Services Suggestion Central
Welcome to SSC Reference Guide

Welcome to the Services Suggestion Central (SSC) reference guide! This reference guide is designed to walk you through the purpose of the SSC, how you can submit a suggestion, and how to review a suggestion (if you are considered a reviewer). At the end of this guide, you will have the option to save this reference guide to your desktop, so you can refer to this and the tutorials provided, when you need them.

You can navigate through the pages by clicking the Next and Back buttons on the bottom of the screen.

When you are ready, we can begin!
Have you ever made a valuable suggestion and thought no one heard it? Or someone responded to your suggestion, but you were not sure what happened afterwards. You are not alone.

The CA Services Global Practice team needed to find an organized method for capturing feedback and change requests received from field employees. The method needed would allow the received suggestions to be evaluated by a team of reviewers, and if approved, the suggestion would be implemented by the designated owner.

These requirements are:

- Capture and respond to feedback from CA Services field personnel in a consistent and intuitive way
- Develop a method for ways we can enhance and innovate our processes, methodologies, offerings, and marketing
- Create a system all CA Services employees can access, even those working outside the network (no VPN).
The answer to these challenges is the Services Suggestion Central (SSC) (click the link to view the site).

When the SSC was launched, the CA Services Global Practice team was amazed at the responses! The team quickly realized the tool could be a catalyst for even more change in the Services organization.

The SSC was originally designed to be a centralized suggestion management system that captured feedback and requests for changes to Services Offerings, Solution Delivery Methodologies, and Employee Trainings. This includes Implementation Services, Assessment & Consulting Services, Run & Operate Services, Global Delivery offerings, and Artifacts Design and Content.

The SSC has since been enhanced to include Services Marketing, Qvidian, PMO, Services Clarity, and Product Enhancement.

The SSC is for internal use only and is available via the CA Services PPM environment. Any employee who has access to CA Services PPM can access SSC from outside of the network to suggest ideas on where CA Services can make improvements on our processes, methodologies and service offerings.

Let’s look at how this process works.
This is an overview of the SSC process. Once the submitter submits a suggestion it is sent to an administrator. The administrator re-routes the request to the most appropriate owner. This owner determines if more information is needed or if enough information is provided that the suggestion can be reviewed by SSC Board Members.

If the SSC Board Members determine the suggestion should be implemented, they will pull together more resources to build, test, and deploy it!
Submitting or Reviewing?

Which process do you want to learn more about?

(select an option to view)

- Submitting a Suggestion
- Reviewing a Suggestion

Are you finished reviewing both processes?
1. Log-in to CA Services PPM (https://servicesclarityprm.ca.com)
   - Provide PMF Key and password

2. Select the Services PPM Home tab

3. From the PPM Home Tab scroll over to the right side and select Services Suggestion Central (SSC) under Set-up. This will direct you to the SSC landing page.

4. From here, you will see the SSC List of all of the previously created suggestions and their status.
   - To view if a similar suggestion was created, you can filter the suggestions by
     - Suggestion Name
     - Active
     - Practice/Service Area
     - Priority
     - SSC Request Owner
     - ID
     - Affected Artifacts
     - Type
     - Suggested By
   - If your suggestion differs from the others, you should proceed to create a New Services Suggestion Central (SSC).
6. You can review the SSC Dashboard to view metrics of submitted suggestions, such as the regions or practices submitting suggestions. To access, go to the Home tab, and under CA Services Portlets, select **SSC Dashboard**.

7. At the SSC Dashboard page, you can filter the SSC Dashboard by selecting one or more of the following categories:
   - Region
   - Status
   - Active
   - Health
   - SSC Request Owner
   - Target Release Start & Start Release Finish
   - Practice
   - Product
   - Functional Area

8. The filter is applied to all items on the Dashboard and displays the information with graphs and percentages.
9. To create a new suggestion, select **New Services Suggestion Central** on the main screen.

10. When you create a new Services suggestion, you will be required to fill in the mandatory fields listed below. Please note that all of the required fields are indicated with a red asterisk:

- Suggestion Name
- ID
- Region of Requestor
- Functional Area
- Type
- Priority
- Practice/Service Area
- Solution Needed By
- Anticipated Benefits
- Description
Best Practices - Optional Fields

- There are optional fields you can include if needed:
  - Product
  - Affected Artifacts
  - Attachments (maximum of 3 documents allowed with a total limit of 3 MB)

- Remember, the more information you provide, the easier it is for the reviewers to determine if your request should be implemented.
13. If you are suggesting a Product Enhancement, additional fields will appear below the Suggestion Status after you Save the suggestion. These fields ask you for more information to explain why the product needs enhancement. These fields include:

- Business Case
- Justification
- Justification Description
- High Level Requirements
- Competition
- Competition Description
- Impact
- Impact Description
- Workaround Available
- Workaround Details
- Other

Note: The product fields will not appear until you Save your suggestion. Do not click Save and Return before submitting your product information.
Submitting Your Suggestion

- Once all of the appropriate fields have been completed, click **Save and Return** and your suggestion will be submitted to the reviewers!

