



CA Technologies MyCA User Communities

agenda

- Brief Overview of Communities
- Champions Program
- How to find/join Communities
- Finding and making 'Friends'
- How to subscribe to a message board
- Replying to messages
- Kudos
- Waiting for Answers/Resolved
- Ideas
- Chat
- Tuesday Tips
- Tech Insider

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agenda

CA Community Program Overview

Communities are run by members and focused on products within the CA Technologies portfolio.

Global User Communities

- Interact virtually via conference calls, webcasts, message boards, blogs and chat
- Provide input into product direction via community 'ideation' message boards
- CA Technologies speakers and member presentations

Regional Communities

- Face to face regional meetings for sharing knowledge as well as access to message boards, blogs and chat
- Peer to peer networking
- CA Technologies speakers and user case studies

MyCA

- Register and create your MyCA personalized profile
- MyCA is the online community environment

Join the discussion at communities.ca.com

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CA Community Program Overview

CA Communities

collaborate-learn-network

CA Communities are:

- A place for you to share ideas, tips, information and insights with more than 30,000 business peers and CA Technologies experts
- An extension of CA Technologies customer service
- Run by our very own customers and supported by CA Technologies

Benefits

- Open 24x7
- Active participation provides a unique opportunity to network and tap into a community of expertise for your software solutions
- Receive more technical information by signing up for CA Tech Insider newsletters, which are aligned to the Communities

MyCA: Overview

- MyCA is where customers and employees go to connect, learn, and share
- <https://communities.ca.com>
- Login with your email address and password.
Same credentials you use to access CA Support Online.
- Home of the user communities
- Future home of support online

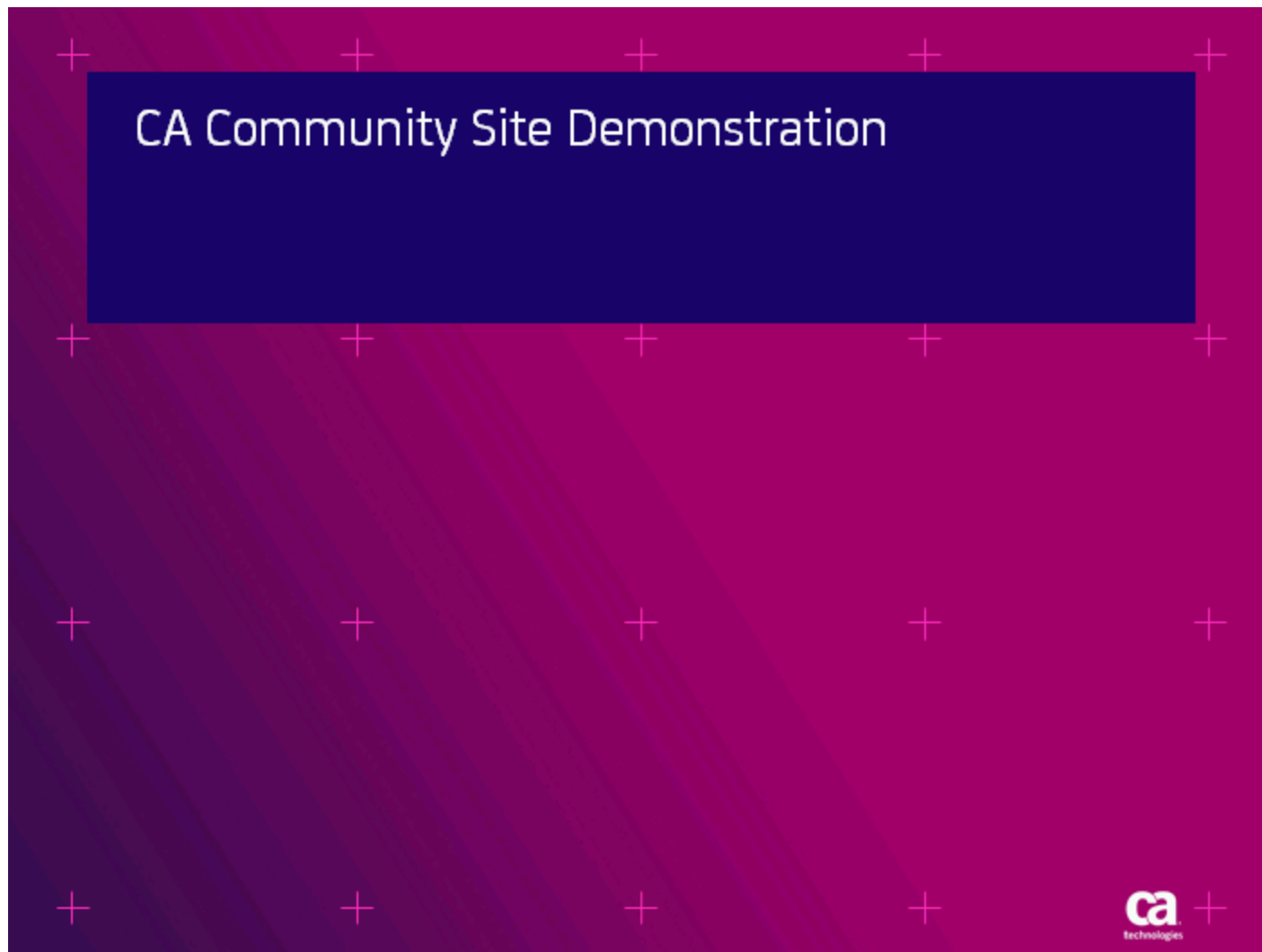
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MyCA: Overview



