CA Service Desk Manager r12

Q: What is CA Service Desk Manager r12?

A: CA consolidated its service support solutions into one product called CA Service Desk Manager. The new version is CA Service Desk Manager r12. It has all capabilities of previously sold stand-alone products including: CA Service Desk, CA Service Desk Knowledge Tools, CA SupportBridge, and CA CMDB, with enhanced functionality.

Q. Why did CA make this change?

A. Based on customer conversations and market research, CA evaluated both the increased importance of IT support in these organizations and the need to simplify the buying process. To better address all of the key challenges of service support and service operations, CA simplified the licensing and pricing model, enabling customers to make a single transaction. The increased functionality extends far beyond the reach of any competitive solution, and requires only a single line-item purchase.

Q. Is CA Service Desk Manager r12 a bundle of products or a new product?

A. CA Service Desk Manager is a new product. It replaces the previously stand-alone products: CA Service Desk, CA Service Desk Knowledge Tools, CA SupportBridge, and CA CMDB with these combined key capabilities:

- Service Desk Out-of-the-box functionality designed to eliminate the need for in-house development resources.
- Knowledge Management Capture and reuse of resolutions to increase accurate information consumption by IT and end-users.
- Reporting Industry-leading capabilities for pre-defined or, ad-hoc and scheduled reports for use by IT and Management without needing to understand the complexities of the product.
- Self-Service Automation Click and fix remediation of simple repeatable requests that an end- user can access through self-service and the knowledge base.
- Remote, On-Line Support Service desk analysts can work directly on users' equipment to automate the troubleshooting and resolution process with little to no interruption to the end-user, maintaining a high level of productivity.
- CMDB with Discovery and Application Dependency Mapping Visualize CI dependencies to assess RFC impact and possible work-arounds with minimal impact to the environment using CA CMDB.
- Web Services Provide connectivity to other IT management solutions.

Q. I saw in your press release that CA Service Desk Manager unifies seven typically separate products — please explain?

A. Other vendors continue to sell and license as many as seven separate products to cover the breadth of functionality offered by CA Service Desk Manager. We believe customers want a simpler and more cost-effective way to buy, implement, maintain and migrate this breadth of capabilities because they all need to work together to deliver the higher value customers seek.

Q. What are the major new enhancements over the r11 version?

A.

- One solution CA Service Desk Manager r12 helps to unify IT and simplify the management of service support by combining typically separate offerings into a complete, single solution including request, incident, problem, change, knowledge, self-service, CMDB, and remote automation capabilities.
- Role-Based User Interface Streamlines and personalizes the UI with 21 predefined, ITIL®-aligned roles to accelerate implementation and allow users to quickly focus on what they need to perform their specific roles effectively. Ability to build own roles included.
- Reporting CA Business Intelligence, powered by Business Objects, with over 130 pre-designed reports. Also provides quick ad-hoc reporting using drag-and-drop, designed to allow non-technical managers to quickly create their own reports and analyses to gain quick insight into key performance indicators and trends.
- Change Management Schedule View upcoming changes in an intuitive calendar view to assess the potential impact to the environment and helps minimize risks associated with change
- Multi-Tenancy Segregates data, processes and roles so a single software instance can securely service multiple, separate internal or external customers within the licensed environment, enabling IT support organizations and MSPs to deliver differentiated service.
- Knowledge Management Provides a new search engine, knowledge forums for socialized information sharing, document versioning, knowledge schedule to vastly improve knowledge management across all of IT.
- New and Enhanced CMDB The new CA CMDB r12 provides more robust support for change management, problem management and compliance with a broad array of enhancements including visual change impact and root cause analysis, snapshots of historical CI configurations, and standards-based federation to external data sources.
- IPM Playbook Streamlined phased deployment methodology that customers can reference to accelerate solution implementation, resulting in quick time-to-value, lower risk and lower cost.

