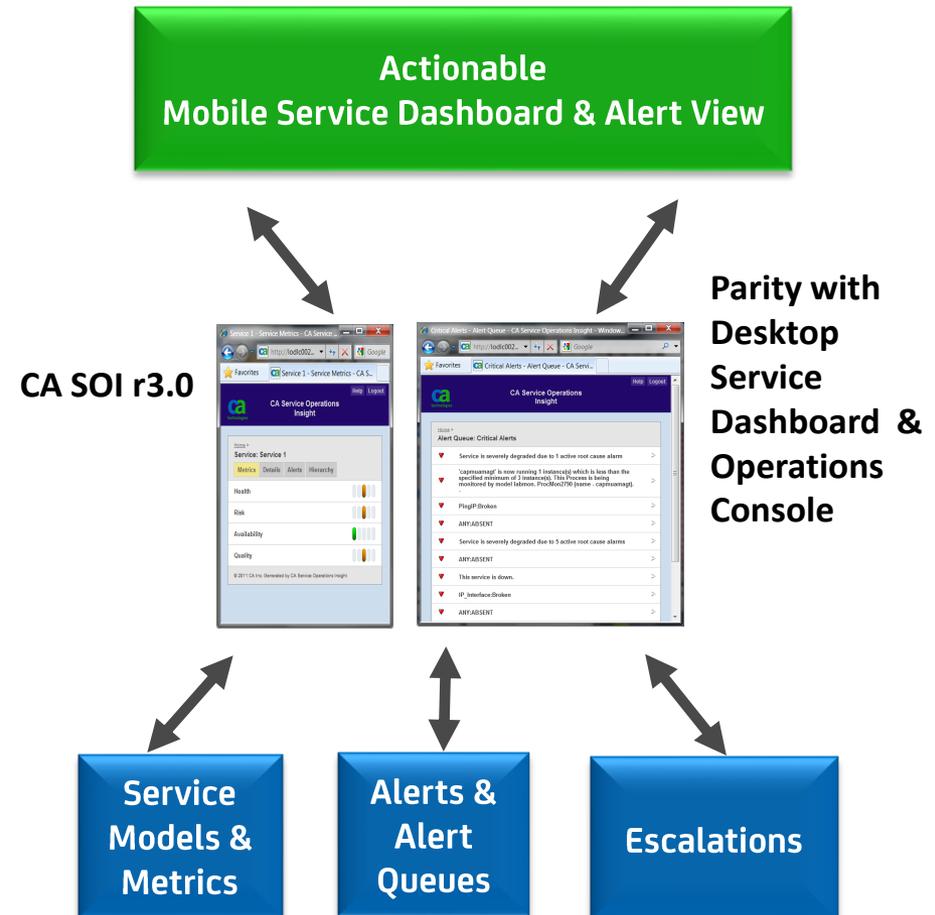
## new: mobile user interface

### — Capabilities

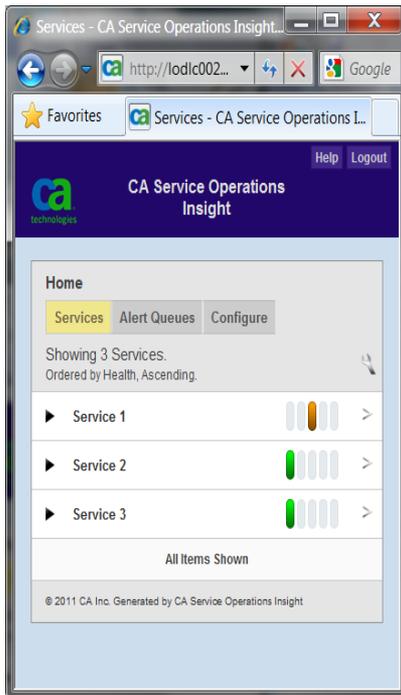
- View services in real time from mobile devices
  - Key service metrics
  - Alerts
  - Escalation actions
- Configurable views

### — Benefit

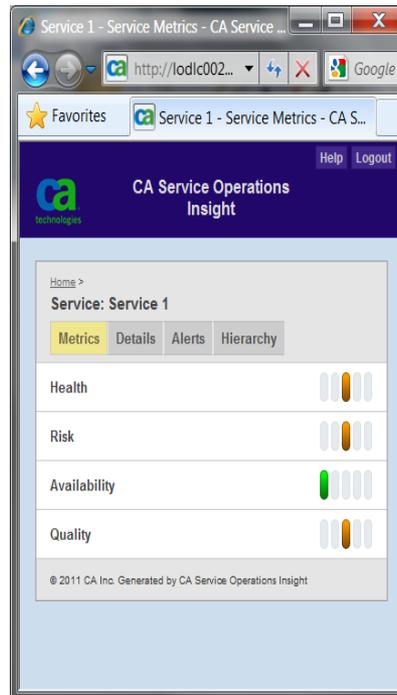
- Anywhere-anytime:
  - awareness of critical IT and business service status & issues
  - ability to act on status of services or alerts
- Ensure common understanding of service status among all stakeholders regardless of location



