

# CA Change & Configuration Management Rapid Implementation

Build a Foundation for Business Service Management Within 60 Days or Less

Deploy change and configuration management components strategically to integrate configuration item information with IT processes to reveal the relationships between IT components, IT Services and business processes. Start with a foundational implementation of CA CMDB, and add options to build capability and enhance the maturity level of your solution.

## Meeting Business Requirements

The CA Change & Configuration Management Rapid Implementation is a bounded, fixed-price deployment of CA CMDB that provides a foundation for achieving process-centric change and configuration management, with options that enhance the maturity level of your solution. Start with the basic CA CMDB implementation which helps you:

- Track and monitor IT resource assignment and support costs
- Detect under-leveraged and under-assigned resources
- Leverage the CA CMDB to identify potential change impacts
- Represent virtual entities or objects as CIs in the CA CMDB
- Depict an accurate representation of IT architecture from a holistic perspective

Choose one or more options that meet your business requirements.

CHOOSE OPTION...	TO HELP YOU...
CA Cohesion® Application Configuration Manager (CA Cohesion ACM) Implementation	<ul style="list-style-type: none"><li>• Improve data population of the CA CMDB</li><li>• Create blueprints to address local or unique applications</li></ul>
CA Service Desk Implementation	<ul style="list-style-type: none"><li>• Create change fulfillment templates and approval processes with consistent methods</li><li>• Implement escalation and notification rules based on policies</li></ul>
CA IT Asset Manager Integration	<ul style="list-style-type: none"><li>• Integrate and automate change and configuration management and install, move, add or change processes</li><li>• Assign work based on best available IT resources</li></ul>
CA Systems Management Integration — CA Spectrum® Infrastructure Manager or CA NSM Integration	<ul style="list-style-type: none"><li>• Detect unknown or unauthorized changes to the IT resource configuration</li><li>• Integrate the CA CMDB with the systems management repository</li><li>• Integrate event monitoring with change management</li><li>• Model and reconcile service attributes across various detection tools</li><li>• Prioritize request for change related efforts according to identified IT policies</li></ul>

## Delivering Business Value

The CA Change & Configuration Management Rapid Implementation is designed to help you:

- Manage the cost of providing IT Services
- Reduce business risk associated with service disruption
- Improve customer satisfaction with IT Services
- Improve IT response time to business challenges
- Reduce implementation risk
- Achieve faster-time-to-value

## What You Get


In the foundational CA Change & Configuration Management Rapid Implementation you leverage the expertise of CA Services personnel to install up to 5000 configuration items (CIs) and relationships, using out-of-the-box families, classes and relationship types. These are provided in the standard format accepted by CA CMDB federation adapters, as well as CA Cohesion ACM (if selected) and supporting CA technologies. You also receive the CA CMDB Reports for Change & Configuration Management Add-On Services Component, a set of twenty reports to augment the CA CMDB reporting capability.

You may also choose an enhanced implementation of CA Cohesion ACM, a full implementation of CA Service Desk Manager, and to integrate CA CMDB with CA IT Asset Manager, CA Spectrum Infrastructure Manager and/or CA NSM. Each option follows our nine-stage deployment methodology which spans project setup and initiation through requirements, architecture and design, solution integration and configuration, quality assurance and test, documentation, knowledge transfer, assistance with production deployment and closure.

Integration with either CA IT Asset Manager, CA Spectrum Infrastructure Manager and/or CA NSM requires that the products already be installed in your environment.

Following a project plan and schedule created with your team, we work with you to:

- Assess change and configuration management process maturity and current alignment with ITIL® best practices
- Analyze and document any gaps in how existing change and configuration management processes, procedures and controls support your objectives and align to industry standards, and provide options for improvement
- Verify the solution requirements including business requirements and solution outcomes, business model including “to be” state, quality attributes and solution constraints
- Establish and document the solution architecture and design including solution and physical architecture model, validation approach and solution phasing

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- Validate the development environment and install, configure and test CA CMDB and the CA CMDB Reports for Change & Configuration Management Add-On Services Component within defined parameters
  - Execute solution tests, review results and refine configurations if required
  - Develop and document solution operational and maintenance procedures with restore instructions
  - Transfer knowledge to operational staff and administrators
  - Assist in production deployment and execute functional and system tests

If you choose to add the CA Cohesion ACM option to your engagement, our team also:

- Conducts a blueprint design workshop
- Installs and configures CA Cohesion ACM in a single server environment, deploying up to fifty agents and creating a defined number of blueprints

With the inclusion of the CA Service Desk Manager option, our team:

- Installs, configures and tests CA Service Desk Manager within defined parameters, integrating it to CA CMDB on a single server and loading up to 500 records

If you choose to integrate CA IT Asset Manager with CA CMDB as part of your engagement, our team:

- Reviews your business and IT objectives related to asset management, and assesses your asset management process maturity and current alignment with ITIL best practices
- Analyzes and documents any gaps in how existing asset management processes, procedures and controls support your objectives and align to industry standards, and provides options for improvement
- Performs integration and configuration tasks for the CA IT Asset Manager and CA CMDB environment

With the Systems Management option, our team:

- Assesses systems management process maturity and current alignment with ITIL best practices
- Analyzes and documents any gaps in how existing systems management processes, procedures and controls support your objectives and align to industry standards, and provides options for improvement
- Performs integration and configuration tasks for either CA Spectrum Infrastructure Manager or CA NSM and CA CMDB environment

The purchase of CA Education is recommended. You may choose from courses currently available in the catalog or listed on the CA Education website. Smooth transition to CA Support is accomplished through the Go Live with CA program.



## Why CA Services?

By leveraging our proven nine-stage deployment methodology, best practices, and expertise, CA Services can help you implement CA products in a way that speeds time-to-value and lowers project risk. When it comes to deploying CA solutions, no other organization can provide the depth of expertise, breadth of services, and partner network required to help you achieve the efficient IT management that drives business results.

CA Services is part of the Customer Value Network (CVN) which brings together CA Services, Education, Support, Communities and Partners to deliver programs, communications, events and offerings to enable your success

## Get Started

To purchase the CA Change & Configuration Management Rapid Implementation or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at [ca.com/services](http://ca.com/services).

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