- You can update your suggestion at any time. You can do this by filtering to find your suggestion on the SSC List page. Then, click on the suggestion to open it.
If you want to view the progress of your suggestion, you have “Read Only” access to the “Reviewer” subpage. To view the status, go to the Properties tab at the top left of the Suggestion screen, click the down arrow and select **Reviewer**. This allows you to view:

- “Commentary from Reviewer”
- “Cancellation/Decline Details” section
Receive Request (Owner)

If you are a Suggestion Owner, you have two choices to review the Request:

- Microsoft Outlook
- CA Services PPM

Microsoft Outlook

1. You will receive an email notifications stating an administrator has assigned a request for you to review. The email notification will be to review one of three types of requests:

   - Analysis Review
   - Board Review
   - Outcome.

2. Access the issue assigned to you via the link in the email.
CA Services PPM

1. Click the **Home Tab** and select **General**

2. Under the **Action Items** tab, you will see the suggestion assigned to you listed

```
Overview: General

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Created By</th>
<th>Due</th>
<th>Status</th>
<th>Is Proxy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis Review: SSC-00000229</td>
<td>Diane Whitmore</td>
<td>9/21/14 11:00 PM</td>
<td>Open</td>
<td></td>
</tr>
</tbody>
</table>

New
```
3. Click on the request to view a short description of the suggestion

4. Select **Objects** to access the advanced details of the suggestion

**General**

- **Subject**: Analysis Review: SSC-0000229
- **Creator**: Whitmore, Diane
- **Description**: This suggestion requires analysis review. Set the “Board Reviewers” on either the Reviewer or Product Enhancement subpage.
  
  Select “Approved” once the analysis is conducted and meets the necessary criteria to continue. The suggestion will continue on to the Board Review step in the workflow.
  
  Select “Recycle” if you require more information from suggestion submitter and the item will be returned.
  
  Select “Decline” if suggestion is not viable and the process will end. The status will be updated to reflect the decision and the submitter will be notified via a process notification.
  
  If you would like to place this suggestion on hold at this time please set the action item status to “On Hold” and the suggestion will remain on hold until further notice.
  
  If this action item should be routed to someone other than yourself, set the action item status to “Reassign” to alert the SSC Administrator of a change required.
  
  Thank You

- **Due Date**: 9/21/2014 11:00 PM

**Object Links**

- **Process**: SSC Lifecycle
- **Objects**: For WBT
5. Review the details of the submission, then identify the following in the **Evaluation** section:

- Health
- Offering Level
- Level of Effort
- Type
- Target Release Date
- Dependent Requests
- Commentary from Reviewer (if needed)

**If this is a product enhancement, include the Product Release number.**

6. Based on the information you provided in the previous sections, determine if you need

- More Information, or
- Place on Hold

7. If no additional information is required, **Save** the submission and complete additional sections.
8. It is recommended to complete these *optional* areas:
   - Dependent Requests
   - Target Release Quarter
   - Considerations
   - Considerations Commentary

9. In addition, it is advised to provide information in the *Score* section. These fields include:
   - Complexity
   - Resource Availability
   - Level of Disruption
   - Cost-Benefit
   - Must Have
   - Score Comments
   * This field is not available in a Product-Enhancement Request

10. Click **Save**. The SSC will highlight any areas that were missed.
Select a Review Board (Owner)

10. Once all of the appropriate information has been selected, you will need to add other individuals to review the suggestion. Reviewers will be asked to Approve, Decline, or Abstain the suggestion. Select Review Board under the Notifications section inside the suggestion.

11. Search for individuals to add to the Review Board. Each of the Review Board members were nominated as reviewers by their managers.

12. Select a Due Date for reviewers to complete reviewing the suggestion.

13. Click Save once the Review Board is completed

14. SSC Board members will receive and review the new suggestion. If the board member agrees the suggestion should be implemented, they will approve. If not, they will either abstain or decline. Board members will be prompted to vote for the suggestion through email.

15. If needed, the Suggestion Owner has the ability to recall the Review Board. This can be completed in the Evaluation Screen.

Remember: The Review Owner makes the final decision whether the suggestion is implemented or not.
As an owner, you have the choice to either approve or decline a suggestion:

16. For Approved suggestions, update the Target Release Date and track progress in the suggestion in the Evaluation Section.

17. When the request is completed, select the box Implemented.

18. If you decide to decline the suggestion, you should navigate to the Cancellation/Decline Details section:
   - Select Reason Declined from pick list
   - Describe why it was declined in Reason Declined by Reviewer

19. Once you have either approved or declined the suggestion, click Save and Return.

20. Filter for your suggestion on the SSC Homepage to ensure the status was updated properly.
So what can you do now?

- Ensure you have access to CA Services PPM (servicesclarity.ca.com)
- Find out more about the SSC on the Services Suggestion Central OneCA page
- Submit your suggestions!
  - If you have any questions, please reach out via email to Team-CAServices-SSC@ca.com, or
  - View the SSC FAQ
Thank You!

Click here to download a printable copy of the reference guide!