IT Service Management as a Service
Drive Business Value with Service & Portfolio Management

PS108SN

IT Service Management as a Service

Mark Morgan/ Kristoffer West

ca world®’11
Stefanini Tech Team will unfold their vision and capabilities to deploy IT Service Management as a hosted solution, taking the capital expenditure and administrative overhead out of the equation and delivering service with value.
Stefanini Overview
CA IT Service Management products included
Stefanini Value as a Hosted Provider
Support Process
Customer Perspective - Fujitsu
Professional Services
Stefanini TechTeam overview

GLOBAL PRESENCE
- 69 offices in 28 countries (serving the Americas, Europe, Africa, Asia and Australia)
- Global Headquarters in Sao Paulo, Brazil; U.S. Headquarters in Detroit, Michigan; EMEA Headquarters in Brussels, Belgium
- Founded in 1987 (24 years)

CORE SERVICES
- Onshore, nearshore, and offshore outsourcing, IT consulting, systems integration, and strategic staffing

WORKFORCE
- 13,000 employees globally

FINANCIALS
- 2011 global expected revenues: USD $750M
- CAGR of 31% over the last 10 years

QUALITY
- SEI – CMMI Development Centers
- Cobit, ITIL, Lean Six Sigma, Project Management Institute
- “Leaders Quadrant” – Gartner Magic Quadrant, Help Desk/Desktop Outsourcing

EXPERIENCE
- Over 450 active clients globally across several industries
- Large international customer portfolio – more than 200 multinational clients
Global Presence

64 cities, 69 offices in 28 countries – Services in 32 languages

Brazil
- Alphaville
- Aracaju
- Belo Horizonte
- Brasilia
- Curitiba
- Fortaleza
- Jaguariuna
- Macae
- Pocos De Caldas
- Porto Alegre (2)
- Recife
- Rio de Janeiro (2)
- Salvador
- Sao Leopoldo
- Sao Paulo (5)

U.S.
- Atlanta
- Chicago
- Davenport
- Detroit
- Ft Lauderdale
- New York
- Richmond

Canada
- Montreal
- Toronto

Mexico
- Guadalajara
- Mexico City
- Monterrey
- Queretaro
- Toluca

Panama
- Panama City

Colombia
- Bogota

Peru
- Lima

Argentina
- Buenos Aires
- Cordoba

Chile
- Santiago

U.K.
- London
- Bracknell
- Brentwood
- Solihull

France
- Paris

Belgium
- Antwerp
- Brussels

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- Solihull

Germany
- Cologne

Switzerland
- Neuchatel

Sweden
- Stockholm

Poland
- Krakow
- Warsaw

Romania
- Bucharest
- Galati
- Sibiu

Spain
- Madrid

Portugal
- Lisbon

Italy
- Rome

France
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### Managed Services

- IT Infrastructure Outsourcing
  - Service Desk
  - Desktop Management
  - Data Center Management

- Application Lifecycle Management
  - Support
  - Maintenance
  - Development

- BPO
  - Finance and Accounting
  - Human Resources
  - Document Processing
  - Customer/Product Support
  - eClinical Support

### Systems Integration and Development

- Custom Software Development
  - Mainframes – IBM
  - Web Environment
  - Client Server
  - Mobile Device Applications

- Systems Integration Projects (SOA)

- Content Management Portals
  - Vignette
  - Sharepoint
  - SAP
  - Websphere

### Consulting

- CA Technologies ITSM Tools

- SAP Consulting Services
  - Implementation
  - Roll-Out/Upgrade Projects

- Oracle ERP Consulting Services
  - Implementation
  - Roll-Out/Upgrade Projects

- Spot Consulting

- Architecture Consulting Services (SOA)

- Business Intelligence

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**Strategic Staffing – Applications, Infrastructure, ERPs**

What is Service Management as a Service?

- **Your opportunity:**
  Leverage CA tools in relation to delivery of IT services your end customers

- **Our focus:**
  Host and manage CA tools on your behalf, provided as a monthly service
benefits

- No up-front hardware / infrastructure expense
  - We provide servers, infrastructure required for CA tools from our hosting environment

- No up-front software license fees
  - CA Software licensing – included in monthly fee

- Stefanini TechTeam CA experts provide support, maintenance, patches, upgrades – on your behalf

- Convenience of a monthly service
  - Monthly operational expense versus capital budget expense
Which CA tools are available / supported?