Q. Who should upgrade to CA Service Desk Manager?

A. If you:

- Are at the end of a maintenance contract from an older version of Unicenter® Service Desk
- Have Unicenter Service Desk but need the breadth of functionality that CA Service Desk Manager will give you under one software license

- Are a Managed Service Provider (MSP) or company who needs to control and regulate data between divisions, departments, companies, or IT analyst roles
- Want to capture and reuse IT intellectual property to mitigate information loss from employee turnover and leverage that knowledge to benefit the greater organization
- Need to address end-user requests and service outages through several mediums
- Need to reduce the burden of non-urgent issues on the service desk
- Want to empower end-users to be more productive
- Are looking to drive down costs of service support across all of IT
- Need a better way to do configuration management and application dependency mapping
- Want to simplify the purchase and maintenance of disparate, older competitive products

Q. Why should you upgrade now?

A. Incident, problem, change and CMDB management must work seamlessly together to prevent and more quickly resolve incidents, rapidly implement changes without service disruption, and continuously improve service quality. CA Service Desk Manager is designed to provide out-of-the-box integration between these processes and their artifacts, such as incidents, RFCs, known errors and CIs with a common data model, service model, workflow and user interface.

CA Service Desk Manager r12 is designed to increase the effectiveness of many areas of IT and is designed to reduce response times, decrease incident burden on IT, and respond to end-user needs to keep the entire enterprise productive.

- Keep end users productive. Enable user self-service with web-based incident submission, knowledge management for solutions, and automated scripts for solutions to reduce incident burden on the service desk.
- Improve change management processes. Accelerate incident resolution and root cause analysis by revealing both planned and discovered changes that may be the cause of incidents.
- Better prevent incidents with the CA CMDB by helping to plan changes around service risks and by facilitating root cause analysis so known errors can be identified and fixed.
- Cut the cost of on-site support with remote support automation.
- Minimize the need for analysts' involvement while restoring service with automated scripts, which puts a tested and repeatable fix at the fingers of the user.
- Assess change risk, more quickly identify root cause, and prioritize incidents by business impact with a natively integrated ITIL CMDB with CI lifecycle mgmt and dependency information
- Integrate with other solutions including CA Clarity™ Project & Portfolio Management., CA Service Catalog, CA IT Asset Manager, and CA Network and Voice Management, to name a few.

CA intends to fully support existing customers using stand-alone products on versions such as r11.2 and r12.0. However, to simplify CA's solution in this space, CA will only be selling CA Service Desk Manager going forward, and eventually the individual stand-alone products will be phased out.

Q. Are CA Education courses available for CA Service Desk Manager r12?

A. The following CA Service Desk Manager r12 training courses are offered by CA Education:

- CA Service Desk Manager r12 - Service Desk Differences 200
- CA Service Desk Manager r12 - Reporting 300
- CA Service Desk Manager r12 - Managing Knowledge 200
- CA Service Desk Manager r12 - Service Desk Analyst Operations 200
- CA Service Desk Manager r12 - Administration 200
- CA Service Desk Manager r12 - Service Desk Database Management 200
- CA Service Desk Manager r12 - Service Desk Modification 300
- CA Service Desk Manager r12 - Service Desk Migration 300
- CA Service Desk Manager r12 - Automating Business Processes 300 (Workflow course)

Q. How is CA Service Desk Manager priced and licensed?

A. CA Service Desk Manager brings together all the key capabilities to resolve the challenges of Service Desk Management for IT. CA Service Desk Manager is a single license for all of the capabilities at a concurrent-user cost. For specific details about pricing or upgrade incentives, please contact your CA Account Manager.

Q. How is a concurrent user defined?

A. A concurrent user is any CA Service Desk Manager user whose role is to administer, manage or support the Request, Incident, Problem, Change, Knowledge, and Configuration Management processes. This includes roles of administrators, 1st and 2nd level support analysts, change managers, knowledge content managers, approvers, configuration managers, team leads, service desk and other managers. It includes all the IT personnel who use the product for the support of the business. This does not include end-users who use the self-service interface to log their own tickets, search the published knowledge base, or execute support automation scripts. A licensed concurrent-user obtains a license at login and keeps that license until logging out of the system.

Q. Do I need to purchase or license Service Desk, CMDB and Support Automation concurrent-users separately?

A. With CA Service Desk Manager r12, you only need to purchase a license for CA Service Desk Manager — no components need to be separately purchased. You just need to know the maximum number of concurrent-users for the entire solution. In this model, the number of supported end-users (or employees) is not licensed. There is no additional license required for Self-Service when using the concurrent-user model.

Q. Are CA Services offerings or playbooks packaged to align with CA Service Desk Manager r12?

A. Yes. The CA Services IPM Playbook is developed specifically to align with CA Service Desk Manager r12 and deliver a phased implementation of all the components through a maturity model approach. The multiphase deployment includes phases for IPM design, Incident Management, Problem Management, CMDB, and Support Automation.