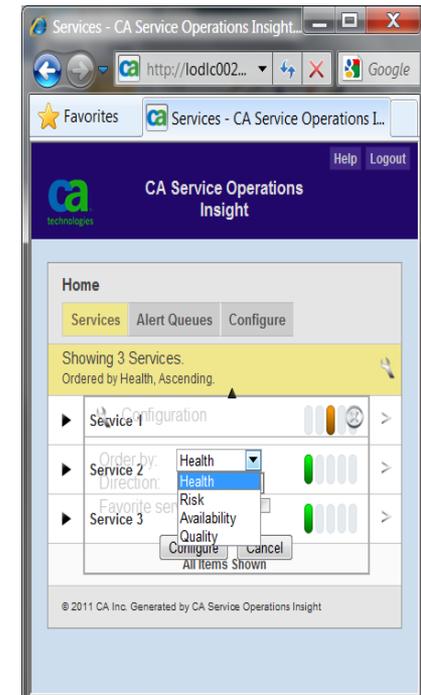
# mobile interface service dashboard



View service health  
while on the go

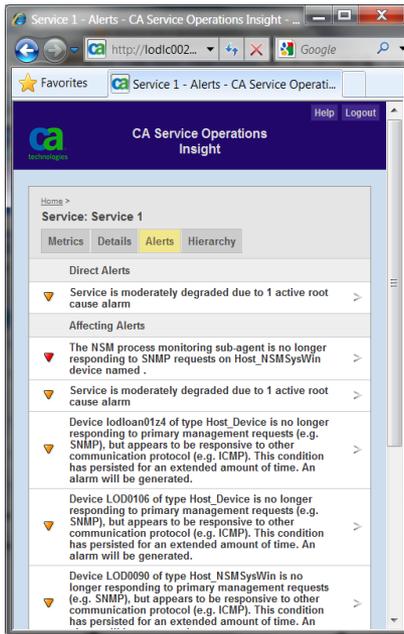


Drill down to see  
detailed service  
metrics

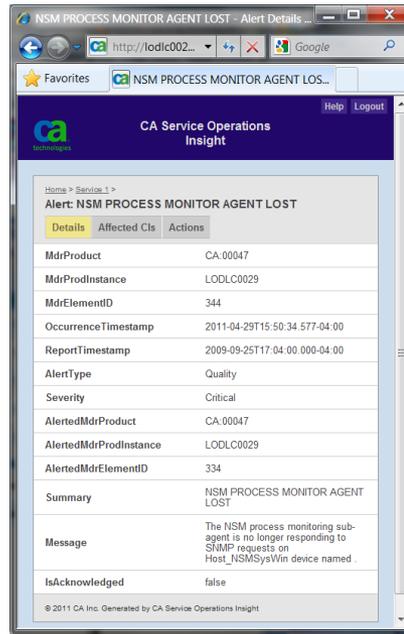


Configurable views ensure  
business-critical information  
is always at your fingertips

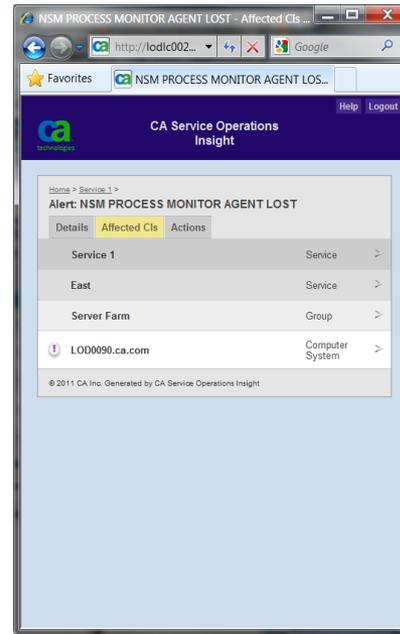
# mobile interface alert management



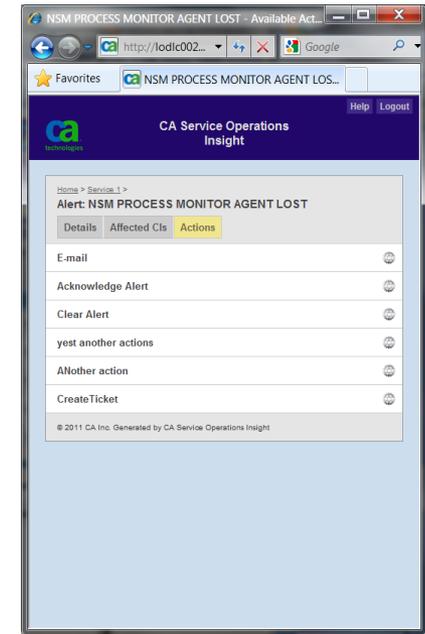
View service alerts and domain alerts affecting services