- CA Service Desk Manager
- CA Service Catalog
- IT Process Automation Manager
- IT Asset Manager
- IT Client Manager

- Pick and choose the tools you require
- This offering available from your CA representative (CA contract)
Hosted Solution Offering

- Access to CA tools in a highly available, hosted environment
- Tool Administration
- Recycles and execution of command line utilities
- Ongoing customer support
- Integration Support
- Authentication to customer domain

The following table summarizes the key service responsibilities

<table>
<thead>
<tr>
<th>Services</th>
<th>Stefanini</th>
<th>Customer</th>
<th>CA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure Support (Up/Down, Performance, etc.)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OS Maintenance and Support (Patches and Upgrades)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Monitoring</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Installations, Patches and Upgrades</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 1 - 3 Support</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 4 product support</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>CA Escalation Management</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Assurance and User Acceptance Testing</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>End User Communication (for Release Purposes)</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
System Administration tasks included:

- Alerts, Access Types, Scoreboard Queries
- Contacts - bulk load scripting, ongoing and one time
- Incident/Request/Problem
  - Status Codes
  - Impact, Urgency, and Priority Fields
  - Survey page
  - Incident Management Quality Process

Customizations available (*Time and material basis*)

- Add/Delete/Modify "Roles"
- Add/Delete/Modify Incident/Request/Problem "Form Field Modifications"
- Incident/Request/Problem Add/Delete/Modify "Required Fields"
- Add/Delete/Modify "Search" page
- Add/Delete/Modify "Self Service" page
Modifications, Authentication methods

Modifications that can be completed by the customer:

- Areas, User Roles and Permissions, Scoreboard, Support Groups, Properties (Required Ticket Information)
- Add classic workflow
- User Contacts
  - Standard
  - bulk load data/file, ongoing and one time
  - VIP list (pop-up)
- Incident/Request/Problem Ticket
  - Templates
  - Activity Notifications
  - Service Type Events
- Announcements

Authentication methods available:

- EEM with LDAP (requires VPN tunnel)
- JESPA with LDAP (no VPN tunnel)
Hosted Support – our relationship with CA

- **CA Support Organization**
  - CA Support Availability Manager – Correlates Issues and Escalations
  - Dedicated Support Engineer – Senior Technician and direct Level 1 Contacts
  - MSP “Aware” Resources
    - Architecture and configuration information shared for each instance
  - Partnering with Local CA Teams – Best Practices Discussions and Updates
  - Architecture Reviews for Each Version
  - Hot Site for Go-live Weekends
  - Post Go-live Reviews

- **CA Product Development**
  - Participation in Beta Programs for all Service Management Products
  - Service Management Enablement Program
  - Member of CA’s Service Management Advisory Council
Operations Overview

- **24x7 Co-location Data Centers:**
  - Royal Oak, MI USA
  - Brussels, Belgium

- **Single Point of Contact Model:**
  - Client Service Manager responsible
  - Support from Stefanini CA Practice Manager and Professional Services team

- **Program Manager for Pre-Sales Support**
# Hosted Support - Operational Teams

<table>
<thead>
<tr>
<th>Project Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stefanini Client Service Manager</strong></td>
<td>• Act as the Single Point of Contact&lt;br&gt;• Host Quarterly Reviews&lt;br&gt;• Provide Invoicing, Reporting, and Incident Management&lt;br&gt;• Responsible for Client Satisfaction</td>
</tr>
<tr>
<td><strong>Stefanini Practice Manager (Southfield, MI)</strong></td>
<td>• Responsible for overall Service Delivery&lt;br&gt;• Review Current Infrastructure and Design to Ensure Stability&lt;br&gt;• Work with CSM on New Implementations&lt;br&gt;• Recommend and Implement Changes to Internal Operational Processes and Practices&lt;br&gt;• Manage Stefanini CA Professional Services Team</td>
</tr>
<tr>
<td><strong>Stefanini Technical Account Liaison (Southfield, MI)</strong></td>
<td>• Technical Contact for Incident Tracking and Status&lt;br&gt;• Responsible for Root Cause Analysis for Environment Impacts&lt;br&gt;• Business Analyst Function for System Change Requests&lt;br&gt;• Assists CSM and Practice Manager with ongoing service delivery</td>
</tr>
<tr>
<td><strong>Stefanini CA Maintenance Team (Bucharest, Romania)</strong></td>
<td>• Execute the Launch of services, ongoing support&lt;br&gt;• Execute maintenance requests (Recycles, Command Line Executables, etc.) for all supported instances and servers&lt;br&gt;• Install patches and upgrades&lt;br&gt;• Manage request/incident management queues&lt;br&gt;• Monitor the environment, take proactive actions when required&lt;br&gt;• Answer calls, troubleshoot, and attempt first contact closure for customer incidents</td>
</tr>
</tbody>
</table>
Customer will contact STT through an End User Service Desk Portal for all Severity 2 – 4 Tickets. Customer will also be provided a phone number for severity 1 outages and escalation.

