

CA Service Assurance Solution Implementation

Enhance IT Service Availability Through Integrated Management Tools and Technologies

Combine industry-leading event, fault, performance and configuration management technologies across multiple IT domains to improve IT Service availability. CA Services has the experience and the proven methodologies needed to help you implement a solution with faster time-to-value and lower risk.

Supporting Your Business

The CA Service Assurance Solution Implementation integrates Application Performance Management, Infrastructure Management, and Service Management products and components to provide an end-to-end view of IT Service health and availability across application, database, network, and system domains. The solution introduces a new service management layer to the management infrastructure and leverages information available in existing domain managers (i.e. CA Spectrum® Infrastructure Manager, CA eHealth® Performance Manager, CA Wily Introscope®, CA Wily Customer Experience Manager™, CA Insight™ Database Performance Manager for Distributed Databases) to create IT service definitions which are then available in CA Service Desk and CA CMDB.

CA architects and consultants work with you to develop solution design and integration specifications that include a comprehensive implementation plan to deliver results quickly in manageable phases. Once the design and integration specifications are validated, the CA team installs, configures, tests and documents the complete solution.

Delivering Business Value

The CA Service Assurance Solution Implementation:

- Helps guard against performance degradation and outages
- Improves visibility and predictability, and provides more accurate root cause determination
- Increases productivity of your highly specialized IT staff and your ability to accurately predict staffing needs
- Mitigates implementation risk and improves efficiencies through the application of best practice methodologies for solution deployment
- Speeds deployment and staff learning curves through knowledge transfer

What You Get

CA employs a proven nine-stage deployment methodology-based process that includes:

- Project management services including a project management plan, project schedule, and ongoing project reporting
- Analysis of the as-is business, technical and physical operating environment related to your deployment and development of solution requirements and expected outcomes
- Development of a solution architecture and design
- Development of a solution specification that contains: business requirements and goals, key business use cases, solution components and configurations, solution architecture and detailed physical architecture, solution impact, implementation and test plans and success criteria.
- Installation, configuration, and testing of the CA products and chosen options in defined in-scope environments
- Customization and integration deployment
- Full configuration and backup documentation
- Staff mentoring and training

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 Service Assurance 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.