Q. Will existing customers be supported under existing contracts on stand-alone products?

A. Yes, organizations can choose to continue to use the individual products they purchased under their current contracts. These customers will continue to be supported on their stand-alone products and can access new releases (cumulative fixes and dot releases).

Q. Can existing customers on stand-alone products upgrade to r12?

A. Yes, organizations that are current on maintenance can choose to continue to use the individual products they purchased under their current contracts.

For example, a customer currently using CA Service Desk r11.2 (or Unicenter® Service Desk r6) **and** currently on maintenance can upgrade to only the Service Desk component of CA Service Desk Manager r12. They will not have access to any of the other components of CA Service Desk Manager r12, such as Knowledge Management, CMDB, or Support Automation. This customer can also access all cumulative fixes for r12 as well as any dot releases, such as r12.1.

Q. Is there a transition period for existing customers to move to CA Service Desk Manager?

A. Yes, during the transition period existing customers can get **one** additional version of their contracted products. To get the second version they will need to upgrade to the new CA Service Desk Manager product. The transition period is the time between when the new products were announced (April 2008 for CA Service Desk Manager) up to the second new version for that product.

For example: Say you own CA Service Desk and have one year left of maintenance. You are currently running CA Service Desk r11.2 in production and are not interested in upgrading to the new CA Service Desk Manager product.

Under the transition period, you will have access to one new version of the point product and any releases, such as cumulative fixes, before their maintenance has ended. In this case you would be able to upgrade and use only the Service Desk component within CA Service Desk Manager r12. You could also access any releases, such as cumulative fixes, for this component of CA Service Desk Manager r12. To get the next new version after r12, you would need to upgrade to CA Service Desk Manager r12. A more extensive communication plan will be available in early 2009.

Q. Can existing customers who own one or more of the stand-alone products add capacity?

A. Yes. Existing customers can add capacity (i.e., additional licenses) for their products under their current contracts through the transition period. After the transition period, customers would need to migrate to CA Service Desk Manager and then add capacity.

Q. I am an existing customer and I have many of the stand-alone components now available in CA Service Desk Manager. For example, I have Service Desk, Knowledge Tools, and CMDB. Do I have to pay the full CA Service Desk Manager upgrade price to get the one component I do not have (for example, Support Automation)?

A. CA believes that the CA Service Desk Manager product provides extensive business value. The improvements from previous releases and the increased functionality, coupled with the inclusion of CA Business Intelligence for reporting, extend far beyond the reach of any competitive product. Please contact your CA Account Manager for incentive pricing.

Q. Is technical upgrade information available for customers regarding moving from r11.x to r12?

A. Yes, when Generally Available, a technical upgrade page will be available for customers to access key information regarding upgrading from the r11.x version to r12. The site will be available at support.ca.com, the CA Support Online site. This page will provide technical FAQs, product documentation, platform and database certification details and the ability to register a migration with CA Services.

Q. Does CA provide predefined knowledge content to resolve common issues?

A. Yes. CA can offer predefined knowledge content through our partner, Knowledge Accelerators.

Q. What is the Knowledge Accelerators solution and where does it fit?

A. Knowledge Accelerators is a CA partner who provides predefined knowledge content to resolve common issues and questions for applications such as Microsoft Office, Microsoft Windows, Adobe Acrobat, as well as content for BlackBerry troubleshooting. With this partnership, CA can include this solution to meet our customers' support requirements. The Knowledge Accelerators Knowledge Content Library extends the functionality of CA Service Desk Manager when loaded into Knowledge Management (formerly known as Unicenter® Service Desk Knowledge Tools) and:

- Handles the tasks of common off-the-shelf productivity application how-to questions
- Supports 16 different languages: English, French, German, Japanese, Italian, Spanish, Brazilian Portuguese, Simplified Chinese, Korean, Traditional Chinese, Dutch, Portuguese, Finnish, Swedish, Norwegian, Danish, French Canadian, and Latin American
- Complements support with multimedia training
- Enables rapid complex question resolution

Q. What is the CA Productivity Accelerator (CA PA)?

A. A new and innovative user training solution designed especially to address User Adoption and reduce project risk. The CA Productivity Accelerator is a complete training content development platform for CA Service Desk Manager. The training content is accessible directly from the Service Desk Manager web interface and allows the user to jump in-context directly into a training course that walks them through a particular process or feature in Service Desk Manager.

