

**SERVICE DESCRIPTION:**  
CA Cloud Operations Design



# CA Cloud Operations Design

Overcome the barriers to adopting and expanding your virtualization and cloud computing infrastructure.

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## Overview

Innovative virtualization and cloud computing technologies can have a profoundly positive impact on IT service delivery, continuity and cost, but with any transformative technology, the adoption can be greatly influenced by your company's organizational structure and operational maturity level.

As IT professionals implement virtualization and cloud projects, many are finding that the traditional organization structure and operational management models are barriers to realizing the benefits of virtualization and cloud computing. IT executives are now realizing that they must design new organizational models and respective operational processes in parallel with virtualization and cloud technology if they want to successfully drive value and mitigate risk to the business.

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## Services that supports your business

CA Cloud Operations Design (CA COD) service offering is a key component of our "Cloud Adoption Lifecycle Framework" (CALF), a proven pragmatic approach to helping our clients navigate and advance through the often complex journey from physical to virtual to cloud.

The CA COD service is a logical follow-on to the CA Cloud Capability Assessment & Strategy (CA CCAS) service by prescribing remedies for closing the operational gaps discovered in the assessment phase.

Our cloud experts will guide your IT organization through the transformation of your operating models that are affecting your ability to effectively and efficiently operate your virtual or cloud environment. Every service management area highlighted in the assessment is aligned with the ITIL® v3 framework and is addressed within the context of the people, process and tools (technology) unique to your organization.

### Benefits that deliver value

The CA COD service will help your organization:

- Increase virtualization and cloud success factors
- Improve IT availability and service delivery
- Reduce risk and increase the value of IT
- Raise awareness and understanding across the organization
- Align management with virtualization

## What you get

Our CA Technologies consultants will pick up from where the CA CCAS engagement left off and will begin by creating the designs for the service management areas that are appropriate for your environment. The service management designs are then grouped and organized into their respective documents according to the ITIL v3 framework phases (Strategy, Design, Transition and Operation).

Five review sessions are provided once the proposed documents are completed. One review session addresses the key business factors with the appropriate business leaders and the other four sessions are organized by the ITIL v3 phase.

Each CA COD engagement includes a comprehensive design document for each of the relevant ITIL v3 service management areas. Our consultants will also provide you with a design document to help address any business factors revealed during the assessment that are potential inhibitors to the success of the virtualization or cloud initiative such as collaboration, culture, vision or leadership gaps.

Service management areas that commonly require design considerations for virtualization and cloud are as follows:

Design document	Sample content
Executive overview	<ul style="list-style-type: none"> <li>▪ Vision</li> <li>▪ Leadership/sponsorship</li> <li>▪ Collaboration</li> <li>▪ Culture</li> </ul>
Service strategy	<ul style="list-style-type: none"> <li>▪ Portfolio management</li> <li>▪ Demand management</li> <li>▪ Financial management</li> </ul>
Service design	<ul style="list-style-type: none"> <li>▪ Service catalog management</li> <li>▪ Service level management</li> <li>▪ Capacity management</li> <li>▪ Availability management</li> <li>▪ Service continuity management</li> <li>▪ IS management</li> </ul>
Service transition	<ul style="list-style-type: none"> <li>▪ Knowledge management</li> <li>▪ Change management</li> <li>▪ Configuration management</li> <li>▪ Release management</li> </ul>
Service operation	<ul style="list-style-type: none"> <li>▪ Event &amp; incident management</li> <li>▪ Problem management</li> <li>▪ Request fulfillment</li> <li>▪ Access management</li> <li>▪ Operations management</li> </ul>

## The CA Technologies advantage

CA Technologies has embarked on a bold mission to drive the adoption of next generation IT infrastructure by fully embracing and enabling organizations to successfully adopt, manage and automate their virtualization and cloud computing environments.

Our comprehensive solutions are designed to help organizations fully realize the agility and operational benefits that can be derived from next generation IT infrastructure. With a solution based approach—CA Technologies customers can now access proven practices, highly valuable skill sets and experience as they begin or continue on their virtualization-to-cloud journey.

## Get started

To purchase the CA Cloud Capability Assessment & Strategy service or to speak with CA Technologies about how you can integrate this solution into your environment, please contact CA Services at [ca.com/services](http://ca.com/services).