View alert details



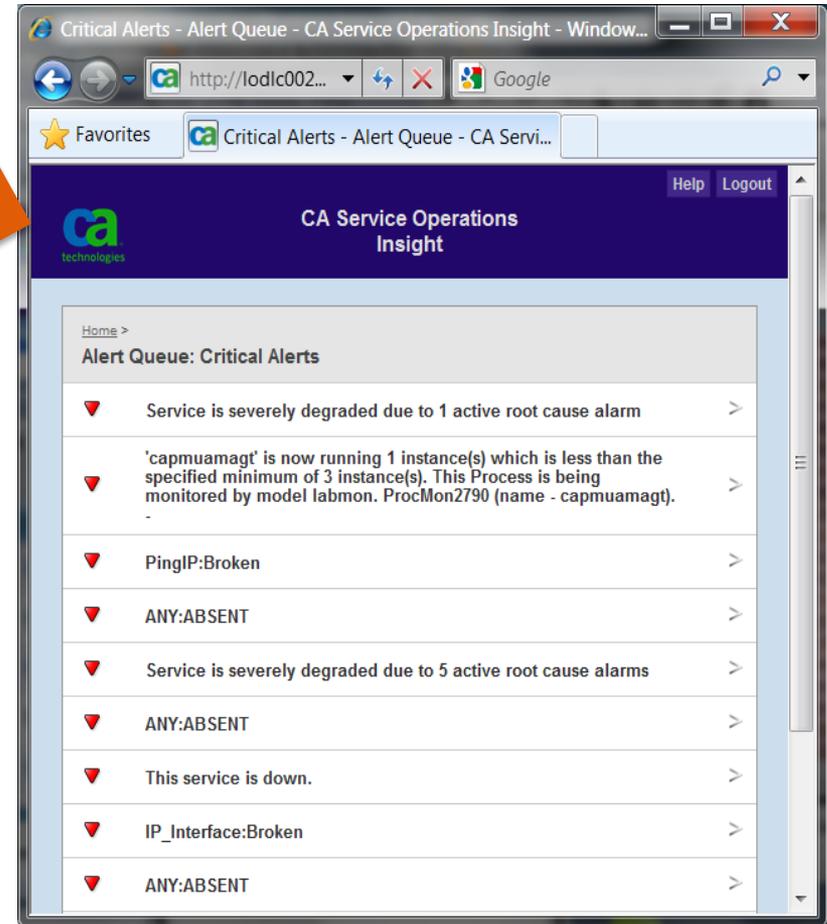
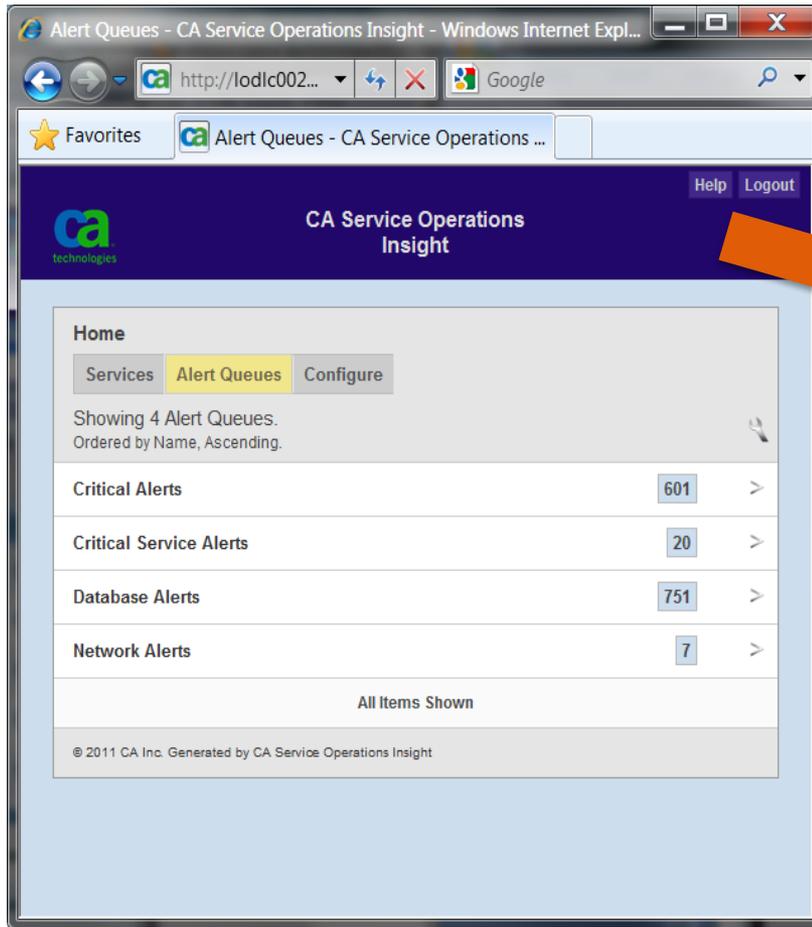
View affected CIs



