CA Wily Customer Experience Manager Integration Pack for CA CMDB

Improving IT Service Quality and Better Aligning IT and Business Priorities

The CA Wily Customer Experience Manager Integration Pack for CA Configuration Management Database (CMDB) allows today's enterprises to provide real-time ITIL compliance metrics from CA Wily CEM to help report on SLAs and help quantify the business impact of performance of the IT infrastructure. In addition, the integration pack helps IT track application infrastructure dependencies as part of the ITIL process. Finally, it helps track the associated customer, partner and employee processes from the end user perspective.

The Integration Pack allows the IT organization to import CA Wily CEM configuration components (CEM business processes and business transactions) into CA CMDB, keeping them current in the CA CMDB repository, along with all relationships and dependencies that affect applications and other IT infrastructure components. The organization can also view these relationships and dependencies in a graphical representation using the CA CMDB Visualizer, a key component of the CA CMDB solution. In addition, as part of the CA CMDB solution, you can utilize the Management Data Repository (MDR) Launcher to link back to a specific business process or business transaction in the CA Wily CEM administration console. The CA CMDB solution is an advanced tool for managing all of your enterprise IT components and services and their relationships. CA CMDB makes it possible to provide and store reliable, real-time and historical details about assets and their relationships and dependencies. These relationships form the basis for the process of impact analysis, an important tool for managing various changes within your organization and IT infrastructure.

Overcoming the Complexity of IT Management

CA's Unified Service Model (USM), available and maintained within the CA CMDB, helps your organization overcome the complexity of IT management to enable your organization to take a service-focused approach. Services in all stages of their life-cycles are contained in the CA CMDB. In addition, their relationships to other services and their logical and physical configuration items are all graphically visualized through within CA CMDB console. The USM provides key insights so that appropriate actions can be taken automatically or by manually by your IT staff.

This new CA CMDB Integration Pack allows you to integrate CA Wily CEM business process and related transaction definitions into CA's Unified Service Model (USM), providing visibility into relationships and dependencies across the enterprise process infrastructure, and incorporates its domain expertise for measuring and managing enterprise transaction performance.

Features

The CA CMDB Integration Pack provides these features:

- Incorporates CA Wily CEM business processes, business transactions, and their relationships as configuration items within the CA CMDB to facilitate reconciliation with related services.
- Improves your ability to analyze service disruptions by directly linking end user experience and IT infrastructure performance information within CA's Unified Service Model.
- Provides visual representation of CA Wily CEM business process and transaction configuration items (and their relationships and dependencies) to streamline incident resolution and change impact analysis processes.

System Requirements

Make sure your environment includes the following:

- CA Wily CEM 4.0, 4.1, or 4.2
- CA CMDB r11.2
- Integration Pack machine resource requirements
  - ~125Mb of disk space
  - 50Mb of memory

Supported Operating Systems

- Windows 2000, 2003 servers
- RedHat Enterprise Linux 3.0, 4.0
- SuSE Linux Enterprise Server 9.0
- Sun Solaris 9.0, 10.0
- HP-UX 11.11, 11.23
- IBM AIX 5.2, 5.3

Next Steps

CA CMDB is fully integrated with CA Wily Customer Experience Manager (CEM), part of the CA Wily Application Performance Management Solution. CA provides the most comprehensive solutions for Enterprise IT Management.

To find out more about CA Wily Customer Experience Manager Integration Pack for CA CMDB or other products from CA Wily Technology, email wily-info@ca.com, visit www.wilytech.com, or contact one of our worldwide offices.

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