CA Infrastructure Management Implementation Services

At a Glance

A 360-degree visibility of systems and infrastructure performance is critical for delivering positive customer experiences and operational efficiency. CA Infrastructure Management Implementation Services assist you in deploying CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor), CA Spectrum® and CA Performance Management together, delivering an agile, streamlined approach for an integrated system for enterprises of any size. CA Services provides the guidance and expertise to deploy powerful and comprehensive IT monitoring, deliver exceptional service quality with centralized and infrastructure performance management and superior root cause analysis for high performance and continuous availability.

Key Outcomes

- **Improved implementation.** Reduce errors and accelerate adoption.
- **360-degree view.** Deploy powerful solutions to monitor and manage health of IT infrastructure.
- **Comprehensive IT monitoring.** Deliver exceptional customer experience and service quality.
- **Root-cause analysis.** Gain tools and expertise for superior performance and availability.

Key Services Features

- **Unified infrastructure Management** helps reduce the number of separately-administered hosts and tools, the amount of traffic management and the time and energy spent integrating stand-alone tools.
- **Improved service awareness** from business service-focused IT monitoring that shares a single solution deployment across environments with diverse monitoring needs.
- **Agility for multi-vendor, multi-technology IT world** by managing IT infrastructure that leverages cutting-edge technologies from leading vendors and strategic partners.
- **Flexibility and speed** from reporting on IT metrics that reflect the unique characteristics of the business environment and rapidly deploy new monitoring regimes as business conditions change.

Business Challenges

Organizations of every size are challenged to improve service and reduce operating costs by ensuring that the business can rely on availability and efficiency of the technology infrastructure.

**Increasing size and complexity of IT infrastructures** challenges the ability to scale infrastructure monitoring and can increase risk. Monitoring limitations can impede critical changes to IT infrastructure, especially with cloud computing and virtualization.

**Options to develop IT services that use synthetic transactions** demand monitoring that run across network devices and servers and utilize federated database and applications which may run, in part, on third-party SaaS or hosted environments.

**New efficiencies drive error reduction and cost savings** by discovering networked devices and services and processing the associated monitoring data and alarms. Organizations need to quickly, accurately and precisely identify root causes when issues arise.

**Information from monitoring systems**, presented in an appropriate context for business and IT stakeholders, enables users to gauge service level attainment, allocate or re-allocate resources properly, improve planning and reduce complexity.

Offering Overview

CA Infrastructure Management Implementation Services deploys a trio of powerful, highly configurable solutions to define and harvest performance data and to produce scheduled reports and alerts to indicate performance-related health or state changes. Infrastructure fault and detection management models an infrastructure or network device, manually or automatically, providing the ability to configure sample profiles of network health and alerts.

This implementation includes CA Unified Infrastructure Management for systems and network management, CA Spectrum for best-in-class fault management—both of which can deliver value to enterprises of any size. The third foundation component, CA Performance Management, benefits larger customers with the high-scale capacity of this solution.

Foundation Services get you up and running quickly. Acceleration Services extend the value of your solution and offer the flexibility to further tailor it to the needs of the enterprise.
Foundation Services
CA Services establishes a foundation to deliver the essential functionality to address primary business requirements. Foundation Services can speed solution deployment, reduce productivity loss and accelerate time-to-value. The framework is built to accommodate new capabilities and grow as your needs evolve.

CA Infrastructure Management Foundation Services comprise:

- **CA Unified Infrastructure Management (CA UIM).** Implementation Services focus on the deployment of this lightweight, extensible, scalable architecture which can be deployed with CA Express Install. CA Services configures a service desk gateway, deploys self-monitoring, email-based alarm notification and knowledge transfer.

- **CA Spectrum.** CA Services offers fault management which includes out-of-the-box network topology and root-cause analysis. The Foundation implementation also includes CA Spectrum® Report Manager, a CA Business Intelligence-based reporting solution that includes alarm, asset, change management and service reporting.