Take actions against alerts

# mobile interface

## alert management—support for alert queues



# CA Service Operations Insight r3.0

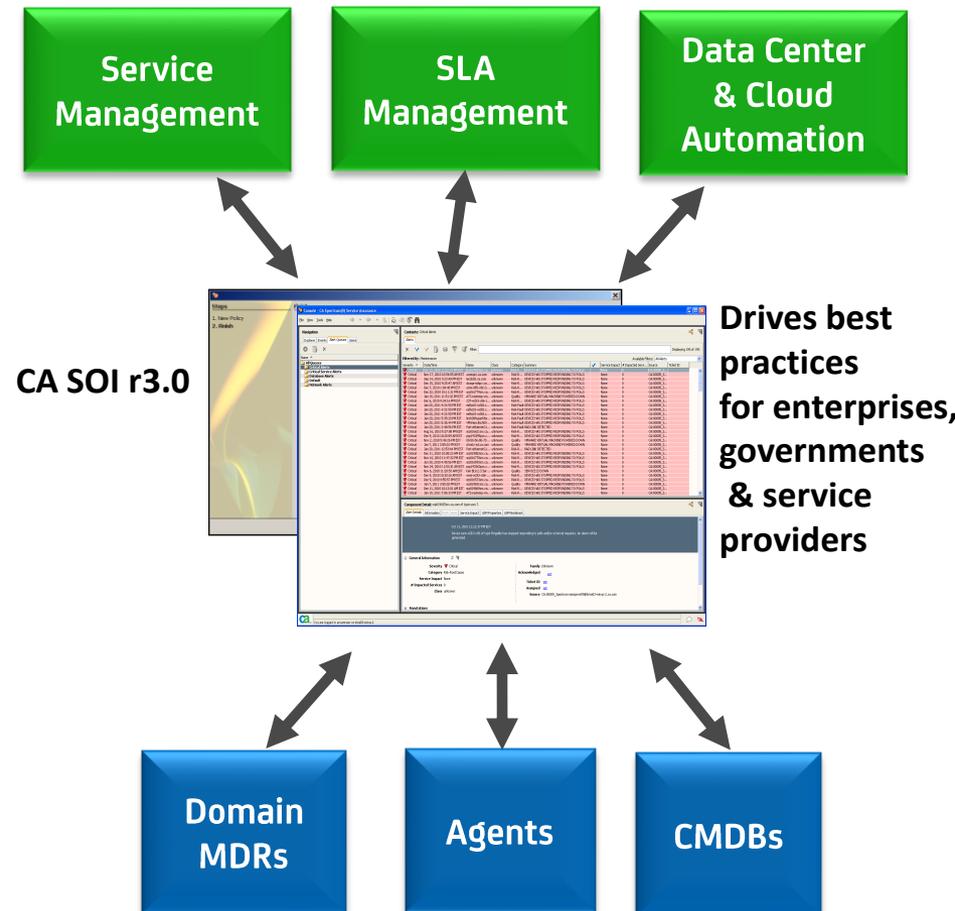
## new: unified event & alert management

### — Capabilities

- Alert queues that add the ability to process service-impacting and non-service-impacting alerts in the same console
- Escalations based on queue assignment, service impact, or global policy
- Interactive event queries to determine useful correlation policy
- Distributed, cross-domain event correlation processing

### — Benefit

- Enables evolution from event-driven to service-focused management
- Enables higher operational efficiency by providing a single console for alert management, whether impacting modeled services or not
- Enables cross-domain visibility and analysis
- Improves IT-business alignment through policies that prioritize escalations



# interactive event console

queries are federated across domains (connectors/event collectors)

The screenshot shows the CA Spectrum Service Assurance console interface. The main window is titled "Console - CA Spectrum(R) Service Assurance". It features a navigation pane on the left with "Alert Queues Explorer" and "Users Events". The main area is divided into several sections: "Contents: UC\_Service of type Service", "Event Policy", "Scope" (with "Source..." and "Time Range..." fields), "Search Criteria" (with two event pattern input fields), "Additional Criterion" (with radio buttons for "All event occurs", "All events occur within 5 seconds", "Sequence enforced", and "Occurs 2 times within 30 seconds"), and a "Filter:" field. Below these is a table of search results with columns for Severity, Summary, Occurrence Time, Source, Source Instance, and Matching Pattern. The bottom section is titled "Component Detail: MyProcess.exe has stopped, exit code=33." and contains a table of event details.

Severity	Summary	Occurrence Time	Source	Source Instance	Matching Pattern
Critical	MyProcess.exe has stoppe...	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern2
Critical	MyProcess.exe has stoppe...	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern2
Critical	MyProcess.exe has stoppe...	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern2
Critical	MyProcess.exe has stoppe...	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern2
Major	MyProcess.exe has started.	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern1
Major	MyProcess.exe has started.	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern1
Major	MyProcess.exe has started.	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern1
Major	MyProcess.exe has started.	2011-02-06T11:18:50-05:00	CA:09997	usc04.ca.com	Pattern1
Critical	MyProcess.exe has stoppe...	2011-02-06T11:14:50-05:00	CA:09997	usc04.ca.com	Pattern2
Critical	MyProcess.exe has stoppe...	2011-02-06T11:14:50-05:00	CA:09997	usc04.ca.com	Pattern2
Critical	MyProcess.exe has stoppe...	2011-02-06T11:14:50-05:00	CA:09997	usc04.ca.com	Pattern2

Property Name	Value
Alerted Source	CA:09997
Alerted Source Instance	usc04.ca.com
Source	CA:09997
Matching Pattern	Pattern2
Alerted Element ID	BackgroundProcess:MyProcess.exe
Source Instance	usc04.ca.com

4. Save queries and execute on demand in the UI

1. Define the event patterns to search for

2. Specify the search criteria such as frequency or timing

3. Execute the search to see the historical results

# unified view of alerts across management domains

## organize alerts in queues

The screenshot displays the CA Spectrum(R) Service Assurance console. The left-hand navigation pane shows a tree structure of alert queues: All Queues, Critical Alerts, Critical Service Alerts, Database Alerts, Default, and Network Alerts. The main window shows a list of alerts filtered by 'Maintenance'. A table of alerts is visible, with columns for Severity, Date/Time, Name, Class, Category, Summary, Service Impact, # Impacted Services, Source, and Ticket ID. An orange oval highlights the 'Critical Alerts' queue in the navigation pane and the corresponding rows in the alert list. A text box labeled 'Critical alert queue' points to this area. Below the alert list, a detailed view of a specific alert is shown, including its impact, USM properties, and USM notebook content. A text box labeled 'Alert queues examples:' lists several examples: Default, Critical, Domain-specific, Location-specific, and Cross-domain-specific.

