

CA Process Automation



CA Process Automation enables enterprise organizations to design, deploy and administer automation of manual, resource-intensive and often inconsistent IT operational procedures.

Business value

Most organizations operate in silos and the lack of integration between departments and IT systems prevents many processes from being automated. Without automation, companies are burdened with manual, slow and inconsistent processes that take too long and cause service delivery to be delayed.

CA Process Automation is designed to speed the delivery of IT services while helping to remove manual errors. By defining, automating and orchestrating processes across organizational silos that use disparate systems, CA Process Automation helps improve productivity while also enforcing standards.

With CA Process Automation, you can:

- Automate IT processes across functional and technology silos
- Reduce the time it takes to deliver services
- Enforce standards and compliance policies across departments

Product overview

CA Process Automation includes three main components: design, integration and orchestration.

Design

Using the automation library, designers can quickly create and test new processes. The library consists of several hundred automation objects enabling rapid design. Process designers may use either the graphical user interface or write scripts to automate new processes. Existing legacy automation scripts may also be imported into the version controlled library and reused to help speed development.

Integration

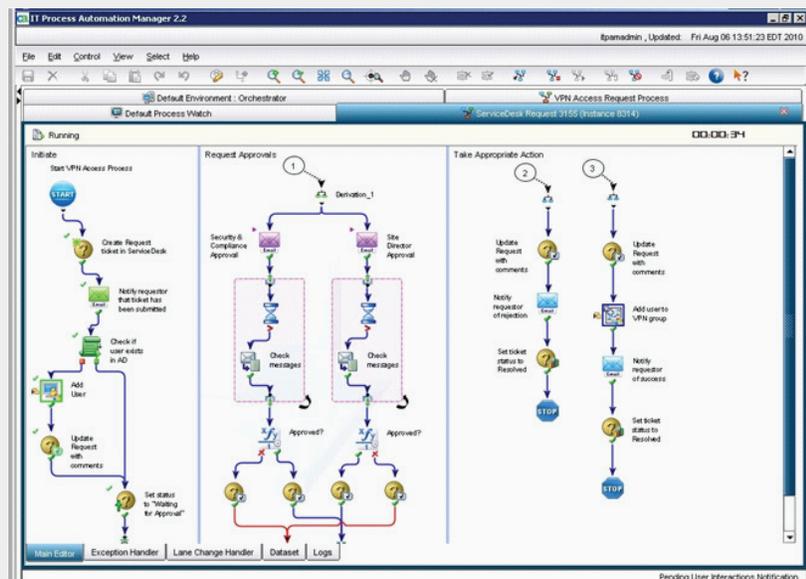
A standard set of connectors provide integration to a wide variety of common IT systems. These connectors provide the ability to read and write data and to launch tasks within applications, operating systems and other IT components. Custom connectors can be built for connecting to legacy and proprietary IT systems by using the Custom Operator wizard.

Orchestration

Once in production, processes execute in a highly-scalable and fault-tolerant environment. The Web-based interface allows administrators to quickly see the status and state of each process being executed. As processes execute, each step is automatically recorded into an audit log.

CA Process Automation

Only CA Process Automation uses “swim lanes” to visualize, optimize and organize complex processes across functional and organizational boundaries. Running processes can be monitored and modified at any step.



Features

Visual designer

Process designers may use a point-and-click interface to develop new processes. Designers can organize processes into smaller subcomponents known as “swim lanes.” Swim lanes simplify design and increase readability by allowing large processes to be broken down into smaller more manageable sections.

Connectors

Over 50 standard connectors provide integration with popular IT systems including operating systems, service desks, business applications and many others. Using the Custom Operator wizard customers can develop their own connectors for integration to legacy and proprietary systems.

Visual exception handling

When a process enters an unknown state, it will automatically stop and wait for a resolution. This allows IT personnel to be notified of exceptions, view contextual information needed to solve the issue, and then remediate the situation without having to restart the entire process.

Role-based access control

Control exactly who is authorized to create and manage processes using role-based access controls. The fine-grained access controls allow only approved users to add or modify process workflows.

Scalability and availability

A highly-scalable architecture provides the ability to execute hundreds of processes simultaneously. High-availability configurations provide fail-over in the event of an infrastructure outage.

Run Book Automation

The most immediate benefits of process automation often result from automating routine IT procedures, which is also known as “Run Book Automation” (RBA). RBA reduces the need for IT personnel to manually complete routine tasks. Common examples of RBA include:

Problem remediation

Automate the routine tasks associated with responding to common events and alarms without requiring human intervention. For example, automatically restart an operating system process or service when it stops running.

Incident enrichment

Leverage process automation to gather additional information from disparate systems that will help diagnose a reported problem. For example, automatically gather diagnostics and log information from devices when a server outage is detected.

Audit reporting

Automate the process of retrieving server and application logs needed for an IT audit. For example, schedule a reoccurring process to automatically retrieve logs from the applications, network devices, and servers currently being audited.

Applying process automation beyond IT

Process automation can provide even more value when it orchestrates a business or IT process that spans multiple organizational boundaries across different domains. Below are just a two examples of how process automation can be deployed more broadly.

From job applicant to productive employee

Use process automation to automate the recruitment, interview and hiring process. For example, automate the collection of resumes from online job sites into your central HR systems.

Automate the process of scheduling interviews and reduce the time it takes to extend job offers to selected candidates. Upon acceptance, initiate the employee on-boarding process to enable the new employee to be productive on their first day.

Integrating acquired companies

Acquisitions almost always result in having redundant customer support systems. Use process automation to quickly integrate multiple service desks from different vendors. Automate the process of migrating tickets between customer support systems to provide customers with the highest possible service.

Benefits

CA Process Automation automates IT processes to help you:

- Reduce operational expenses
- Increase staff productivity
- Speed IT service delivery
- Improve service quality
- Enforce compliance policies

Related products

- CA Automation Suite for Data Centers
- CA Client Automation
- CA Configuration Automation
- CA Server Automation
- CA Virtual Automation
- CA Workload Automation

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