

# CA Service Accounting

CA Service Accounting is an IT financial management system that provides you with the financial transparency and analysis needed to effectively manage your service costs.

Challenge	Solution	Benefits
IT is under greater pressure to reduce operational costs and demonstrate business value in the services it delivers. This is even truer in today's economic environment. In order to make financially sound decisions that support delivering Lean IT services while helping IT demonstrate value to the Business, IT requires some level of financial information and analysis.	CA Service Accounting is an industry leading solution that features usage-based billing of services consumed, allocation of costs by department or business unit, unit pricing, tiered rates, online invoice generation for chargeback, service credits for service level agreement (SLA) violation, and detailed budgeting and reporting.	CA Service Accounting allows you run IT as a Business by helping you accurately model the unit cost of IT services, manage demand for services and make decisions based on service cost demand and consumption. CA Service Accounting is a component of CA Service Level and Catalog Management that helps IT demonstrate value and alignment by advertising the function, quality and cost of available services in business terms.

## CA Service Accounting: IT Service Cost Management

The rapid transition to a shared service provider and business partner means that you now have to operate IT as a business, subject to the same cost scrutiny that governs other business functions. With this focus on IT's importance and value to the overall business and its critical role in delivering the services that the Business demands requires a process of identifying, understanding and tracking the detailed cost and value of aggregated services and their effects on your company's bottom line.

CA addresses these critical issues with CA Service Accounting, an integrated component of CA Service Level and Catalog Management (CA SLCM). CA Service Accounting software facilitates communication between your IT administrators and managers of other business units by creating a common language that's based on established business practices, service expectations and financial administration controls.

Using CA Service Accounting, you gain visibility into how various business units use IT resources and how IT service costs are distributed across the organization. This paves the way for promoting internal cost control and accountability measures for IT service requests and availability mandates. By standardizing IT services and their delivery, you can now identify wasteful IT spending and influence how IT services are consumed. And CA Service

Accounting is designed with ease-of-use in mind. The simple, web-based interface leads you step-by-step through the service accounting process, incorporating information from an almost infinite variety of data sources, then generates straightforward reports (see Figure A) that validate IT's role in delivering critical business services.

**WEB-BASED OR HARDCOPY REPORTING**

Invoice Date	Invoice Number:	Due Date	Amount
02/13/2007	ca:admin01:10004	02/23/2007	\$100.00

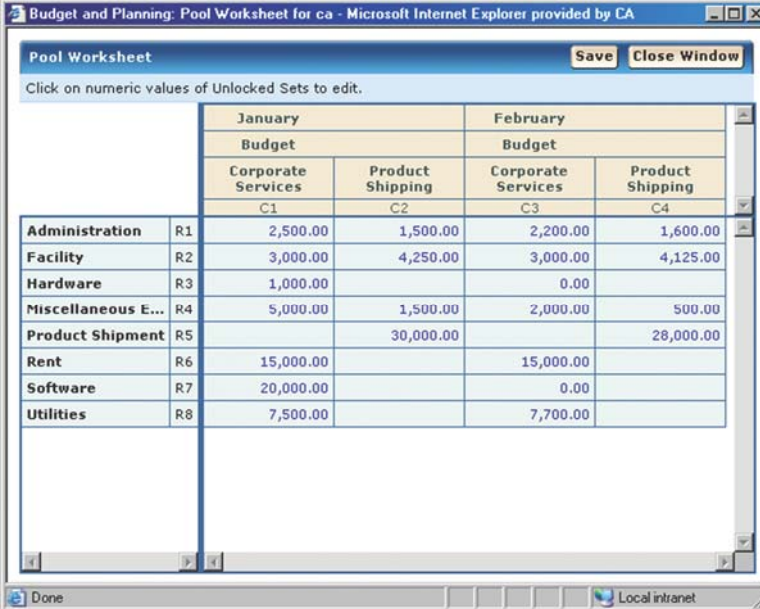
  

Item Summary			
Charges			
Date	Description		Amount
	<b>Telecom Services - Voicemail</b>		
	<b>Voicemail</b>		
02/13/2007	Item: New Account Setup		
02/13/2007	Description: Setup Voice Mailbox, Standard 10 Message Capacity		
02/13/2007	Rate: Cost:	02/13/2007 - 03/13/2007	1.00 x \$75.00 each
02/13/2007	Estimated Completion: Estimate: 1 week to complete request		\$75.00
02/13/2007	Special Instructions: Please enter the following data in the Notes field of your request to ensure proper handling: 1. Employee Name 2. Department (for chargeback)		
02/13/2007	Item: Increase Mailbox Size		
02/13/2007	Description: Increase Capacity of Voice Mailbox to 20 Message Capacity		
02/13/2007	Rate: Cost:	02/13/2007 - 03/13/2007	1.00 x \$25.00 \$/month
02/13/2007	Estimated Completion: Estimate: 1 week to complete request		\$25.00
02/13/2007	Special Instructions:		
			<b>Total Charges: \$100.00</b>

**FIGURE A**

CA Service Accounting incorporates web-based reports and invoicing, offline reporting, hard copy invoice generation and on demand reports.