Severity	Date/Time	Name	Class	Category	Summary	Service Impact	# Impacted Servi...	Source	Ticket ID
Critical	Oct 13, 2010 12:22:37 PM EDT	srp024835rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Nov 17, 2010 10:56:55 AM EST	usgs01...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Sep 14, 2010 3:23:40 PM EDT	usgs02.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 15, 2010 9:25:47 AM EST	dcaqa-rshpw.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 7, 2010 1:07:48 PM EST	ssm-085-x86-3...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 22, 2010 10:11:31 PM EST	srp016779rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 17, 2011 11:51:32 PM EST	AT5-restemp-vm...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_S...	
Critical	Dec 6, 2010 9:34:16 PM EST	237-w2k3-x86-1...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 5:35:29 PM EST	lnch09hyperfdm...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 5:35:44 PM EST	VMWare.linch09...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 20, 2011 2:48:56 PM EST	Port:ethernetCs...	unknown	Risk-Fault	BAD LINK DETECTED	None	0	CA:00005_S...	
Critical	Aug 16, 2010 5:37:08 PM EDT	srp016621rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 9, 2010 10:28:59 AM EST	pcp193395pcs...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Nov 2, 2010 5:49:26 PM EDT	00-50-56-80-7D...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 7, 2011 3:55:01 PM EST	christy-sd.ca.com	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_S...	
Critical	Jan 20, 2011 12:53:44 PM EST	Port:ethernetCs...	unknown	Risk-R...	BAD LINK DETECTED	None	0	CA:00005_S...	
Critical	Dec 11, 2010 10:08:23 AM EST	srp024853rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Nov 16, 2010 11:47:32 PM EST	srp016778rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jun 30, 2010 4:45:56 PM EDT	srp016593rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Nov 24, 2010 11:53:31 AM EST	pcp193363pcs...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Nov 6, 2010 11:20:53 AM EDT	Ken BL9.2.3 Ser...	unknown	Quality	SERVICE IS DOWN	None	0	CA:00005_S...	
Critical	Dec 9, 2010 10:30:16 AM EST	ssm-w2k3-x86-...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Dec 9, 2010 4:55:57 PM EST	srp016573rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 7, 2011 3:55:02 PM EST	srp024831rsr...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0	CA:00005_S...	
Critical	Dec 11, 2010 10:12:01 AM EST	srp024869rsr...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	
Critical	Jan 19, 2011 7:06:33 PM EST	AT5-restemp-vm...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0	CA:00005_S...	

**Alert queues examples:**

- Default
- Critical
- Domain-specific
- Location-specific
- Cross-domain-specific

**Critical alert queue**

# unified view of alerts across management domains enforce standardized escalation policies

**Alert queues examples:**

- Default
- Critical
- Domain-specific
- Location-specific
- Cross-domain-specific

Severity	Date/Time	Name	Class	Category	Summary	Service Impact	# Impact
Critical	Oct 13, 2010 12:22:37 PM EDT	srp024825srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 17, 2010 10:56:55 AM EST	ucseqa1.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Sep 14, 2010 3:23:40 PM EDT	lcedo02.ca.com	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 15, 2010 9:25:47 AM EST	dcaqa-rshov.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 7, 2010 1:04:48 PM EST	ssrm-085-x86-3...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 22, 2010 11:01:31 PM EST	srp016779srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 19, 2011 11:51:32 PM EST	ATS-restemp-vm...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Dec 6, 2010 9:34:16 PM EST	237-w2k3-x86-1...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 4:31:50 PM EST	esfko01-w2k8.c...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 5:35:29 PM EST	linch09hyperfdm...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 5:35:44 PM EST	VMWare:linch09...	unknown	Risk-Fault	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 20, 2011 2:48:56 PM EST	Port:ethernetCS...	unknown	Risk-Fault	BAD LINK DETECTED	None	0
Critical	Aug 16, 2010 5:37:08 PM EDT	srp016621srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 9, 2010 10:28:59 AM EST	pcp193395sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 2, 2010 5:49:26 PM EDT	00-50-56-80-7D...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Jan 7, 2011 3:55:01 PM EST	christy-sd.ca.com	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Jan 20, 2011 12:53:44 PM EST	Port:ethernetCS...	unknown	Risk-R...	BAD LINK DETECTED	None	0
Critical	Dec 11, 2010 10:08:23 AM EST	srp024853srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 16, 2010 11:47:32 PM EST	srp016778srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jun 30, 2010 4:45:56 PM EDT	srp016579srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 24, 2010 11:53:31 AM EST	pcp193363sps.c...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Nov 6, 2010 11:20:53 AM EDT	Ken BL9.2.3 Ser...	unknown	Quality	SERVICE IS DOWN	None	0
Critical	Dec 9, 2010 10:30:16 AM EST	ssrm-w2k3-x86-...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Dec 9, 2010 4:55:57 PM EST	srp016573srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 7, 2011 3:55:02 PM EST	srp024831srs.ca...	unknown	Quality	VMWARE VIRTUAL MACHINE POWERED DOWN	None	0
Critical	Dec 11, 2010 10:12:01 AM EST	srp024869srs.ca...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0
Critical	Jan 19, 2011 7:06:33 PM EST	ATS-restemp-vm...	unknown	Risk-R...	DEVICE HAS STOPPED RESPONDING TO POLLS	None	0

