

January 29, 2015

To: CA Workload Automation iDash Customers  
From: The CA Technologies CA Workload Automation iDash  
Product Team  
Subject: End of Service Announcement for CA Workload  
Automation iDash 11.3.5

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with our CA Support Policy and Terms (<https://support.ca.com/>), please consider this letter your written notification that we are discontinuing support for CA Workload Automation iDash 11.3.5 beginning January 31, 2016. This will allow our Development organization to more effectively focus its resources on and add value to the next release of CA Workload Automation iDash.

At this time, we encourage you to plan for the migration to CA Workload Automation iDash 11.4 as soon as possible, so you can take full advantage of the latest new features and enhancements this release has to offer. For additional information on CA Workload Automation iDash, please visit the CA Workload Automation iDash pages at CA Support Online (<https://support.ca.com/>).

As CA Technologies would like to help make your upgrade to CA Workload Automation iDash 11.4 as straightforward and successful as possible, we are offering the following:

- A no-charge software upgrade from CA Workload Automation iDash 11.3.5 to CA Workload Automation iDash 11.4 for any customer with an active maintenance contract.
- Documentation to help prepare you for your upgrade to CA Workload Automation iDash 11.4 can be viewed at CA Support Online (<https://support.ca.com/>).
- CA Services is available to provide consulting services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit [www.ca.com/services](http://www.ca.com/services).
- Qualified local CA Workload Automation Partners are also able to assist in any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. For more information and a list of partners in your area please contact your local CA Channel Partner

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Group office, (<http://www.ca.com/partners.aspx>).

- CA Technologies is committed to providing superior support to our customers using our technology solutions. CA Extended Support, one of the CA Technologies support offerings, is designed to extend support for CA Technologies software product versions or releases that have reached their End of Service Date. CA Extended Support may be available for a defined period not to exceed 18 months from the End of Service Date. Please visit our website, CA Support Online (<https://support.ca.com/>), for more information.

If you have any questions regarding the support schedule, please contact CA Workload Automation iDash CA Support at CA Support Online (<https://support.ca.com/>), your local CA Account Manager, a member of the Customer Success Team, or CA Customer Care online at <http://www.ca.com/us/customer-care.aspx> where you can submit an online request using the Customer Care web form: <https://communities.ca.com/web/guest/customercare>. You can also call CA Customer Care at +1-800-225-5224 in North America or see <http://www.ca.com/phone> for the local number in your country.

Your success is very important to us, and we look forward to continuing our successful partnership with you.