## BUDGETING AND PLANNING



Pool Worksheet

Click on numeric values of Unlocked Sets to edit.

		January		February	
		Budget		Budget	
		Corporate Services	Product Shipping	Corporate Services	Product Shipping
		C1	C2	C3	C4
Administration	R1	2,500.00	1,500.00	2,200.00	1,600.00
Facility	R2	3,000.00	4,250.00	3,000.00	4,125.00
Hardware	R3	1,000.00		0.00	
Miscellaneous E...	R4	5,000.00	1,500.00	2,000.00	500.00
Product Shipment	R5		30,000.00		28,000.00
Rent	R6	15,000.00		15,000.00	
Software	R7	20,000.00		0.00	
Utilities	R8	7,500.00		7,700.00	

**FIGURE B**

The annual IT budget process is more accurate when historical and actual cost and usage data is available. In CA Service Accounting budgets can be set, modified and tailored to include automated corporate rules and formulas. Multiple fiscal sets can be maintained; this allows for review and analysis of current and prior-period budgets.

## Key New Features in r12

**CA CMDB INTEGRATION** The integration with CA Service Accounting and CA Service Catalog maps the services with associated service components or Configuration Items (CIs) within the CMDB so you can trace the dependencies of the services to its CIs. The integration also helps align service design and delivery with operations by linking the service as ordered by business with supporting assets to help design fulfillment workflow, factor in asset costs, and identify redundancies and synergies amongst services/components.

**CA SERVICE ASSURE AND CA SERVICE METRIC ANALYSIS INTEGRATION** This integration improves your ability to manage service availability and monitor performance levels and as a result enables you to enforce SLAs that are in effect including billing adjustments determined by quality of service received. This integration provides a complete Service Level Management solution.

**APPLICATION CLUSTERING** The support of application and data base clustering improves the availability, scalability and performance of the CA Service Catalog application. This ensures the availability of the critical services required to keep the business up and running.

**PLATFORM UPDATES** These include support of the latest technology stack improving application performance and efficiency.

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## CA Service Accounting: Managing the Business of IT

CA Service Accounting helps establish a mutually beneficial partnership between your IT department and the consumers of IT services in departments as diverse as marketing or shipping and receiving. Key to establishing and maintaining this partnership is an accurate financial accounting of IT services.

Through a real-time dashboard interface which displays financial and usage information, you can review and anticipate costs and use that data to influence end user behavior before chargeback occurs. You can generate actual cost data to justify IT equipment expenditures and measure performance against budgets. Costs can be allocated to end users, to departments or to any other logical grouping.

CA Service Accounting provides several unique benefits:

### Organizational Cost Management

Today's businesses demand that IT costs are determined based on actual usage and that internal IT organizations are competitive with industry-average pricing. CA Service Accounting helps your IT department meet this challenge through:

- **Flexible Costing and Pricing** CA Service Accounting supports standard methodologies for chargeback and cost allocation. Activity-based cost management is particularly useful for pricing your IT services and allows a fair distribution of shared costs. Any combination of cost allocation models can be used to develop flexible costing or pricing methodologies to meet business requirements.
- **Data from Disparate Sources** CA Service Accounting processes actual usage data from all IT and non-IT data sources, including operating systems, databases, networks, email and intranet resources, as well as data on third-party utilization.
- **Organizational Modeling and Creation of Cost Centers** A remote, LDAP-compliant directory server accesses user accounts so you can leverage existing enterprise information and help ensure security consistency. Support for Microsoft's Active Directory and CA Directory for user authentication is included.
- **Organizational Structure Replication** You can use organizational information from various human resources systems to create an organizational hierarchy. A user's role and organizational unit determines authorization to access specific systems and data.
- **Invoice Generation** Online invoicing via web browser allows users to view their IT charges incurred in real time.
- **Dynamic Accounting Groups** You can group accounts to enable distributed invoice generation based on the needs of individual business units. When these groups are defined, CA Service Accounting generates new accounts and automatically adds them to existing account lists.
- **Management View** Business unit managers may look up invoices online or receive them via email.