STT’s standard support process begins with STT’s CA Maintenance Team. The Maintenance Team provides initial troubleshooting and Incident documentation for Tier 1-2 issues. 3rd level support is provided by the CA Practice.

As a CA partner, STT’s Support Team also has the support of the CA organization for fourth level support if required. When engaging CA support, the Customer Liaison working with the STT CA Maintenance Team will be responsible for escalating to CA and handling all of the communication, troubleshooting, and supporting documentation.

<table>
<thead>
<tr>
<th>Incident Priority</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Response Time</td>
<td>30 minutes</td>
<td>2 Business Hours</td>
<td>8 Business Hours</td>
<td>16 Business Hours</td>
</tr>
<tr>
<td>Target Resolution Time</td>
<td>4 Hours</td>
<td>14 Business Hours</td>
<td>28 Business Hours</td>
<td>70 Business Hours</td>
</tr>
</tbody>
</table>

**Priority Level Descriptions**

**Priority 1**
A critical application or infrastructure component is down or severely degraded.

**Priority 2**
An application(s) or infrastructure component(s) is unstable or usable only with severe restrictions.

**Priority 3**
A non-essential application function or infrastructure component is unavailable.

**Priority 4**
An intermittent, “how to” request for information.
Stefanini will be responsible for all patches and maintenance of the hosted system.

**Monthly Systems Maintenance (MSM)**
Monthly scheduled systems maintenance includes applying software patches, and systems configuration changes. It is conducted every last Saturday of the last full week of the month (except holiday weekends), from 8:00 pm to 11:00 pm Eastern Standard Time. The time spent by TechTeam to perform Monthly System Maintenance is included as part of the monthly fee for the on-going support service.

**Special Systems Maintenance (SSM)**
Special systems maintenance is scheduled as needed. It includes emergency fixes and requests which require implementation outside the MSM window. It is usually conducted immediately with customer and/or management approval. The time spent by TechTeam to perform Special System Maintenance is included as part of the monthly fee for the on-going support service.

**Service Packs and Cumulative Patches**
When CA Support publishes a Service Pack or cumulative patch, the Maintenance team will apply the patch in the development environment within 120 days of its release. The application of the patch in production will occur during a MSM window as agreed upon by TechTeam and customer.
Current Stefanini clients using CA tools
In a project to better align our business to the ITIL process, we wanted to change our service desk manager system, to CA Service Desk.

- On demand was a perfect way to implement the software fast
- Minimum of resources required to manage application
- Fixed monthly fee
- 24/7 Service
Implementation & Launch Services

- IT Service Management as a Service – requires launch services, billed separately

- Each launch offering is scoped and priced in phases based on customer needs.
  - Service Desk Manager Implementation
  - Change Management Implementation
  - CMDB – Configuration Management
  - Service Catalog Implementation
  - IT Asset Manager
  - IT Client Manager
  - ITPAM Workflow Development (Service Catalog, Service Desk and APM)
Stefanini has developed a Performance Management Office (PMO) that is responsible for designing, launching, and implementing Service Management as a Hosted Service. This team of certified Project Managers will follow a standard project management methodology to ensure that the transition to CA Service Desk Manager, CA IT Asset Manager, and Service Catalog are seamless to the supported end users and to mitigate transitional risk.

- **Dedicated Global Team**
  - Solution Architects and Implementation Consultants with extensive CA background
  - PMI certified project managers
  - Resources available globally

- **Standardized and Repeatable Processes**
  - Developed and enhanced over
  - Based on PMI and ITIL methodology
The following process components represent the general lifecycle of STT’s design and launch process. For each implementation offering timing will be assigned to a process component for pricing and implementation planning. Additional phases or processes may be added depending on the offering and customer scope requirements.