Moving up the levels is based on achievements



CA Community Site Demonstration

Profile Page

The screenshot displays the MyCA Technologies profile page for user Rob_Rachlin. The page is divided into several sections:

- Header:** Includes the MyCA Technologies logo, a welcome message "Welcome back, Robert", a search bar, and navigation links for products, communities & insights, services, support & education, partners, and contact.
- Navigation Bar:** Features tabs for Home, Support, Projects, My CA World Home, and Blog. Below these are links for All Communities, MyPlaces, Cases, Downloads, Documentation, Licensing, Compatibilities, Advanced Search, and MyCA Help Library.
- Summary Section:** Displays the user's profile picture, name "Rob_Rachlin", and a brief bio: "CA User Community Manager with 10+ years IT industry experience." It also shows a "Job Title" of "User Community Manager" and "12 Positive Ratings".
- Friends Section:** Lists friends with their names and positive ratings. Visible friends include Aaron Zak (2 Positive Ratings), Aaron Armagost (5 Positive Ratings), and ABansal.
- Activities Section:** A list of recent community activities, including replies to messages, new message board posts, and calendar events. Examples include a reply to Shoko's message, a new message board post about ITCM - Web Console Not Available, and a new calendar event for MyCA New Member Welcome Webcast.

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Profile Page

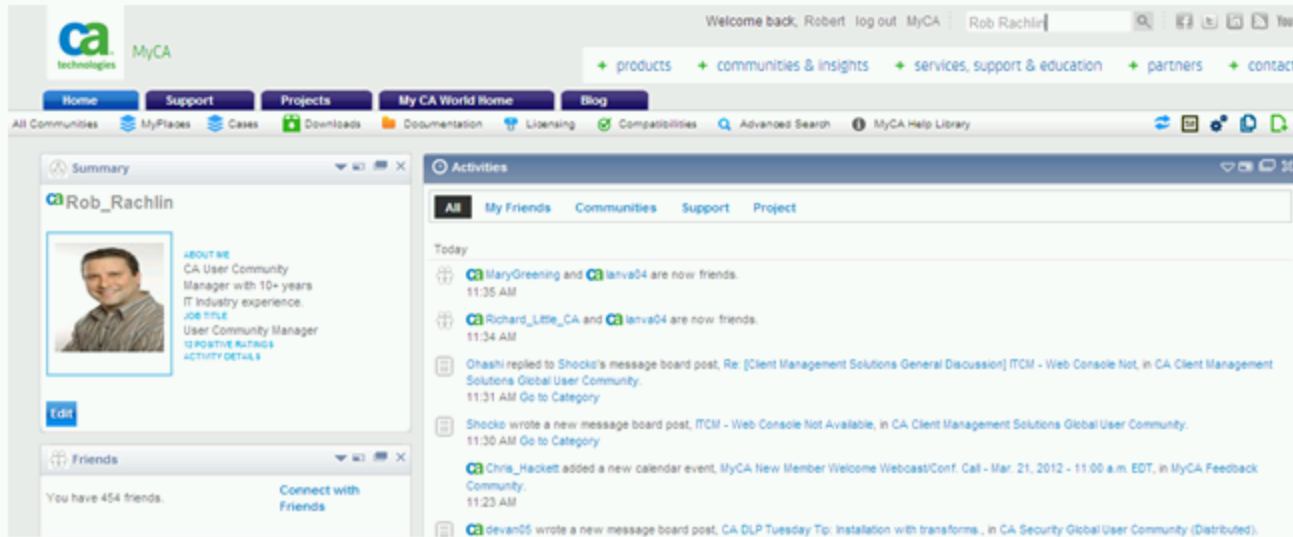
All Community Directory

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All Community Directory

Finding Friends- Search



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Finding Friends- Search

Friends- Search Results / Filter

The image displays two screenshots of the MyCA Communities search interface, demonstrating the 'Friends- Search Results / Filter' functionality.

Top Screenshot (Initial Search Results):

- Search Results:** Showing Results 1-10 of 56 for Rob Rachlin. Sort By: Relevance | Date.
- Search in:** ca.com, Support, Security Advisor, **Communities**, Go Live Projects, Users.
- Results:**
 - 1. RE: (SAA - Cat1) RE: sash rob level 2. Description: Hello? ... Is this on?? Rob Rachlin CA Technologies ... Tel... Last Update: 02/21/2012
 - 2. CA User Group Presidents and Board Officers Website (Private)-officer. Description: ... Chris Hachett - Team Lead Gary Greening Abdel Lasbi Rob... Type: general Last Update: 11/21/2011
 - 3. RE: "Welcome to MyCA" webinars, Starting September 21, 2011 at 11 am EDT. Description: ... who has have missed the first Welcome to MyCA webinar... Last Update: 10/03/2011
 - 4. RE: Standframe Technologies Community. Description: ... All - I think it's something we have to look into so Rob... Last Update: 02/02/2012
 - 5. officers. Description: Officers: Rob Rachlin: CA User Community Manager adrian President
- Refine Results By:**
 - COMMUNITY SCOPE:** My Communities, All Communities
 - COMMUNITY:** Season Test (1), Season Test 2 (1), CA Community Advisory Council (6), CA IT Asset Management - (1), CA Life Cycle Management - (2), > more
 - CATEGORY:** Document Library (22), Message Boards (13), Calendar (11), Web Content (7)

