

CA CMDB SOLUTION IMPLEMENTATION

Build a Solid Foundation Around ITIL®
by Deploying CA CMDB

Leverage the experience of CA Services to deploy the CA CMDB and reveal critical relationships between business services and infrastructure through configuration management information. Our deployment is designed to help you support IT service management best practices and assist the business in improving time utilization and profitability.

Service That Supports Your Business

Increase the effectiveness of key roles in your organization by adopting best practices based on ITIL. The CA CMDB Solution Implementation helps you accomplish this by starting with a comprehensive analysis on how the product will be leveraged by all major ITIL processes and IT Asset Management. Acting on this information, CA Services professionals design and help implement a comprehensive CMDB solution using the CA CMDB and CA Cohesion® Application Configuration Manager software. In particular this solution will accelerate your organization's ability to:

- Determine potential fault issues proactively and the underlying issues causing faults
- Provide enforcement for management policies and validate that operations are conducted properly
- Profile utilization and economies of purpose
- Build and track service assembly models
- Provide logical blueprinting for service deployment

Benefits That Deliver Value

The CA CMDB Solution Implementation:

- Broadens the scope of change and configuration management, as well as the CA CMDB technology to key stakeholders across all ITIL processes
- Improves impact analysis and root cause identification to improve productivity and reduce time-to-recovery
- Maps services to enable a 360-degree view of service, improving the ability of IT to understand and protect against the impact of failures to the business
- Strengthens change governance and auditing and compliance, reducing costs and protecting revenue
- Supports resource optimization, improving the economy of service delivery and providing resource traceability
- Improves the ability to anticipate the impact of change, supporting service performance planning and encouraging the adoption of new service

What You Get

A comprehensive project plan that details the scope and expected outcomes is part of every CA CMDB Solution Implementation. Integration with multiple data sets and with CA Asset Portfolio Management is provided. A data staging area is supported to help ensure quality management. A specific focus on key management factors and organizational areas is provided. During your engagement, our CA Services team works with your IT organization to:

- Perform an ITIL process analysis
- Verify the business and technical requirements
- Develop documentation on architecture design, security access requirements and implementation specifications
- Install CA CMDB, CA Cohesion Application Configuration, CA CMDB Reports for Change and Configuration Management Add-On Services Component and supporting technologies in a development or preproduction environment
- Create CA Cohesion blueprints, if desired
- Perform an integration with CA Asset Portfolio Management, if desired
- Develop CA CMDB visualization filters
- Load configuration items and relationship data into the CA CMDB that is provided in the standard format accepted by the CA CMDB federation adapters. (Support for other external data is provided through staging tables)
- Test and verify the installation through well-defined, customer-specific use cases
- Develop configuration and backup documentation
- Transfer knowledge and provide guidance for operations and administrative staff
- Provide production rollout assistance of CA CMDB

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.

Get Started

To purchase the CA CMDB Solution Implementation or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at ca.com/services.

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