

Improve Network Availability and Maximize the Value of CA SPECTRUM[®] Network Fault Manager

TAKE FULL ADVANTAGE OF THE CAPABILITIES TO PINPOINT PROBLEMS, IDENTIFY IMPACTED USERS AND RECOMMEND CORRECTIVE ACTION TO IMPROVE RESTORATION TIME IN CA SPECTRUM[®] NETWORK FAULT MANAGER (CA SPECTRUM NFM). LEVERAGE THE DEEP KNOWLEDGE OF OUR NETWORK TOPOLOGY EXPERTS WHO MODEL YOUR NETWORK TO FULLY EXPLOIT THE ROOT CAUSE ANALYSIS FUNCTION IN THE PRODUCT. INCLUDE MANAGE INFRASTRUCTURE AS AN IT SERVICE AND INCREASE YOUR ABILITY TO MANAGE YOUR INFRASTRUCTURE WITH A CONSISTENT VIEW OF SERVICE.

Service That Supports Your Business

Build and deploy a new or updated CA SPECTRUM NFM solution to improve staff productivity and maximize your software investment. With the CA SPECTRUM Network Fault Manager Solution Implementation, we create design, implementation and test plans specifically to meet your needs.

Our team understands how business services are affected by your network. We work with you to group many events into a single issue and narrow alarms to those that really impact the business. We show you how to set up the templates that make it easy to report against and change Service Level Agreements.

You may also choose to have us implement Manage Infrastructure as an IT Service. This integration allows information gathered through CA SPECTRUM NFM to be populated into the CA CMDB. This enables the visualization of a service in terms of its constituent components, which allows you to streamline operations and reduce costs. CA Services works with your team to model IT services and map the relationships in CA SPECTRUM NFM. To proceed with deployment of this integration, CA CMDB must already be installed in your environment.

Benefits That Deliver Value

Applying best practices, defined methodology and strict project governance, the CA SPECTRUM Network Fault Manager Solution Implementation:

- Accelerates time-to-value
- Lowers implementation risk
- Speeds staff learning curves

If implemented, Manage Infrastructure as an IT Service:

- Improves business and IT alignment by modeling IT services and making those IT Service definitions available to the rest of the organization through the CA CMDB
- Improves your incident, problem and change management processes by identifying the configuration items (CIs) and establishing the relationships within the components that make up each IT Service

What You Get

Our team works side-by-side with you during the CA SPECTRUM Network Fault Manager Solution Implementation and:

- Develops a detailed project plan and schedule
- Reviews current operational processes and technical architecture
- Reviews and validates business requirements and expected outcomes
- Defines IT and business drivers and finalizes solution requirements
- Creates solution design, integration and test plans
- Installs and configures CA SPECTRUM NFM in a test environment
- Implements Manage Infrastructure as an IT Service, if desired
- Performs operational, backup and use case testing
- Documents configurations and operational and maintenance procedures with restore instructions
- Conducts two knowledge transfer sessions
 - Reviews deployment architecture, configuration and administrative processes and procedures with administrators for up to six hours
 - Reviews CA SPECTRUM NFM features with operations staff for up to three hours
- Assists in production rollout and testing

Why CA Services?

By leveraging our proven 9-stage methodology, best practices, and expertise, CA Services can help you implement CA products in a way that shortens 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 SPECTRUM Network Fault Manager Solution Implementation or to speak with CA about how you can integrate this solution into your environment, contact CA Services at ca.com/services.