Bottom Screenshot (Filtered Results):

- Search Results:** Showing Results 1-1 of 1 for Rob Rachlin. Sort By: Relevance | Date.
- Search in:** ca.com, Support, Security Advisor, **Communities**, Go Live Projects, Users.
- Results:**
 - 1. robert rachlin. Screen Name: Rob_Rachlin Job Title: User Community Manager
- Refine Results By:**
 - COMMUNITY SCOPE:** My Communities, All Communities
- Result Page:** 1
- powered by:** coveo
- ca technologies** logo

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Friends- Search Results / Filter

Group Pages

The screenshot displays the CA Service Management Global User Community website. The header includes the CA Technologies logo, the site title, and a user login area. A navigation bar contains links for products, communities & insights, services, support & education, partners, and contact. Below this is a secondary navigation bar with tabs for Welcome, Blogs, Message Board, Ideas, Document Library, and Administration. The main content area is divided into two columns. The left column, titled 'Related Communities', lists various regional and functional user groups such as 'Australasian Service Management Customer Community', 'CA Service Management Northwest User Group', and 'MyCA Feedback Community'. The right column, titled 'WELCOME', contains a welcome message, a description of the community's purpose, and a calendar section. The calendar shows a list of events, with the first event being 'Service Management Global User Group Network Event, CAWorld, Nov 14, 2011'.

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Group Pages

Message Boards

CA Technologies

CA Service Management Global User Community

Welcome back, Robert

log out

MyCA

search

+ products

+ communities & insights

+ services, support & education

+ partners

+ contact

Welcome

Blogs

Message Board

Ideas

Document Library

Administration

All Communities

My Places

Cases

Downloads

Documentation

Licensing

Compatibilities

Advanced Search

MyCA Help Library

Message Boards

Message Boards Home

Recent Posts

My Posts

My Subscriptions

Banned Users

Add Category

Post New Thread

Permissions

Categories

CATEGORY	CATEGORIES	THREADS	POSTS	
CA Service Management Product Update Information CA will be providing Service Management product update information in this section. Subscribe to this board for future notifications.	0	1	2	Actions
CA-CMDB General Discussion	0	49	92	Actions
General Discussion	0	35	35	Actions
Jobs and Promotions This category is the appropriate place for members to post information on services and jobs. Please note that the services posted here may have a cost. This board is monitored for abuse.	0	1	1	Actions
Service Desk General Discussion	0	244	626	Actions
Tuesday's Tips Members of CA Technologies Technical Support team, as well as other CA Technology Resources will share Tips and Tricks, Best Practices and other pertinent information in this section on a weekly basis.	0	85	141	Actions

Showing 6 results.

Threads

There are no threads in this category.

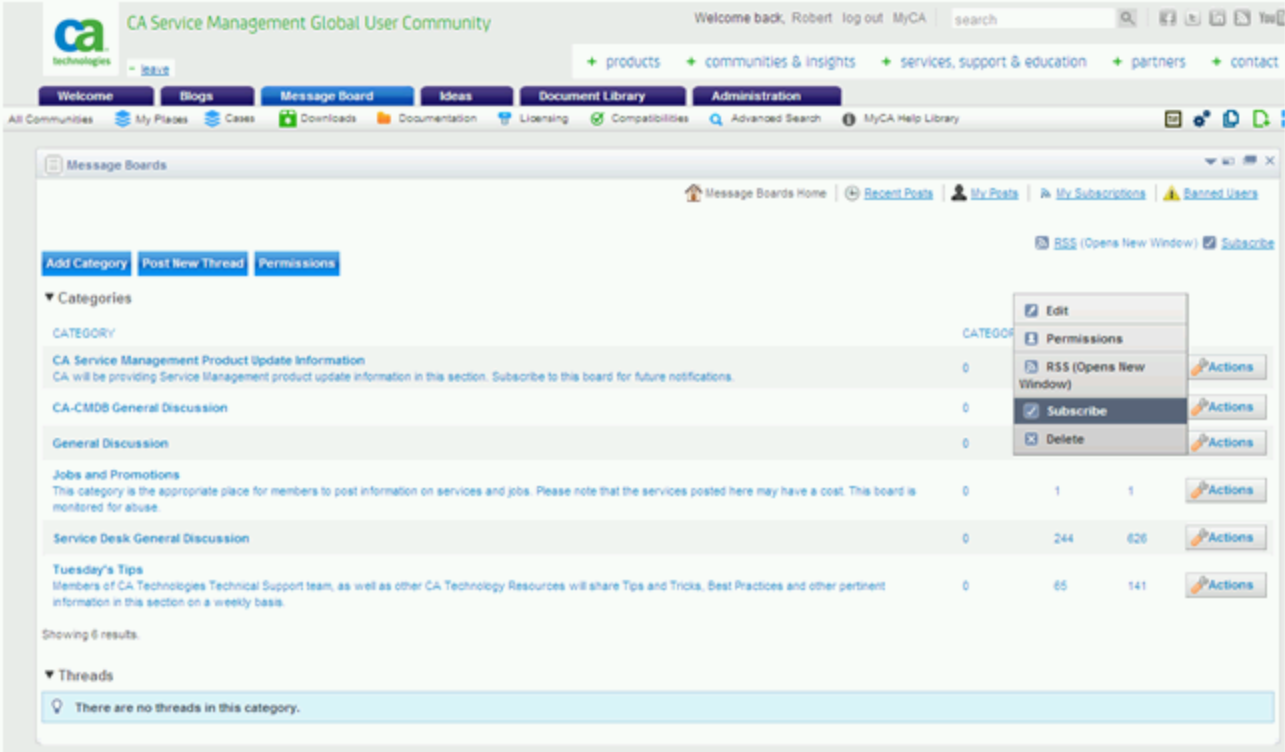
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Message Boards

