CA Service Management

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At a Glance

Service Management process maturity, necessitated by today's application economy, does not equate to a costly-to-operate software solution with a complex user experience. CA Service Management delivers a modern, social media-based user experience to access knowledge, collaborate, resolve issues, request services, manage IT assets and even administer the solution itself. Behind the scenes, certification for fifteen ITIL™ processes enables effective management across the service life-cycle. Robust hardware and software asset management, and innovative change and configuration management, reduce business risk and IT costs. And for decision makers, business value reporting and transparency into service consumption and cost enable managing to business goals.

Key Benefits/Results

- **User satisfaction.** Consumer-like, collaborative experience.
- **Productivity.** Automated processes, single stop self-service, mobility.
- **Costs.** Less service disruptions, better allocated assets, reduced software audit penalties.
- **Business risk.** Automated change, better software license compliance.
- **Fact-based decisions.** Business value reporting, ad-hoc dashboards.

Key Features

- **Single, complete solution.** Drive ITSM maturity across 15 ITIL™ processes.
- **Unified Self-Service.** Access knowledge, ask questions, collaborate, resolve issues, request services and view assets from one screen.
- **Mobility.** Single mobile-optimized app for business consumers and power users.
- **Asset Management.** Vendor, contract and license management; increase software license compliance; reallocate underutilized assets.
- **Change Management.** Root cause analysis, CMDB, automated change verification, rule-based unauthorized change prevention.
- **Quick Value Content.** Predefined services, instructional guidance, suggested workflows.
- **Business Value Reporting.** Productivity and cost reports; self-service dashboards for non-technical users.

Business Challenges

Demanding user expectations. Business consumers, power users and decision makers expect a simple social media-like self-service experience similar to the consumer apps they use outside the workplace. They expect immediate action and results using whatever device they have in their hands at the moment.

Overburdened IT. Resolving issues, providing services and managing IT assets often involves expensive people resources for mundane tasks. Few business consumers attempt to take action on their own and most do not use readily available knowledge. It is difficult to know who to go to for answers. The result: IT is blamed for being slow and unresponsive to business consumer needs.

Overspending on hardware and software. It is difficult to track assets throughout their lifecycles and know which are actually being used. IT cannot efficiently allocate existing assets, leading to over-purchasing. Often more software is used than is covered by licenses, raising legal and financial risks resulting from license compliance audits.

Proving IT business value. IT cannot prove its value to the business unless services are delivered with complete cost transparency and service level agreements, consumption is monitored and chargeback implemented.

Solution Overview

CA Service Management is a robust enterprise service management software solution that puts business consumers at the center of its strategy. Unified and collaborative self-service and anywhere, anytime mobility meet the high expectations of a modern service experience for resolving issues, making requests and managing assets. The result is a level of excitement that accelerates workplace adoption and greater value for the organization as a whole, while driving IT's engagement with the business.

Behind this innovative user experience is a powerful and proven service management solution that enables and manages the entire service life-cycle helping you to increase service management maturity at your own pace. Robust issue, asset, change, and request management automation helps increase business consumer, power user and decision maker productivity, drive down IT costs and reduce business risk. A comprehensive mobile application makes the services you provide accessible anywhere, anytime.

Critical Differentiators

CA Service Management enables you to manage the entire service life-cycle consistently across request, issue, change, asset, and service level management. "Smart" install, upgrade, maintenance and administration help reduce total cost of ownership. The solution is highly configurable through administration, not programming.

Unified Self-Service and mobility shield users from the complexities of mature service management processes. All users can access knowledge, ask questions, collaborate, resolve issues, request services and view their assets in one place.

Robust service catalog capabilities enable you to define services in value-oriented language with clearly published SLAs and costs. Approval and fulfillment of requests can be automated and consumption reported.

Extensive change management with a robust CMDB can automatically verify changes are authorized and invoke corrective policy if they're not.

Market leading IT asset lifecycle management delivers financial, contract, and license management, enabling data-driven negotiations and decision making. In-depth software asset management provides vendor and license model support to help avoid audit penalties and overspending on licenses.

CA Service Management provides a compelling, modern user experience, whether you are a business consumer, a power user or a decision maker.

Related Products/Solutions

CA Service Management solutions:

- **Service Desk.** Incident, problem, change, knowledge management

- **Service Catalog.** Request management, chargeback, pricing, delivery automation

- **IT Asset Management.** Asset lifecycle, software asset management

- **Advanced Reporting and Dashboards.** Self-service dashboards

Other CA solutions:

- **CA Business Service Insight.** Service level management

- **CA Cloud Service Management.** Cloud-based service management solution.

For more information, please visit **ca.com/itsm**

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