<table>
<thead>
<tr>
<th>Process</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charter</strong></td>
<td>STT will work with the customer to complete the appropriate charter documents such as a letter of intent and statement of deliverables if not previously created.</td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>STT will identify roles and responsibilities and assign a launch team. The project manager will elaborate the project plan, complete the necessary documentation, and initialize the launch process.</td>
</tr>
<tr>
<td><strong>Data Harvesting</strong></td>
<td>Onsite (sometimes virtual) data gathering necessary to perform support services. This phase initiates the launch process.</td>
</tr>
<tr>
<td><strong>Solution Validation</strong></td>
<td>STT will create the Solution Design Workbook. The Solution Design Workbook will be provided to the customer for review and approval.</td>
</tr>
<tr>
<td><strong>Implementation</strong></td>
<td>STT and customer will perform the required technology and infrastructure tasks, such as setting up a VPN connection, installing CA applications, configuring adaptations and loading data.</td>
</tr>
<tr>
<td><strong>Functional Acceptance Testing</strong></td>
<td>Customer will review and test application setup.</td>
</tr>
<tr>
<td><strong>Launch Preparation</strong></td>
<td>Stefanini TechTeam will perform the launch preparation tasks prior to go-live.</td>
</tr>
<tr>
<td><strong>Go Live</strong></td>
<td>The service is officially transitioned to a hosted service.</td>
</tr>
<tr>
<td><strong>Closure</strong></td>
<td>STT will perform the project closure tasks.</td>
</tr>
</tbody>
</table>
STT assigns a core launch team of experienced proven resources to every implementation.

**Project Manager:** Responsible for all plans, budgets and coordination of launch. Act as Single Point of Contact for the full implementation period.
- Create and Manage Launch Plan
- Schedule and facilitate Meetings
- Create and Manage Action Item List, Issues and Risks
- Manage Implementation
- Provide weekly status report and hold weekly status meetings
- Escalate issues, raise red flag, etc

**Solution Architect:** Responsible for data collection, physical architecture, integration specification, and overall solution design. Ion
- Attend and facilitate data harvesting meetings
- Design and Document the Solution Architecture Model
- Document the Physical Architecture
- Oversee the development and production implementation

**Implementation Consultant:** Responsible for data collection, process creation, documentation creation, and tool setup and configuration of CA offering.
- Interview Key Personnel
- Complete Solution Design Workbook
- Implement Solution Configuration Adaptations
- Create Project Training materials
- Facilitate Technical/Functional Testing
- Perform Training
Scope

- Implementation of development and production environment for CA Service Desk Manager, IT Process Automation Manager and BOXI
- Deployment of Stefanini Gold Standard
- Configuration of Request, Incident, Problem and Knowledge Management
- Implementation of the ITIL Content Pack
- Configuration of 1 contact feed
- Configuration of 1 CI feed in csv or XML format
- Authentication

12 Week Standard Launch

- Chartering/Planning (before 12 week period)
- Data Harvesting – 1 week
- Solution Validation – 2 weeks
- Implementation – 6 Weeks
- Functional Acceptance Testing – 1 week
- User Acceptance Testing – 1 week
- Launch Prep – 3 days
- Go Live – 2 days
Scope

- Change Categories - Define the list of categories for Change Orders, the default support groups and any associated properties.
- Workflow Tasks – Define the sequence, description, statuses, and events for tasks associated with each Change Category.
- Change Calendar – Define the default values for the calendar configuration, blackout and maintenance windows

6 – 8 Week Standard Launch

- Chartering/Planning (before 8 week period)
- Data Harvesting – 1 week
- Solution Validation – 1 weeks
- Implementation – 3 Weeks
- Functional Acceptance Testing – 1 week
- User Acceptance Testing – 1 week
- Launch Prep – 3 days
- Go Live – 2 days
Scope

- Identify current maturity level of Configuration Management process
- Industry benchmarks – how does your Configuration Management maturity compare with others in your industry
- Configure and populate the CMDB
- Work with client to identify priority IT services
- Represent two initial services within CMDB (including all relationships and dependencies)

6 – 8 Week Standard

- Chartering/Planning (before 8 week period)
- Data Harvesting – 1 week
- Solution Validation – 1 weeks
- Implementation – 3 Weeks
- Functional Acceptance Testing – 1 week
- User Acceptance Testing – 1 week
- Launch Prep – 3 days
- Go Live – 2 days
Scope