Page: 13

Subscribe to Message Boards



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Subscribe to Message Boards

Message Boards



CA Service Management Global User Community

Welcome back, Robert log out MyCA

[+ products](#) [+ communities & insights](#) [+ services, support & education](#) [+ partners](#) [+ contact](#)

[Welcome](#) [Blogs](#) [Message Board](#) [Ideas](#) [Document Library](#) [Administration](#)

[All Communities](#) [My Places](#) [Cases](#) [Downloads](#) [Documentation](#) [Licensing](#) [Compatibilities](#) [Advanced Search](#) [MyCA Help Library](#)

Message Boards

[Message Boards Home](#) [Recent Posts](#) [My Posts](#) [My Subscriptions](#) [Banned Users](#)

[Add Subcategory](#) [Post New Thread](#) [Permissions](#)

Service Desk General Discussion [Back to Message Boards Home](#)

Threads

Showing 1 - 20 of 248 results

Items per Page 20

Page 1 of 13

[First](#) [Previous](#) [Next](#) [Last](#)

THREAD	STATUS	STARTED BY	POSTS	VIEWS	LAST POST	
		 RogerMorse	1	55	Date: 2/26/12 7:04 PM By: RogerMorse	Actions
		 SteveLaRocca	7	727	Date: 2/7/12 11:21 AM By: SteveLaRocca	Actions
		 Chris_Hackett	1	103	Date: 1/23/12 3:58 PM By: Chris_Hackett	Actions
how to create a link to a ticket from the mail.	Waiting for an Answer	furena	6	141	Date: 3/5/12 6:46 AM By: furena	Actions
Group Notifications using spl code - write to file option	Waiting for an Answer	Holly	2	35	Date: 3/4/12 8:12 PM By: Kyle_R	Actions
CA Workflow End of Life Announced - Product Announcements		 Chris_Hackett	1	18	Date: 2/29/12 6:54 PM By: Chris_Hackett	Actions
New CA Tuesday Tip by Jon Israel - known issue: domainr SREL object blocking		 Chris_Hackett	1	22	Date: 2/28/12 2:25 PM By: Chris_Hackett	Actions
View Details and Delete context buttons for Contact Attachments	Resolved	Moosens	4	301	Date: 2/27/12 3:40 PM By: Chris_Hackett	Actions
New CA Tuesday Tip by Jon Israel - Cumulative 2 Patches Released for SD12.6		 Chris_Hackett	1	26	Date: 2/21/12 3:15 PM By: Chris_Hackett	Actions

