

CA Automic Job Request Management

At A Glance

CA Automic Job Request Management provides change requests in one convenient web user interface and stores the requests with the associated documents in a central database. Processes are easily designed by drag and drop in the integrated BPMN 2.0 designer. The requests are then processed according to the process definition. The scheduling of job, job plans, and other objects can be done manually, semi-automated or fully automated.

KEY BENEFITS

- Application developers and other non-IT users can easily request changes in application workflows
- Full governance over the workload change process with comprehensive auditing
- Cost and complexity reduction due to eliminating informal communications
- Support for DevOps initiatives through faster delivery of changes into production

KEY FEATURES

- **LDAP/AD** integration enable business user settings and authorization to be automatically mapped.
- **Interactive forms** can be designed according to business requirements, so high-quality data is delivered.
- **BPMN2 ISO** enables designing business processes while meeting high standards for interaction, escalation and delegation.
- **Role-based / content-based models** allow the implementation of authorizations that represent actual responsibilities within enterprises.
- **Audit trail** provides a complete audit proof history for every change request.

Business Challenges

Today's companies need to make changes to their automation environments more frequently than ever before. This need arises due to internal problems, new requirements, and external factors such as customer demand, market dynamics, or regulatory changes. However, putting job request changes into production is part of a complex, largely manual and challenging process:

- Ad-hoc updates to production schedules can result in costly errors and potential service delivery disruptions
- Informal communications such as calls or emails cause delays, productivity loss, and frustration for all involved
- Scheduling definition standards (such as job name structure) cannot be properly enforced when multiple people have access to the systems
- Limited governance and lack of comprehensive auditing of the workload change process mean audit compliance is at risk

IT departments can benefit from improving their management of changes to production schedules and job plans, both of which support business operations.

Solution Overview

CA Automic Job Request Management is a comprehensive solution for the process-driven execution and management of Workload Automation job definition change requests. It shows requests in a concise graphical web interface and stores them with the associated documents in a central database. Requests can follow definable processes that are created using the integrated web-based process designer. CA Automic Request Management is also able to integrate with intra- and extranets.

The simple drag-and-drop interface makes job request forms easy to define, eliminating manual and informal request exchanges. Ease of collaboration with IT Operations means application developers can quickly deliver scheduling changes that can then be checked into the operational environment. New jobs are designed using a graphical web client and are validated against company-specific standards. Schedules are also subject to validation against strict criteria to ensure all workflows adhere to requirements.

Related Products

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CA Automic Release Automation. Drive agility and speed to digital business apps and core commercial applications.

CA Automic Service Orchestration. Deliver the IT services your users, applications and infrastructure need, when they need it.

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