Strategically Plan Your CA Service Catalog Deployment to Maximize Results

ENABLE YOUR ORGANIZATION TO IMPROVE SERVICE QUALITY, REDUCE IT COSTS AND INCREASE BUSINESS VALUE WITH CA SERVICE CATALOG. PROVIDE AN END-TO-END REQUEST MANAGEMENT SOLUTION FOR YOUR ORGANIZATION BY COUPLING CA SERVICE CATALOG WITH AN AUTOMATED SERVICE REQUEST MANAGEMENT SYSTEM AND STREAMLINED SERVICE FULFILLMENT PROCESSES. START DOWN THE ROAD TO A SUCCESSFUL DEPLOYMENT BY UNDERSTANDING YOUR CURRENT CAPABILITIES, INCLUDING PEOPLE, PROCESS AND TECHNOLOGY, BUSINESS GOALS AND SOLUTION REQUIREMENTS. USE A PHASED APPROACH TO DEVELOP A ROAD MAP AND OPTIMAL PLAN FOR A SUCCESSFUL ROLLOUT OF CA SERVICE CATALOG THAT MEETS YOUR BUSINESS NEEDS.

Service That Supports Your Business

Plan a viable foundation for defining standard services and managing service requests and the provisioning lifecycle with the CA Service Catalog Readiness Assessment. Leverage the expertise of CA Services to understand the current state of your service catalog capabilities and create an optimal approach to successful deployment of the solution.

Our consultants provide guidance for IT service management processes and offer concrete recommendations on how to use the product in your environment. We deliver a blueprint for an actionable, ITIL®-recommended service catalog that allows for the efficient cataloging of service offerings and management of service fulfillment. Our plan also provides for growth and integration with service level management (SLM) and financial systems.

Benefits That Deliver Value

The CA Service Catalog Readiness Assessment:

- Accelerates the productive use of CA Service Catalog by promoting executive and staff understanding of the business needs and IT capabilities, as well as the benefits related to deployment
- Reduces implementation risk by defining potential obstacles that can impact successful product deployment and identifying a clear strategy, scope and approach for rollout

What You Get

During the CA Service Catalog Readiness Assessment, which is typically a four to six week engagement, our team:

- Defines people, process and technology requirements that address business goals and IT needs through a workshop with your key stakeholders
- Analyzes your organization's current service catalog capabilities, and identifies necessary changes to improve the maturity of the function using best practice processes and methodologies

- Develops an implementation road map focusing on:
  - Business requirements and goals
  - Solution components and interactions
  - High-level deployment phasing and a road map for implementing CA Service Catalog
  - Strategies for process and organizational change and product implementation and integration
  - Project scope and key project milestones to be achieved
- Presents findings, high-level implementation road map and recommendations for which IT services, when defined in the CA Service Catalog, will provide the best return on investment, to your executive management

CA Vision

Enterprise IT Management (EITM) is CA's vision to unify and simplify complex IT environments for greater business results. We do this securely through the intelligent integration and dynamic management of people, processes and technology across the enterprise, including storage, systems, networks, applications, databases and security. In this way, we help you better manage risk, manage costs, improve service and ensure IT resources are consistently used to drive the business.

Why CA Services?

CA Services specializes in designing, implementing and optimizing solutions to help you achieve the efficient IT performance that drives superior business results. We use a five-step, time-to-value approach that delivers results quickly and incrementally.

- Best practice leadership
- Rapid time-to-value
- Multi-phased deployments
- Transition to production
- On-boarding education

Get Started

To purchase the CA Service Catalog Readiness Assessment or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at **ca.com/services**.

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Learn more about how CA can help you transform your business at **ca.com**

Transforming IT Management