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Message Boards

Message Threads- Reply / Kudos / Mark Accepted Solution / Post as Idea

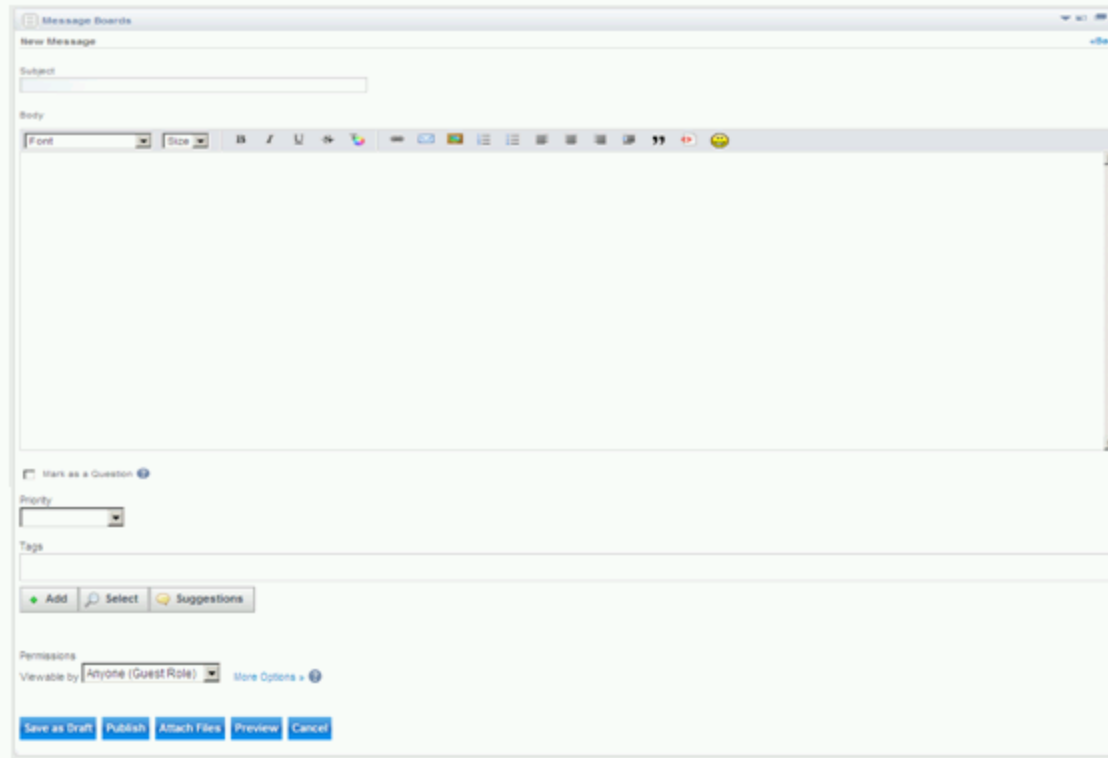
The screenshot displays the 'Message Boards' interface. At the top, there are navigation links: 'Message Boards Home', 'Recent Posts', 'My Posts', 'My Subscriptions', and 'Banned Users'. The main thread title is 'how to create a link to a ticket from the mail.' with a link to 'Back to Service Desk General Discussion'. Below the title, there are options to 'Display Ideas', 'Post New Thread', 'Subscribe', 'Lock Thread', and 'Move Thread'. The thread list shows several replies, with the most recent one by 'furena' on 2/27/12 3:56 PM. The selected post by 'furena' includes a profile picture, rank ('New Member'), and join date ('5/2/10'). The post content discusses a problem with creating a link to a ticket and includes a code snippet: `@{cal_req_id type sym} @({cal_req_id ref_num})`. Below the post, there are options to 'Post as Idea', 'Reply', 'Reply with Quote', and 'Quick Reply'. The post has 0 votes and a 'Report Abuse' link. The bottom of the screenshot shows a reply by 'brian_mathato' on 2/28/12 2:40 AM, which is marked as an 'Accepted Solution'.

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Message Threads- Reply / Kudos / Mark Accepted Solution / Post as Idea

Message Board- Post New Thread



The screenshot shows a web browser window titled "Message Board". The page is for posting a new message. It includes a "New Message" header with a "Back" link. The form has a "Subject" text field and a large "Body" text area with a rich text editor toolbar. Below the body is a "Mark as a Question" checkbox. There is a "Priority" dropdown menu and a "Tags" section with "Add", "Select", and "Suggestions" buttons. The "Permissions" section shows "Viewable by" set to "Anyone (Guest Role)" with a "More Options" link. At the bottom are buttons for "Save as Draft", "Publish", "Attach Files", "Preview", and "Cancel".

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Message Board- Post New Thread

Ideas

agility
made possible™



CA Service Management Global User Community

[+ products](#) [+ communities & insights](#) [+ services, support & education](#) [+ partners](#) [+ contact](#)

Search Ideas

Post Idea

Filter By:

Status:

All

Category:

All Categories

Service Desk

Knowledge Mgmt

CMDB

Support Automation

Reporting

Welcome back, Rob Rachin | logout | MyCA | united states - english | \$4.91/CH

Back To Communities

Popular Ideas

Recent Ideas

Top All-Time

Comments

All Categories

Promote

right click copy/paste

New

170 Points

Created by [Chris Elmore](#) to Apr 1, 2011

1 Comment

Promote

Personalize views

New

180 Points

Submitted on behalf of the FL CA Service Management User Group. Created by [Chris Elmore](#) to Apr 1, 2011

2 Comments

Promote

demote

Easy Convert Incident to Request, and vice versa.

New

150 Points

In the environment I work in, requests are often open under incident records, and vice versa. Part of this has to do with common behavior of starting a phone call as an incident ticket, while at other times a 2nd level support analyst would find that a reported incident really should be a request. Can there be an easier way to to simply convert an incident to a request, or a request to an incident. I know this can be programmed using a self-hosted implementation of Service Desk, however we are transitioning to Service Desk On Demand and it is not possible. Created by [michael.slabodnick](#) to Apr 7, 2011

0 Comments

Promote

demote

Allow inactivity timeout be a role based setting rather than a global setting.