- CA Service Catalog implementation includes the configuration of 15 service offerings (12 basic, 3 complex)
- Configure CA Service Catalog
- Integrate with CA Business Intelligence
- Install and integrate with CA ITPAM
- Configure Email Integration
- Configure CA Service Desk Manager integration
- Test and Verify Installation and integrations

10 Week Standard Launch

- Chartering/Planning (before 12 week period)
- Data Harvesting – 1 week
- Solution Validation – 2 weeks
- Implementation – 5 Weeks
- Functional Acceptance Testing – 1 week
- User Acceptance Testing – 1 week
- Launch Prep – 3 days
- Go Live – 2 days
Scope

- **Phase 1: IT Asset Management Analysis** – Detailed review of customer’s asset management based on Industry ITAM Best Practices and the ISO 19770-1 SAM Standard. (Optional at additional cost – 4 week engagement)
- **Phase 2: Analysis Implementation** – Implementation of recommendations identified within the Asset Management Analysis resulting in rapid realization of IT Asset optimization. (Optional at additional cost – engagement timing based on Phase 1 results)
- **Phase 3: CA ITAM Tool Implementation** – Data Harvesting and implementation services for the deployment of CA ITAM tools; CA Asset Portfolio Manager (APM) and CA Software Compliance Manager (SwCM) including the following:
  - Reviewing software entitlement data
  - Reviewing of contracts for import
  - Discovery integration
  - Configuration of CA ITAM, APM and SwCM
  - Integration of discovery data, CMDB, and CA Service Desk systems.

12 - 14 Weeks Standard Launch (Phase 3)

- Chartering/Planning – 1 week
- Data Harvesting – 1 week
- Solution Validation – 1 week
- Implementation – 9 Weeks
- User Acceptance Testing – 1 week
- Launch Prep – 1 days
- Go Live – 1 day
Scope

- End Point Management Assessment
- CA Endpoint Management Tool Implementation
- Request Workflow Implementation
- Creation of request workflow within CA ITPAM integrated with the CA Service Catalog. Services will be limited to those software request services identified as needing workflow approval within the Scope of Work.

12 - 14 Weeks Standard Launch

- Chartering/Planning – 1 week
- Data Harvesting – 1 week
- Solution Validation – 1 week
- Implementation – 9 Weeks
- User Acceptance Testing – 1 week
- Launch Prep – 1 days
- Go Live – 1 day
Service Management as a Service - Summary

- **Lower Costs**
  - No up front capital expenditure, will be monthly operating expense
  - No server / hardware infrastructure investment required
  - CA software licenses included in monthly fee

- **Leverage Stefanini’s Managed Service Expertise**
  - Rapid implementation best practices for CA tools
  - Faster time to value – leveraging over 30 years of experience
  - Magic Quadrant Leadership
  - ITIL certified employees – including Master/Expert level
  - Commitment to service levels and cost reductions
  - Accountable for administration and support issues – Leverage support model in place with CA

- **Delivery of Enterprise Class Software in a Cost Effective Manner**
  - Stefanini TechTeam’s ITIL process expertise + CA ITIL verified software + CA certified resources
  - Leverage economies of scale
  - Modular approach to ITIL best practices
thank you
<table>
<thead>
<tr>
<th>SESSION #</th>
<th>TITLE</th>
<th>Date / Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS110SN</td>
<td>Top 7 Ways Effective Communication Can Improve Delivery of IT Services</td>
<td>11/16/11 at 9:45 AM South Pacific B</td>
</tr>
<tr>
<td>PS209SN</td>
<td>Where’s My Stuff?! – How the US Army Materiel Command Answers this Once and For All</td>
<td>11/16/11 at 11:00 AM Islander H</td>
</tr>
<tr>
<td>PS302SN</td>
<td>Going Email-less and Paperless: Streamlining the Information Security Access Request Process</td>
<td>11/16/11 at 1:15 AM Islander H</td>
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Related Technologies

- **Booth 448** – CA Service Desk Manager, CA Technologies
- **Booth 444** – CA Business Service Insight, CA Technologies
- **Booth 441** – CA Business Service Catalog/CA IT Asset Manager, CA Technologies
Session # PS108SN

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