Please note that CA PA is currently only available for the Service Desk component of CA Service Desk Manager; however, custom training content can be created for a customer who wants to extend this to Knowledge Management and CMDB.

Q. How is CA Productivity Accelerator priced?

A. The Getting Started Package includes the licenses and content required to develop, edit and deploy CA Service Desk analyst training materials. The Content Authoring class is designed to install the developer and teach the client how to use the developer. Maintenance is recommended. In addition, customers may purchase an Employee content module and additional editors. Please contact your CA Account Manager for more information.

Q. What happened to Unicenter® Service Desk Dashboard?

A. As part of your Unicenter Service Desk purchase, you may have also purchased Unicenter Service Desk Dashboard. The technology platform (CA Forest & Trees) that Unicenter Service Desk Dashboard is built on has been stabilized. Because of this, the Dashboard as a separate stand-alone product will not continue into CA Service Desk Manager r12.

Q. How do I get dashboard-like capabilities with CA Service Desk Manager r12?

A. CA Service Desk Manager r12 introduces the concept of Roles and the Role-Based User Interface. Using this new feature, it is an easy matter of creating a tab for a Role for the purposes of displaying relevant in-context reports and metrics. This allows the Role immediate access to those quick and simple daily reports without having to leave the Service Desk Manager interface. Coupled with the new KPI Engine feature, the reporting ability of the Role-Based Interface can be well-positioned for anyone needing a quick view of metrics, including Team Leads, Managers, Directors, and more.

Q. My organization has done extensive customization to the Unicenter Service Desk Dashboard. Will I still be able to use the application going forward?

A. The technology platform that Unicenter Service Desk Dashboard is built on (CA Forest & Trees) has been stabilized. This means there is limited support for CA Forest & Trees, and there will be no further programmatic enhancements to the product. While you are entitled to continue using CA Forest & Trees, it is important to understand that there is no support for forward compatibility, and CA Support will not be able to provide assistance with any customizations.

Q. Is CA going to make the content from Unicenter Service Desk Dashboard available in CA Business Intelligence?

A. Many pieces of content found in Unicenter Service Desk Dashboard are now available through other features and mechanisms of CA Service Desk Manager. Based on extensive feedback from customers, CA has learned that much of the content, while initially helpful, ultimately does not meet the unique business requirements found across our customer base. Additionally, CA Business Intelligence is a totally different metaphor for information consumption. As such, some of the Unicenter Service Desk Dashboard content cannot be easily replicated using a feature comparison basis. Where it makes sense, CA will make best efforts to provide equitable content through CA Business Intelligence and the Role-Based Interface. However, it is important to understand that, with CA Service Desk Manager r12, CA is introducing new features, functions, and ideas to make reporting easier for all customers.

Q. What localized languages are supported in CA Service Desk Manager r12?

A. The r12 GA version will initially only be available in English. In the following half year or so, the current plan is to localize the product in the languages shown below. Review the matrix below for information on all of the CA Service Desk Manager components. CA's strategy going forward is to align localization support across all of these components.

L=Localized and certified, C= Certified only			CA Service Desk Manager r12			Embedded Components included in SDM r12		
Product/OS Platform		**Language**	**CA Service Desk, Knowledge Management and CMDB r12**	**Support Automation (Server) 6.0 sp1**	**Support Automation (Client) 6.0 sp1**	**CA Workflow 1.1.5 sp4**	**EEM 8.3**	**CA Business Intelligence (BIEK 2.1)**
Windows		English	L	L	L	L	L	L
	Group 1	French	L		L	L		L
		German	L		L	L		L
		Japanese	L		L	L		L
	Group 2	Italian	L		L	L		L
		Spanish	L		L	L		L
		Brazilian Portuguese	L		L	L		L
		Simplified Chinese	L		L	L		L
	Group 3	Korean	C			L		L
		Traditional Chinese	C			L		L
Linux (SUSE and RedHat)		English	L			L	L	L
	Group 1	French	L			L		L
		German	L			L		L
		Japanese	L			L		L
Solaris		English	L			L	L	L
	Group 1	French	L			L		L
		German	L			L		L
		Japanese	L			L		L
HP-UX		English	L			L	L	
IBM-AIX		English	L			L	L	L

Q. Where can I find more information on CA Service Desk Manager?

A. Look at support.ca.com or ca.com for more detailed information, and contact your CA Account Manager for additional details on licensing and pricing and to arrange a demonstration of the new r12 functionality.

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