New

90 Points

Allow inactivity timeout be a role based setting rather than a global setting. Created by [Chris Elmore](#) to May 20, 2011

0 Comments

Roadmap

Select

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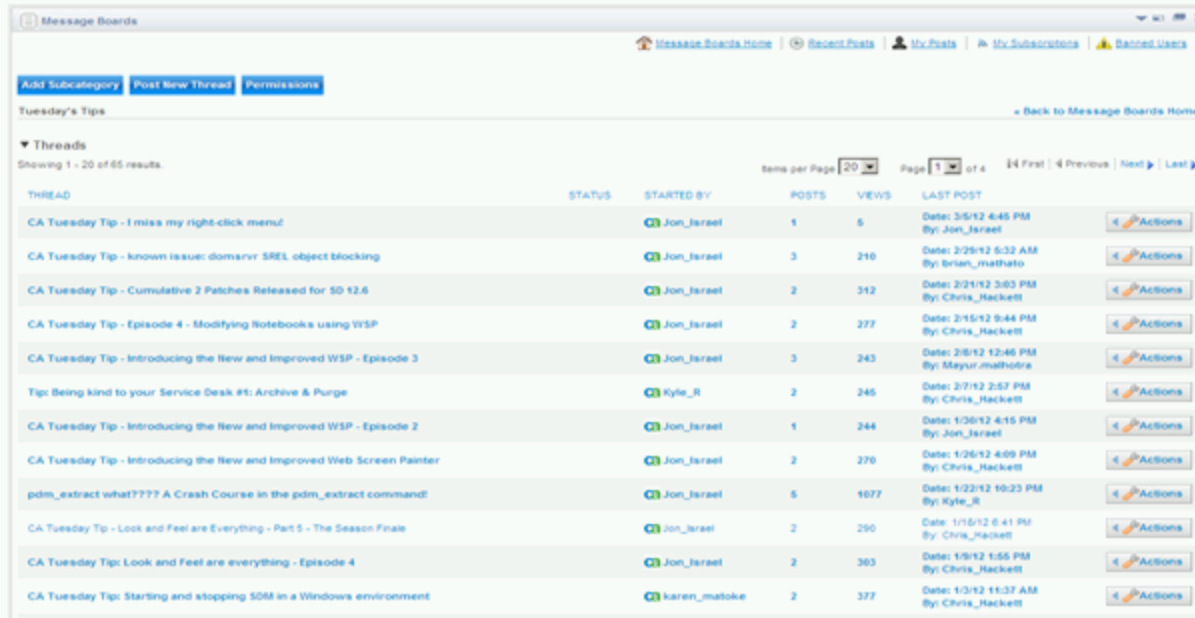


Ideas

Page: 18

Tuesday Tips

Tuesday's Tips- Members of the CA Support Team and others will share Tips and Tricks, Best Practices and other pertinent product information on a weekly basis



THREAD	STATUS	STARTED BY	POSTS	VIEWS	LAST POST	ACTIONS
CA Tuesday Tip - I miss my right-click menu!		Jon_Israel	1	5	Date: 3/5/12 4:45 PM By: Jon_Israel	Actions
CA Tuesday Tip - known issue: domainr SREL object blocking		Jon_Israel	3	210	Date: 2/25/12 5:32 AM By: Brian_mathato	Actions
CA Tuesday Tip - Cumulative 2 Patches Released for SD 12.6		Jon_Israel	2	312	Date: 2/21/12 3:03 PM By: Chris_Hackett	Actions
CA Tuesday Tip - Episode 4 - Modifying Notebooks using WSP		Jon_Israel	2	277	Date: 2/15/12 9:44 PM By: Chris_Hackett	Actions
CA Tuesday Tip - Introducing the New and Improved WSP - Episode 3		Jon_Israel	3	243	Date: 2/8/12 12:46 PM By: Mayur_mathotra	Actions
Tip: Being kind to your Service Desk #1: Archive & Purge		Kyle_R	2	245	Date: 2/7/12 2:57 PM By: Chris_Hackett	Actions
CA Tuesday Tip - Introducing the New and Improved WSP - Episode 2		Jon_Israel	1	244	Date: 1/30/12 4:15 PM By: Jon_Israel	Actions
CA Tuesday Tip - Introducing the New and Improved Web Screen Painter		Jon_Israel	2	270	Date: 1/26/12 4:09 PM By: Chris_Hackett	Actions
pdm_extract what????? A Crash Course in the pdm_extract command!		Jon_Israel	5	1077	Date: 1/23/12 10:23 PM By: Kyle_R	Actions
CA Tuesday Tip - Look and Feel are Everything - Part 5 - The Season Finale		Jon_Israel	2	290	Date: 1/15/12 6:41 PM By: Chris_Hackett	Actions
CA Tuesday Tip: Look and Feel are everything - Episode 4		Jon_Israel	2	303	Date: 1/9/12 1:55 PM By: Chris_Hackett	Actions
CA Tuesday Tip: Starting and stopping SOM in a Windows environment		karen_matoke	2	377	Date: 1/3/12 11:37 AM By: Chris_Hackett	Actions

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Tuesday Tips

Chat

The screenshot displays the MyCA Communities web application interface. On the left, the 'Summary' tab for user Rob_Rachlin is active, showing a profile picture, a bio, and a list of friends. The 'Friends' section lists Aaron Zak, AaronArmagost, ABansal, and abdel_isabi. The 'Activities' tab on the right shows a feed of recent posts from various community members, including Mary Clark and Dorio1. A 'Settings' button is visible at the bottom right of the activities section.

Summary

Rob_Rachlin

ABOUT ME
CA User Community Manager with 10+ years IT industry experience.
JOB TITLE
User Community Manager
10 POSITIVE RATINGS
ACTIVITY DETAILS

Edit

Friends

You have 454 friends. [Connect with Friends](#)

Aaron Zak
2 Positive Ratings

AaronArmagost
5 Positive Ratings

ABansal
0 Positive Ratings

abdel_isabi
10 Positive Ratings

You are online.

