



CA's Mainframe 2.0 Strategy Roadmap

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CA's Mainframe 2.0 Initiative

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Strategy Mission

Customers are recommitting to the IBM z/OS mainframe platform in ever-increasing numbers. This recommitment is driven by the inherent advantages the mainframe uniquely offers---including low total transaction costs, superior reliability and security, optimized scalability and a level of energy-efficiency ideally suited for today's focus on "green IT," all of which have continued to underscore the long-term viability of the mainframe.

At the same time, the available pool of skilled mainframe professionals is shrinking – due to both the impending retirement of the industry's "greatest generation" of mainframe experts and the fact that new IT staff has been motivated to pursue careers in distributed platforms over the past two decades.

The result is that customers need CA to help them fully capitalize on the potential value offered by the mainframe as the availability of mainframe professionals becomes increasingly constrained. Customers also have higher expectations of CA, since the trend in IT as a whole is to build greater self-management

and autonomic capabilities into the software itself – as well as to make that software easier to deploy, configure and use. These customer needs and expectations mean that CA must make significant enhancements to its mainframe infrastructure management solutions across the board.

CA is responding to this challenge with Mainframe 2.0. Mainframe 2.0 is a strategic initiative that that will:

- Make IBM System z mainframes substantially easier to own and to optimize
- Compensate for shortfalls in staff expertise and experience with "smart" installation, configuration, and tuning techniques
- Enable customers to continue investing in the mainframe platform with confidence
- Help customers achieve their performance, scalability, security, "green" computing, and compliance objectives

By delivering these benefits, Mainframe 2.0 supports CA's Enterprise IT Management (EITM) vision for unified and simplified IT management.

Strategic Objectives

The mainframe platform has never been more important nor seen such dramatic growth as it is seeing today. CA is committed to ensuring that our mainframe solutions are "Valued Today, Essential Tomorrow".

The objective of Mainframe 2.0 is to take a leadership position in customer experience innovation, which can be summarized in four commitments.

1) Best in Class

CA strives to deliver timely product support for all new hardware, system software, and evolving customer requirements through such initiatives as "Day One Support" for new z/OS releases and hardware upgrades.

Mainframe 2.0 will help drive--and even determine-- what is defined as "best in class" by providing customers with a common and easy-to-use set of management software and best practice approaches for all our mainframe solutions.

2) Customer Engagement

CA's Mainframe Value Program (MVP) is a no-cost offering designed to help CA customers increase the efficiency of their mainframe technology usage and processes. CA is also developing simple pointers and guidelines for customers to use so that they can more readily gain the full potential business value of the CA mainframe solutions they already have installed.

Mainframe 2.0 continues this program of customer engagement by delivering on our promise of consistently effective utilization of available technology and human resources by our customers.

Our customers are greatly concerned about impending mainframe skills shortages. Mainframe 2.0 addresses this concern by enabling customers to effectively manage their mainframe environments despite such shortages.

3) Innovative and Compelling Solutions

Mainframe 2.0 will help customers more easily install, deploy, maintain, and configure CA's software at their sites today. In order to address a looming shortage of System z computer professionals, CA is striving to help

sites transfer the necessary skills, understanding, and proven best practices to the "next generation" by embedding best practices into our software solutions. Mainframe 2.0 delivers a framework that will facilitate this transition and provide greater commonality of installation, use, and automation across all CA solutions.

4) Industry Leadership

Mainframe 2.0 is a direct result of interacting with customers individually, as well as at conferences, universities, and user groups. These interactions have driven our decision-making and are enabling us to develop innovative solutions that deliver the specific types of value that customers tell us they are looking for as they meet their new IT challenges.

CA is taking a leadership role in transforming mainframe management by engaging with and enabling other software companies to leverage our Mainframe 2.0 deliverables to deliver more value to the marketplace.

Strategic Deliverables

As Mainframe 2.0 evolves, a variety of common features and functions will be delivered across our mainframe suite of solutions. In the initial phase, targeted for the 2009 calendar year, the following capabilities are planned for the first CA mainframe products participating in Mainframe 2.0:

- 1) Greatly simplified acquisition and installation capabilities: The delivery of two new software management components, the Product Acquisition Service (PAS) and the Software Installation Service (SIS), would enable customers to manage their software from a common z/OS based web application.

These applications are intended to provide:

- a. A streamlined methodology for obtaining software from CA
 - b. An improved Electronic Software Delivery (ESD) process which no longer requires the customer to build a tape to install the product
 - c. Products packaged in a SMP/E form that follows z/OS standards
 - d. A repository for centralized management of installation activities
- 2) Reporting and auditing capabilities based on CA's License Management Program standard
 - 3) Availability of product and system health checks that integrate with the IBM Health Checker for z/OS, to verify that the state of the software being installed follows CA's best practices. These health checks would continually monitor the system and software to provide feedback to confirm that the software continues to be optimally configured.
 - 4) A "Best Practices Guide" to help customers determine optimal settings for effective installation and configuration based on their needs.
 - 5) Cross-product interoperability certification, helping to prevent CA products from causing unforeseen problems with other CA products.

Many CA mainframe solutions have already implemented some of these components. It is CA's intention that all our actively developed, maintained, and supported mainframe products adopt this strategy to enable

effective and efficient management of the mainframe environment.

Following this first phase of our strategy, we plan to build on this framework and provide more functionality in the 2010 calendar year:

- 1) Products will begin to participate in the Product Acquisition Service (PAS), which is planned to enable automatic, policy-driven download of licensed software and maintenance.
- 2) Products will also begin to participate in the Software Deployment Service (SDS), which is planned to support the delivery of product executables and data to target systems within the customer z/OS environment.
- 3) An increase in cross product interoperability as well as tighter out-of-the-box integrations.
- 4) Maintenance for products is planned to be made available through CA Recommended Service (CARS) – which would allow customers to obtain and install PTFs that have been validated, as a package, by CA in a real-world testing environment that includes the IBM z/OS software stack. Combining CARS with IBM's RSU would enable the customer to have a simple and consistent preventive maintenance strategy for the platform.

Beyond these milestones, CA intends to continue exploiting and building on this framework into 2011 and beyond, with objectives that include:

- 1) A Software Configuration Manager that enables simpler product configuration, as well as automatic adjustments

based on real-time health checks and dynamic configuration methods

- 2) A Configuration "Control Panel" for wizard-driven configuration and adjustments
- 3) A common architecture for CA's overall EITM strategy.

Summary

CA is investing in a new paradigm for mainframe management in order to relieve the pressures on mainframe owners created by growing demands and declining skills. With Mainframe 2.0, CA is not only standardizing delivery, installation, operation, and configuration across our solutions portfolio. We are helping to secure the very future of a platform that our customers rely on to achieve their strategic IT objectives.

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