**Component Detail:** srp024825srs.ca.com of type usm.T.

Service Impact: [set](#) | USM Properties: [set](#) | USM Notebook: [set](#)

Family: Unknown

Acknowledged: [set](#)

Ticket ID: [set](#)

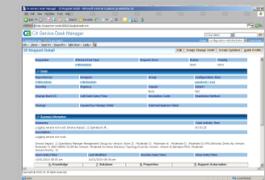
Assigned: [set](#)

Source: CA-00005\_Spectrum-samqavn59@ktra03-winxp-2.ca.com

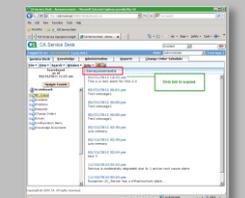
Automated Actions



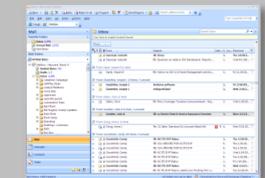
Workflow



Service desk tickets



Announcements



Emails

# CA Service Operations Insight r3.0

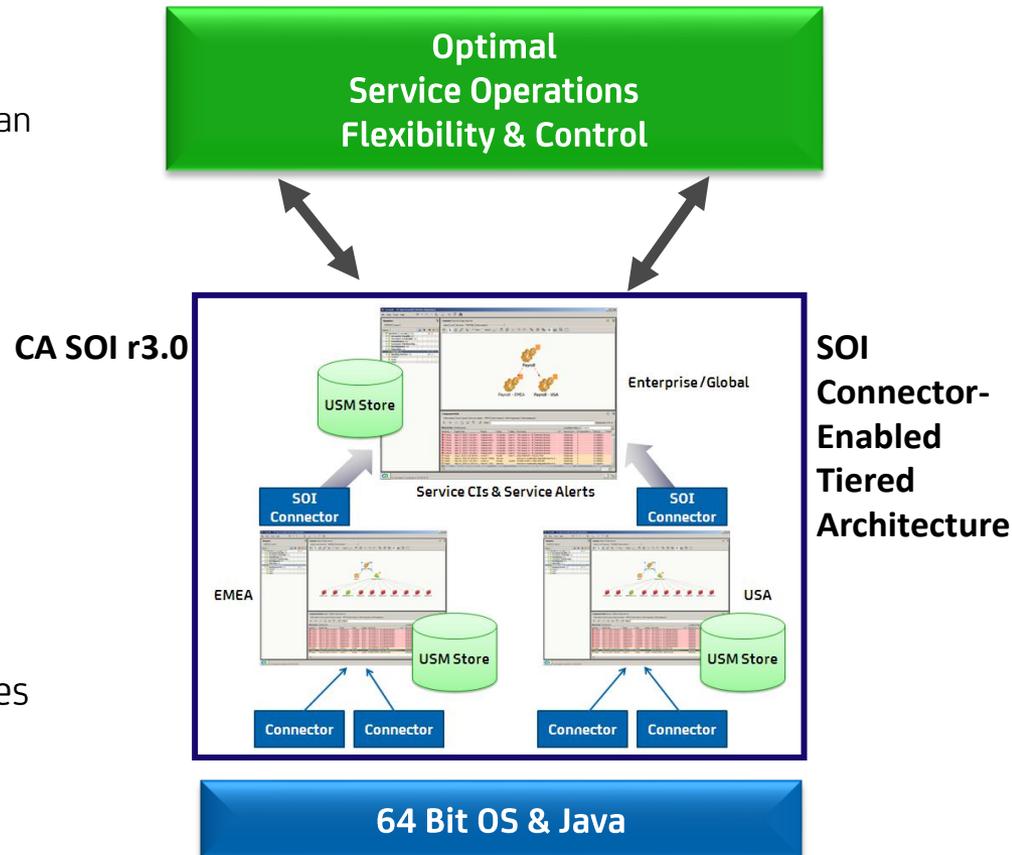
## enhanced: distributed architecture

### — Capabilities

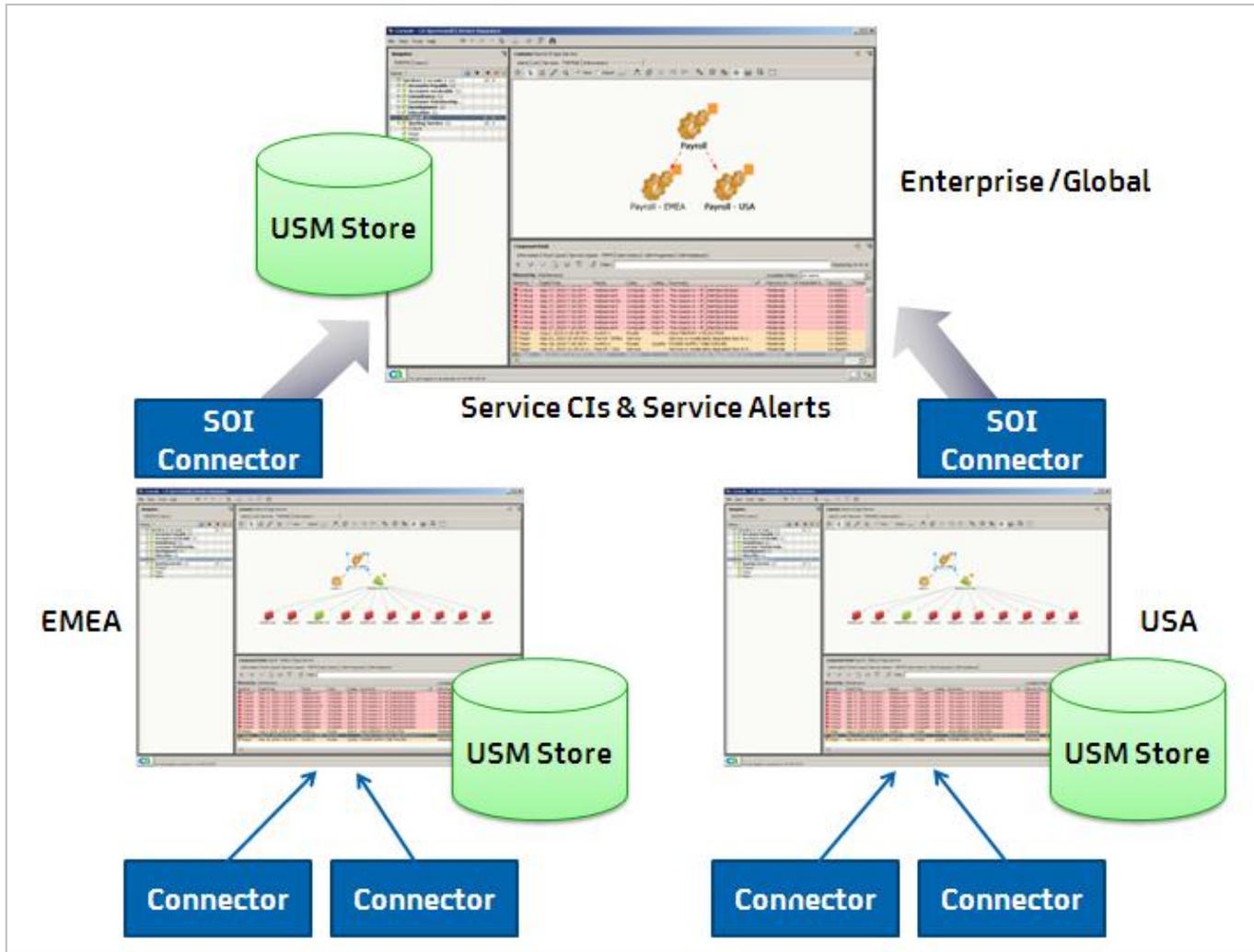
- Tiered SOI architecture
  - Unify services managed in sub-domains into enterprise-wide managed services
  - Unified alerts managed in sub-domains into an enterprise-wide console
  - Physical separation of tenant data with a unified 'cross-tenant' view
  - Centralized views of locally managed SOI resources
- SOI Manager & UI components natively support 64 bit operating systems & JVMs

### — Benefit

- Optimal flexibility & control in how you manage IT staff, processes, alerts & services enterprise-wide
- Addresses privacy needs of MSPs & Enterprise Departments
- Greater scalability extends value of a single SOI instance