Activities

All My Friends Communities Support Project

Today

- mary_clark wrote a new message board post, Where can I get a list of tables & fields for SCM r12.17, in CA Software Change Mgmt Global User Community (Harvest).
1:03 PM Go to Category
- mary_clark wrote a new message board post, Can't select SCM plug-in in Visual Studio, in CA Software Change Mgmt Global User Community (Harvest).
1:00 PM Go to Category
- mary_clark wrote a new message board post, working with non English character sets, in CA Software Change Mgmt Global User Community (Harvest).
12:54 PM Go to Category
- mary_clark wrote a new message board post, Installing ODBC on HP iA64 fails with error - unicode() Failed, "Value too la, in CA Software Change Mgmt Global User Community (Harvest).
12:48 PM Go to Category
- mary_clark wrote a new message board post, ODBC and PEC install error on Linux: line 694: /bin/lsdp: not found, in CA Software Change Mgmt Global User Community (Harvest).
12:43 PM Go to Category
- dorio1 wrote a new message board post, Avec l'option Autogen, vous n'oublierez plus de générer les éléments liés, in France CA Endevor Club Utilisateurs.
12:30 PM Go to Category
- dorio1 wrote a new message board post, Use Autogen Option and you will never forget to generate linked elements, in CA Software Change Mgmt Global User Community.
12:27 PM Go to Category
- edcoe wrote a new message board post, Can't restore Exchange doc-level, in CA ARCserve Global User Community.
12:17 PM Go to Category
- BarbM wrote a new message board post, Tuesdays Tips: VAM 12.6: How can I see the VAM admin group in CA Software Change Mgmt Global User Community.
12:09 PM Go to Category
- Chris_Hackett updated a calendar event, CA Security Global User Community Webcast March 26, 2012 10:00 AM - 11:00 AM, in CA Security Global User Community (Distributed).
12:03 PM

Online Friends (6)

- Cathy_Ellert
- Chris_Hackett
- dan_waugh
- J.J.Lovett
- MaryGreening
- Stuart_Weenig