### IT Governance

With heightened focus on helping ensure compliance with corporate policies, as well as government and industry regulations, most organizations today require assurance that IT is a

good steward of its investments. Your IT investments must be properly prioritized to maximize value and thorough accounting records must be maintained to track costs and usage accurately. Your IT usage reports must be delivered on schedule and in an easily understood format that supports informed decision-making. CA Service Accounting supports these objectives by including the following capabilities:

- **Cost Data from Third-Party Applications** Many IT organizations use partners and service providers to deliver elements of the overall IT service menu. CA Service Accounting integrates usage-based data from third-party providers with internal IT data to aggregate total IT costs.
- **Financial Systems Information** Internal cost information is provided from financial packages, such as ERP systems, to allow for classification, analysis and planning based on actual dollars spent.
- **Asset Management Systems** Hardware and software license compliance is a critical element in cost management. Integration with asset management tools such as Unicenter® Asset Portfolio Management allows you to use direct costs to calculate asset usage charges.
- **Usage-Based Cost Allocation and Chargeback** CA Service Accounting monitors IT resources and reports on actual usage. Information on who uses IT services and how often they use them provides decision-support data for planning, analysis and improved financial management of your IT organization.
- **Budgeting and Planning** Data on historical and actual cost and usage simplifies the annual IT budget process. CA Service Accounting lets budgets be set, modified and tailored to include automated corporate rules and formulas. You can maintain multiple fiscal sets, allowing review and analysis of current and previous budgets (see Figure B).
- **Financial Transparency** Properly classifying and distributing costs provides valuable insights on usage, cost-allocation and budget variances. These capabilities highlight the value of your IT services and provide powerful support for sound decision-making and planning.
- **Zero-Based Cost Recovery** You can use CA Service Accounting to distribute actual costs to appropriate accounts, departments or business units.
- **Activity-Based Cost Management** Costs for shared resources are distributed based on relevant fixed or variable metrics. IT charges are automatically calculated from specified rates or selected rate-calculation methods. Tiered rates allow variable charges based on quality or volume of IT services consumed.
- **Billing Adjustments Determined by Quality of Service Received** Native integration with CA Service Assure enables monitoring and automatic chargebacks to accounts that breach defined IT usage thresholds.
- **Trend Reporting** Measures and reports usage trends.
- **Web-Based or Hardcopy Reporting** CA Service Accounting incorporates web-based reports and invoicing, offline reporting, hard copy invoice generation and on demand reports.

PRODUCT	FUNCTION	FEATURES	BENEFITS
CA Service Accounting	IT usage billing and reporting system that provides detailed financial analysis information based on activities completed and resources consumed.	<ul style="list-style-type: none"> <li>• Flexible Service Pricing</li> <li>• Invoice Generation</li> <li>• Asset Management Systems</li> <li>• Budgeting &amp; Planning</li> <li>• Activity-Based Cost Management</li> </ul>	<ul style="list-style-type: none"> <li>• Standard pricing methodologies for pricing of IT services</li> <li>• Quality &amp; quantity-based IT service billing</li> <li>• Enables total cost of ownership</li> <li>• Multiple fiscal sets &amp; actual cost history</li> <li>• Financial management of shared services</li> </ul>

**COMPLETE, INTEGRATED, PROVEN**

CA Service Accounting is a fully integrated part of CA Service Level and Catalog Management which also includes CA Service Catalog, CA Service Assure and CA Service Metric Analysis. When combined with products such as CA Service Desk Manager, CA IT Asset Manager and CA Data Center Manager, you can build and customize a complete services-oriented system.

- > Proven: "CA's Service Level and Catalog Management solution improved 'just-in-time' service delivery time to just 2 to 4 hours from 2 to 4 days for our file share access service while customer satisfaction for service requests grew to 98% from a low of 62%! It also showed return on investment based on number of requests processed and human effort savings in 6 months versus the forecasted 14 months when the project was approved."

*Mr. Harry Butler  
IT Project Manager  
Elbit Systems of America*

**RAPID TIME-TO-VALUE**

Whether your implementation is "out-of-the-box" or requires modification to meet business needs, CA lowers your risk and improves deployment efficiency through thought leadership and the application of proven best practices methodology. Our standard, repeatable implementations provide you with the flexibility to choose the service that best meets the needs of your business and technology environment. Business value is accelerated through staff mentoring, knowledge transfer and rapid, phased deployment projects. Our nine stage methodology and strict project governance help keep your project on time and on budget.

**NEXT STEPS**

To learn more about CA Service Accounting and how you can benefit from the complete solution and rapid time-to-value, please contact your Sales Representative or [visit us on the Web](#) for more information.

To learn more, and see how CA software solutions enable organizations to unify and simplify IT management for better business results, visit [ca.com/products](http://ca.com/products).