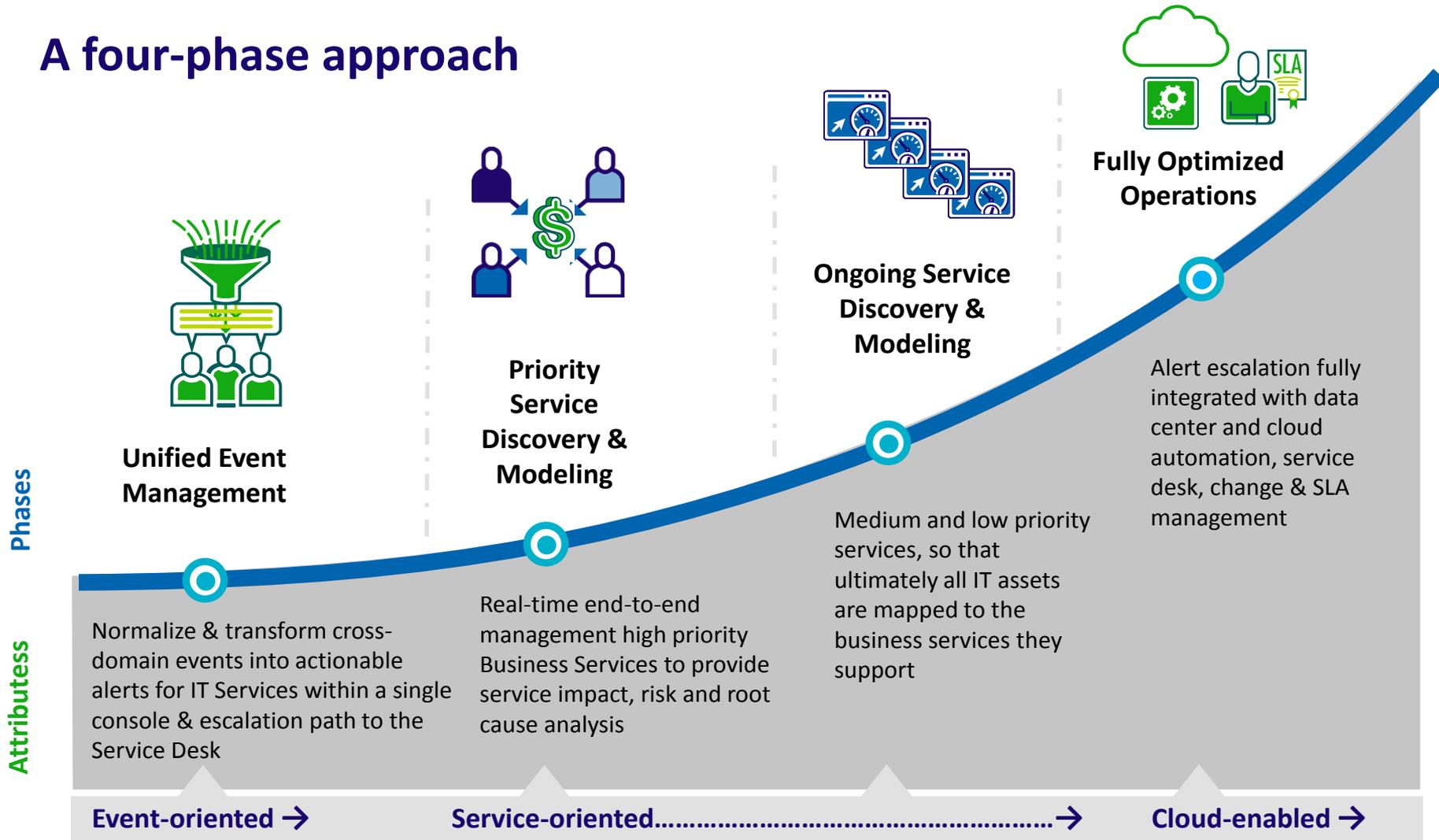


# tiered architecture in action



# service operations management implementation evolving to business service focused operations

## A four-phase approach



# closing the IT operations-business gap

## service-focused operations & cross-discipline collaboration



**Executives & Service Owners**



**Virtualization Program Manager**



**Operations Managers**



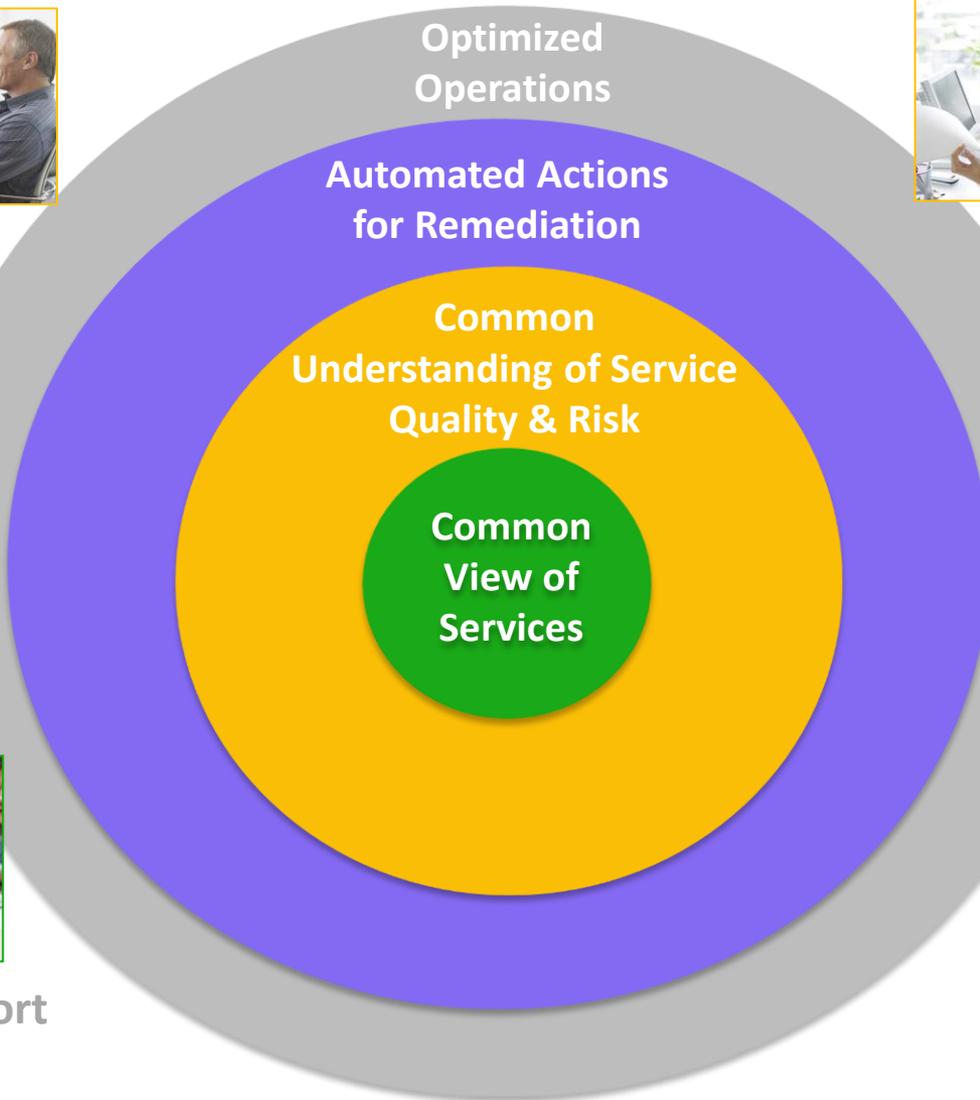
**Service Desk & Change Managers**



**Operations Support Staff**



**Service Level Managers**



thank-you

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