- **CA Performance Management.** CA Services deploys the technology in a scalable configuration for most environments, where the solution provides network device discover and monitoring, prioritized polling rate for critical interfaces, geographical hierarchical organization, group and user account management and product operation support in a variety of roles. CA Performance Management is used to provide performance monitoring for some of the world’s largest networks, such as CSPs.

CA Infrastructure Management can be deployed with CA Express Install, which provides a future-ready framework that brings streamlined factory efficiency to your CA Technologies solution deployment and delivers consistency by eliminating many manual processes. Begin using your new solution in a fraction of the time typically required for a traditional installs, then build, deploy and extend future services and solutions faster by leveraging the established foundation framework. This prescriptive approach requires fewer resources, less time, offers better protection and is a quicker path to value.

Acceleration Services
Acceleration Services help extend the value of your solution by implementing additional functionality and/or configurations that can respond or expand to your requirements. Designed for quick deployment, Acceleration Services include enabling features available in the core solutions, adding modules, Packaged Work Products or other elements to enhance the capabilities of the core solution.

The following Acceleration Services are available:

- **End-user experience monitoring.** Expert assistance in designing, developing, and deploying application monitoring scripts in the CA UIM end-to-end application monitoring probe.

- **Utility scripting.** CA Services assists with designing, developing, and deploying utility scripts within the selected infrastructure management solution. Utility scripts may be written in Perl, Shell, or Lua (CA Unified Infrastructure Management-only).

- **Reporting, Dashboard, SLA Design/Deployment.** Expert assistance in designing, developing, and deploying customer-specific UI views, including charts, graphs, list views, reports and dashboards.

- **Voice and Video Performance Management.** Provides critical visibility into IP collaboration technologies from market leaders to take advantage of the benefits of unified communications while mitigating operational risks.

This acceleration service is underpinned by CA Unified Communications Monitor.

- **Application Network Analysis.** Installs and configures CA Application Delivery Analysis to help identify the root cause of a performance problem and, in conjunction with other solutions from CA Technologies such as CA Infrastructure Management, CA Network Flow Analysis and CA Application Performance Monitoring, provide visibility and control over the performance of customer’s application delivery suite.

This acceleration service is underpinned by CA Application Delivery Analysis.

- **Network Flow Analysis.** Supports the introduction of CA Network Flow Analysis as a function by providing a mechanism to collect and record different types of network traffic between hosts, providing insight into network bandwidth utilization by applications and supporting identification of network problems without having to reproduce them.

This acceleration service is underpinned by CA Network Flow Analysis.
**Capacity Expansion.** Supports increased capacity of Infrastructure Management solutions from CA Technologies architecture, typically by adding additional solution server components. This may also include migration of existing solution components to new servers with greater resource capacity. For example:

- CA Spectrum: Additional SpectroSERVERS and/or OneClick Servers
- CA Performance Management: Additional Data Collectors
- CA Unified Infrastructure Manager: Additional hubs
- CA Application Network Analysis and CA Unified Communications Monitor: Offered in conjunction with a health check and architecture review, as a separate consulting service.

**Additional Services**

These additional services, when added to the Foundation deployment or Acceleration Services, can enhance your implementation by further refining it to your unique requirements.

**Monitoring Governance** can help uncover, document and address specific monitoring needs. CA Services conducts formal requirements gathering using the customer’s IT service catalogue and other sources of similar information, and helps the organization define and document what it needs to monitor, how to most-effectively monitor, and then applies these definitions to the related infrastructure management solution. CA Services also gives guidance on best practices for Monitoring Governance as a discipline.

**CA eHealth® to CA Unified Infrastructure Management Transition** is a set of activities aimed at facilitating the transition of eHealth customers to CA UIM. CA Services evaluates and helps implement equivalence mapping of various reports and configuration items.

For more information, please visit [ca.com/services](http://ca.com/services)