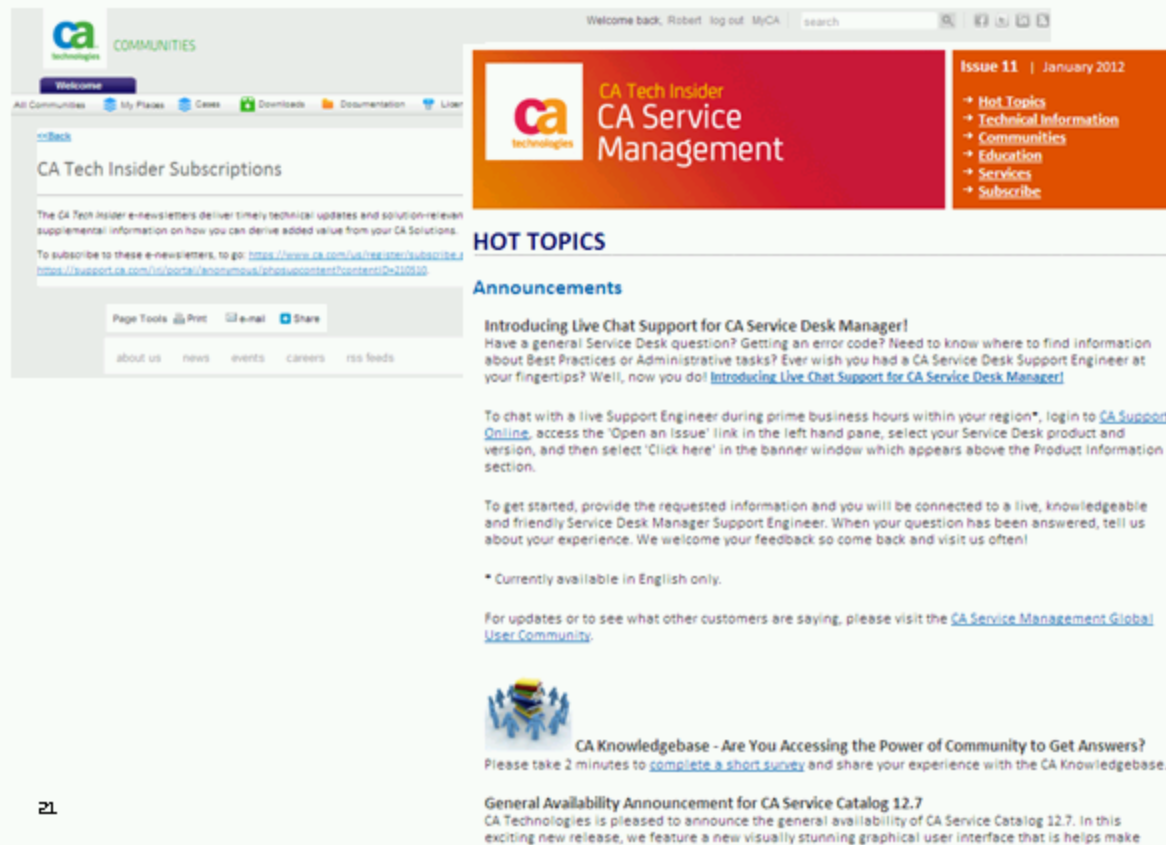
Settings **Online Friends (6)**

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Chat

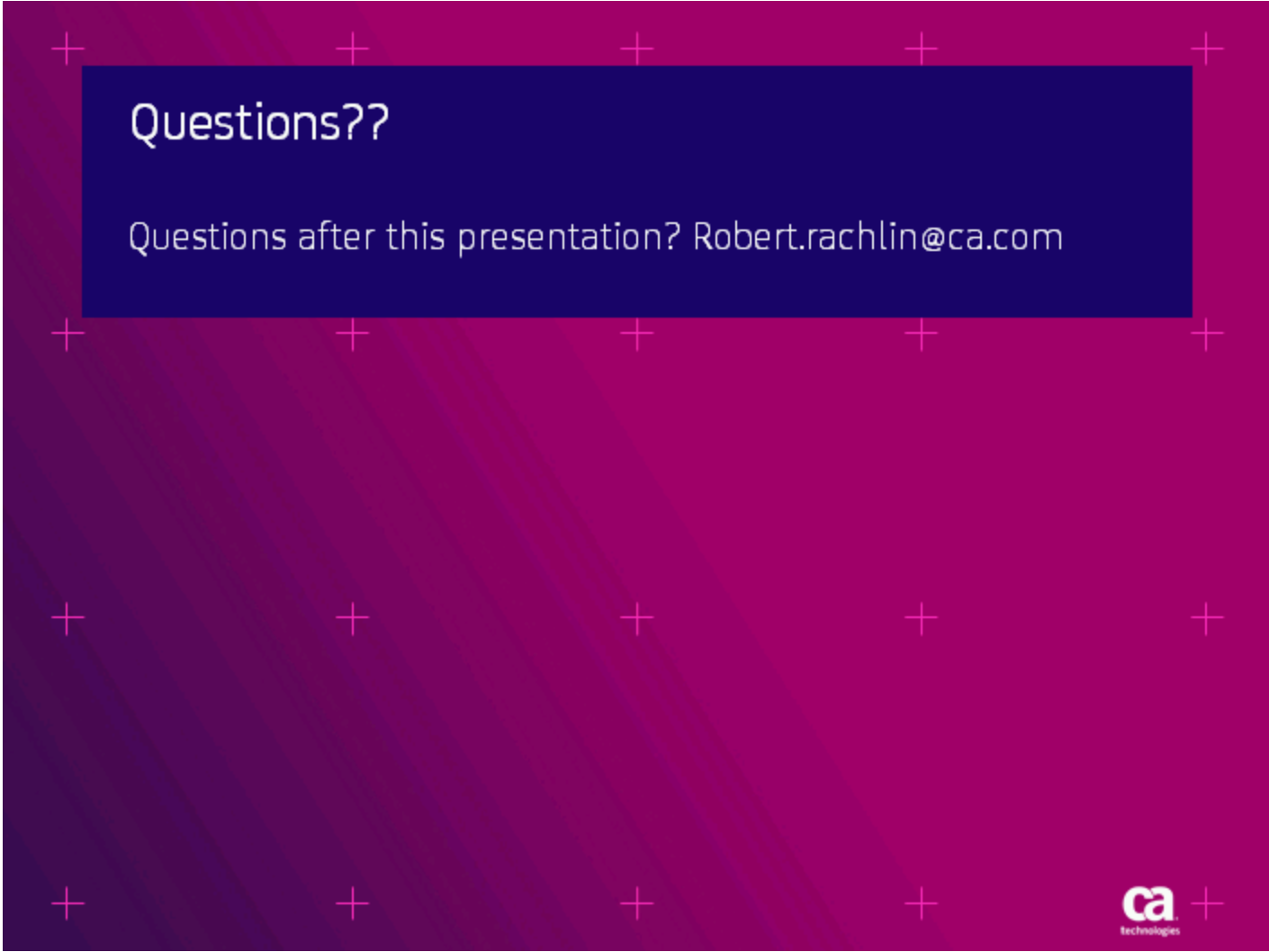
Tech Insider



The screenshot displays the CA Technologies Communities website. The top navigation bar includes a search bar and user options like 'Welcome back, Robert', 'log out', and 'MyCA'. The main content area is titled 'CA Tech Insider Subscriptions' and provides information about the e-newsletters, including links to subscribe. A sidebar on the right features a 'CA Tech Insider CA Service Management' banner and a list of 'HOT TOPICS' such as 'Hot Topics', 'Technical Information', 'Communities', 'Education', 'Services', and 'Subscribe'. Below the subscription section, there is a 'HOT TOPICS' section with an announcement about 'Introducing Live Chat Support for CA Service Desk Manager!'. The announcement text describes the live chat support feature and provides instructions on how to use it. A small icon of a person is visible next to the announcement. At the bottom of the page, there is a section titled 'CA Knowledgebase - Are You Accessing the Power of Community to Get Answers?' which encourages users to complete a short survey. The CA Technologies logo is located in the bottom right corner.

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Tech Insider



Questions??

Questions after this presentation? Robert.rachlin@ca.com

Questions?? Questions after this presentation? Robert.rachlin@ca.com