

How can I cost-effectively manage my IT resources, meet SLAs, improve the quality of services offered and align IT with overall business objectives?

CA Service Level and Catalog Management is a unified solution that provides an approach to delivering Lean IT services while helping IT demonstrate value to the Business.

Overview

Challenge

IT is under greater pressure to reduce operational costs and demonstrate business value in the services it delivers. This is even more true in today's economic environment. This is compounded when the relationship between operational IT resources and business value is unknown.

Solution

CA Service Level and Catalog Management is a unified solution that helps simplify IT Service Management by providing a common interface between the business and IT to order and deliver services based on contracted agreements for service function, cost and quality.

Benefits

CA Service Level and Catalog Management helps IT demonstrate value and alignment by advertising the function, quality and cost of available services in business terms. It improves operational efficiency and speeds time to service provisioning by orchestrating service delivery processes from request to approval to fulfillment.

The CA Advantage

COMPLETE, INTEGRATED, PROVEN

CA Service Level and Catalog Management is an integrated solution to efficiently manage the service management lifecycle utilizing the Unified Service Model which provides a complete 360-degree view into the technology, assets, people, projects and processes supporting any given service, and the relationships among these components. By unifying Business and IT around a common view of an IT service and its relationship to business services and user demands, IT will move from a service provider role to one of being a business partner as its capabilities increase and its value realized.

RAPID TIME-TO-VALUE

CA Services offers a standardized, step-by-step implementation process designed to leverage years of customer delivery successes into a repeatable deployment methodology, workflow and best practice – helping you achieve faster time-to-value than ever before. CA Service Level and Catalog has been deployed successfully in 90 days or less.

Next Steps

To learn more about CA Service Level and Catalog Management and how you can benefit from the complete solution and rapid time-to-value, please contact your Sales Representative or [visit us on the Web](#) for more information.

SECTION 1: CHALLENGE

Reduce Operational Costs and Demonstrate Business Value in a Complex IT Environment

While service management lifecycle processes are nothing new to IT departments, the complexity of today's distributed IT environments and organizational silos can obscure the relationship between IT resources and the services IT provides to generate business value – all in a challenging economic environment. The growing demand for business relevant services, pressure for improved service quality and the need to reduce the cost of service delivery and eliminate waste all place an enormous service management burden on IT. As a result, IT often struggles to keep pace, leaving little time to plan strategic and innovative IT initiatives that bring competitive value to the business.

SECTION 2: SOLUTION

CA Service Level and Catalog Management: Drive operational efficiency

CA Service Level and Catalog Management (CA SLCM) gives you the confidence and control to meet the demand for service requests by automating every service delivery process needed to manage an enterprise-level IT service management environment.

CA SLCM is a comprehensive management solution that includes a centralized catalog of available services, a comprehensive workflow to orchestrate service delivery, integration with CA CMDB to map services with associated service components, service costing for usage based reporting and billing and service contract management to track service levels and costs in business terms.

SOLUTION	FUNCTION	FEATURES	BENEFITS
CA Service Level & Catalog Management	Provides a common interface between the business and IT to order and deliver services based on contracted agreements for service function, cost and quality along with a standardized, step-by-step implementation process to increase your time-to-value.	<ul style="list-style-type: none"> Centralized catalog of available services Comprehensive workflow Integration with CA CMDB Service costing Service contract management 	<ul style="list-style-type: none"> Reduces costs of service delivery Aligns service quality with Business demand Influences demand for services Demonstrates IT value to the Business

CENTRALIZED CATALOG OF SERVICES

CA Service Catalog offers a self-service function while providing a central location for all the available services that are advertised by their function, quality and cost in business terms. It includes a comprehensive and flexible workflow to orchestrate the entire service management lifecycle from request to approval to fulfillment. The out-of-the box best practice service templates help provide a rapid time to value.

SERVICE COST ANALYSIS

CA Service Accounting provides the financial transparency to effectively manage service costs. It features usage-based billing of services consumed, allocation of costs by department or business unit, unit pricing, tiered rates, online invoice generation for chargeback, service credits for service level agreement (SLA) violation, budgeting and reporting, role-based access and financial administration reports.

SERVICE CONTRACT MANAGEMENT

CA Service Assure helps align service quality by creating and managing formal service contracts or SLAs. It manages the processes involved including assessment, analysis, monitoring and enforcement of service contracts. Predefined and customizable SLA packages generate service contracts which are tied to CA Service Catalog entries and customer accounts to productize IT offerings with appropriate cost and quality attributes.

A Strategic Approach to Managing Services

CA Service Level and Catalog Management enables a strategic approach to managing service requests across your organization. CA SLCM simplifies the service management life cycle and can give you the confidence and control to deliver IT services cost effectively while continuing to meet the increase in service demand.

IMPROVE OPERATIONAL EFFICIENCY

CA Service Level and Catalog Management enables you to define, publish, advertise and deliver “just-in-time” services utilizing a centralized service catalog. The automation of the steps involved in the service delivery process speeds the time to service provisioning. The tight integration with CA Service Desk Manager offloads the service request function freeing up Service Desk administrators to concentrate on service support functions and resolving incidents and problems in a timelier manner.

DEMONSTRATE IT VALUE AND ALIGNMENT

CA Service Level and Catalog Management helps improve IT efficiency by automating and streamlining service management processes – improving the productivity of your IT organization and freeing up valuable resources to focus on strategic IT initiatives. You can establish a mutual understanding of the business value of IT by translating the complexity of IT into service function, cost and quality terms that are meaningful to the business.

REDUCE BUSINESS RISK

CA Service Level and Catalog Management enables you to reduce the business service impact of change by incorporating a business view of risk change analysis. This is achieved through the mapping of services with service components or configuration items (CIs) within CA CMDB so you can trace the dependencies of the services and its consumers to the associated CIs.

The CA Advantage

COMPLETE, INTEGRATED, PROVEN

CA Service and Catalog Management in an integrated and comprehensive solution that helps IT demonstrate value and alignment by advertising the function, quality and cost of available services in business terms. It improves operational efficiency and speeds time to service provisioning by orchestrating service delivery processes from request to approval to fulfillment.

- > Proven: "CA's Service Level and Catalog Management solution improved 'just-in-time' service delivery time from 2 to 4 days to just 2 to 4 hours for our file share access service while customer satisfaction for service requests grew from 62% to 98%! It also showed return on investment based on number of requests processed and human effort savings in 6 months versus the forecasted 14 months when the project was approved."

*Mr. Harry Butler
IT Project Manager
Elbit Systems of America*

RAPID TIME-TO-VALUE

Whether your implementation is "out-of-the-box" or requires modification to meet your business needs, CA lowers your risk and improves deployment efficiency through thought leadership and the application of proven best practices methodology. Our standard, repeatable implementations provide you with the flexibility to choose the service that best meets the needs of your business and technology environment. Business value is accelerated through staff mentoring, knowledge transfer and rapid, phased deployment projects. Our nine stage methodology and strict project governance help keep your project on time and on budget.

Next Steps

To learn more about CA Service Level and Catalog Management and how you can benefit from the complete solution and rapid time-to-value, please contact your Sales Representative or [visit us on the Web](#) for more information.

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