

CA Service Catalog Rapid Implementation

Meet the Demand for Business Relevant Services
With Reduced Deployment Risk

What if you could quickly deploy a solution that reduces IT costs and assists you in demonstrating your value to the business, while minimizing the impact to your current operations? Deploy CA Service Catalog with the expertise, tools and best practices you need to accelerate business impact and ensure ongoing operational success.

Supporting Your Business

Implement a CA Service Catalog solution that incorporates efficiencies and automation to drive down the effort and time involved in managing the delivery of services. Leverage the knowledge, skills and experience of CA Services personnel to achieve the outcomes in process automation, service definition, service alignment, asset availability and solution integration that enable you to demonstrate business value. Deploy a solution that:

- Creates and manages a catalog of available services to recognize IT's capabilities and performance
- Links defined services and supporting CIs with published and consumed services
- Automates approval and fulfillment processes utilized in the delivery of IT services
- Ensures the use of current assets and avoids over-buying of hardware and software
- Leverages current investments by integrating CA Service Catalog with CA Service Desk, CA IT Asset Manager and CA CMDB

Delivering Business Value

The business units you serve expect you to keep costs down and optimize the use of resources, while improving service. The CA Service Catalog Rapid Implementation focuses on the definition of standard services, process automation and the optimization of current resources to help you:

- Reduce your overall elapsed time to complete standard service requests
- Reduce your acquisition budget for PC hardware and licensed software through the enforced performance of availability checks
- Reduce the requests for non-standard services

Your team works with CA Services architects, consultants and project managers experienced in managing through complexity and delivering results that impact the business. Repeatable proven methodologies and best practices help you:

- Rapidly create and deploy a solution that meets business requirements
- Deliver the project on-time and on-budget
- Prepare your staff for successful operation of the new environment

What You Get

The CA Service Catalog Rapid Implementation is a fixed-price, bounded service that implements a development and production environment of CA Service Catalog in 40-60 days. Each engagement is delivered using our nine-stage deployment methodology and strict project governance. Following a mutually developed project management plan and schedule, our team collaborates with yours and:

- Reviews and verifies existing process and product architecture documents and verifies solution requirements
- Designs and documents the specification for five service offerings and chosen integrations to be deployed via the CA Service Catalog
- Defines reporting requirements and designs two CA Service Catalog reports
- Installs, configures and tests CA Service Catalog, appropriate components and integrations in a development environment, using out-of-the-box parameters
 - Five services offerings with their service options and form
 - Approval workflow and two fulfillment workflows
- Executes functional and non-functional tests and refines component configurations
- Develops and documents operational and maintenance procedures including start-up and shut-down and backup and restore
- Transfers knowledge of solution configuration, administrative procedures and how to add new offerings and maintain existing services
- Installs, configures and tests your solution in a production environment

The CA Service Catalog Rapid Implementation also includes the purchase of CA Education which may be applied towards courses available from the catalog or the CA Education website.

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 Catalog Rapid Implementation or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at ca.com/services.

Copyright ©2009 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies.