SERVICES DESCRIPTION

CA Identity and Access Management as an Automated Service

Leverage service management to automate and simplify identity administration

agility made possible™

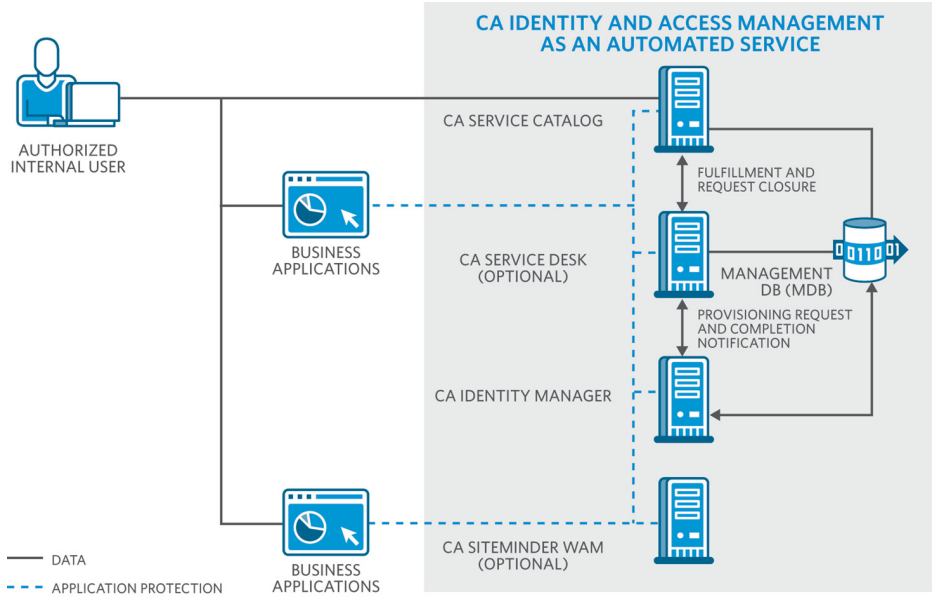
ca technologies

Harness the combined power of CA Technologies service management and identity and access management (IAM) products to use a standard catalog interface for requesting IAM-related IT services and then having them automatically fulfilled. Achieve a successful implementation of this solution through CA Services expertise, deployment methodology, and proven approach to lowering risk and accelerating time-to-value.

Supporting your business

CA Identity and Access Management as an Automated Service enables users to submit identity administration requests by following the same procedure that they use for other IT service requests. Individuals can access CA Service Catalog to initiate identity-related requests and changes. CA Service Catalog then works transparently with CA IdentityMinder™ to fulfill those requests, including navigating through the required approval processes. This integration also offers organizations the option to include CA Service Desk to increase the level of control over the change order process, or CA SiteMinder® to secure access to the major web components of the integration.

The illustration shows you how the integration works. It includes a set of prebuilt components combined with services that enable a smooth implementation and deployment into your environment.



Delivering business value

CA Identity and Access Management as an Automated Service:

- Leverages ITIL®-based service requests to align IT security operations with business priorities
- Reduces costs, simplifies training, and improves the user experience
- Streamlines and automates the identity provisioning process
- Extends and enhances your investment in CA Service Catalog, CA Service Desk, and CA IdentityMinder
- Integrates the separate and distinct industry domains of Service Management and IAM to enable the implementation of new automated processes
- Lowers risk and improves time-to-value with an implementation using prebuilt and tested components, proven methodologies, and best practices

What you get

The CA Identity and Access Management as an Automated Service implementation provides:

- A set of prebuilt components, including CA Service Catalog request forms, CA Service Catalog and CA Service Desk workflow processes, a CA IdentityMinder provisioning connector and transaction and role monitors
- Installation and Configuration Guide
- Services to install, configure, and demonstrate the reference implementation in a development environment, and then install and test the integration in a production environment
- Staff mentoring and knowledge transfer sessions

Why CA Services?

CA Services is committed to your success with CA Technologies solutions, and can help you throughout the entire solution lifecycle, from strategy and consulting to implementation and management. CA Services delivers unsurpassed depth of expertise for insight and control over technology and deployment efforts, and breadth of services offerings to deliver results with confidence.

No one knows CA Technologies like CA Services.

Get started

To purchase the CA Identity and Access Management as an Automated Service solution or to speak with CA Technologies about how you can integrate this solution into your environment, please contact CA Services at at **ca.com/services**.

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