

# CA Service Management

## Advanced Service Level Management



### At a Glance

Advanced service level management (SLM) capabilities are an integral part of the CA Service Management solution. They can help automate, activate and accelerate the management, monitoring, and reporting of service level agreements (SLAs) and service delivery for enterprises and service providers. A top-down approach, starting with business-relevant service descriptions and measurements, enhances your ability to define service metrics, establish contractual obligations and performance targets in real-time, take action based on this performance and collaboratively report performance to both service providers and the service consumer.

#### Key Benefits/Results

- **Lower costs and increase productivity.** Automate service level management processes; effective reporting
- **Improve customer and service provider acquisition and retention.** Align performance to expectations
- **Reduce SLA penalties; increase credits.** Proactively manage service levels and violations and understand cost implications of SLAs.
- **Limit business risk.** Control delivery chains across the organization and improve accountability.

#### Key Features

- **Data Integration**—Aggregate relevant data with high-performance adaptors.
- **Deep Correlation**—Correlate data independent of event types.
- **Service Library**—Standardize measurements with out-of-the-box content.
- **SLA Contracts**—Define and manage contractual obligations with vendors and customers.
- **Guided Design and Discovery**—Map internal and external business services.
- **SLA Dashboard**—Display the current view and trending of service performance.
- **Breach Alerts**—Notify before an SLA is violated.

### Business Challenges

**Failing Traditional Approaches**—Traditional operations-only approaches to SLM provide a too simplistic view of contributing factors and ignore service level impacts to the business. Reporting tools may convey a service is up or down, but this bottom-up approach ignores the subtleties impacting service levels. It also looks at a point-in-time, thus missing trends that could lead to proactive measures. Most importantly, traditional approaches fail to report business impact.

**Service Complexity**—Multiple applications typically function in tandem to deliver a business service. Further, infrastructure solutions are often unable to share information and assemble a comprehensive view of the service. Each monitors only its own uptime without concern for the entire service chain. Identifying, aggregating and correlating all the relevant data from the contributing applications is complicated, time-consuming and requires a top-down approach to SLM.

**Rogue Services and External Providers**—IT's increased use of services from external providers and business units going around IT and subscribing to services from external providers make it difficult to measure and manage SLAs.

### Solution Overview

CA Business Service Insight offers a comprehensive, scalable SLM solution that helps manage service level obligations for underpinning contracts, SLAs and operational level agreements (OLAs). Whether you're ready to implement SLM for the first time or are replacing a customized reporting solution, CA has powerful out-of-the-box functionality to help get you up and running quickly.

CA Business Service Insight provides a unique infrastructure-agnostic approach to SLM. This approach enables you to monitor and report service performance over time, utilizing the infrastructure components (e.g., hardware, applications and network monitoring tools) that you already have in place. Adapters can "sit on top" of existing data sources enabling you to manage SLAs regardless of the vendors involved in delivering the final service.

An intuitive drag-and-drop interface enables users to visually map input fields to their output fields. As a result, you can get up and running rapidly with no change to underlying data sources or systems.

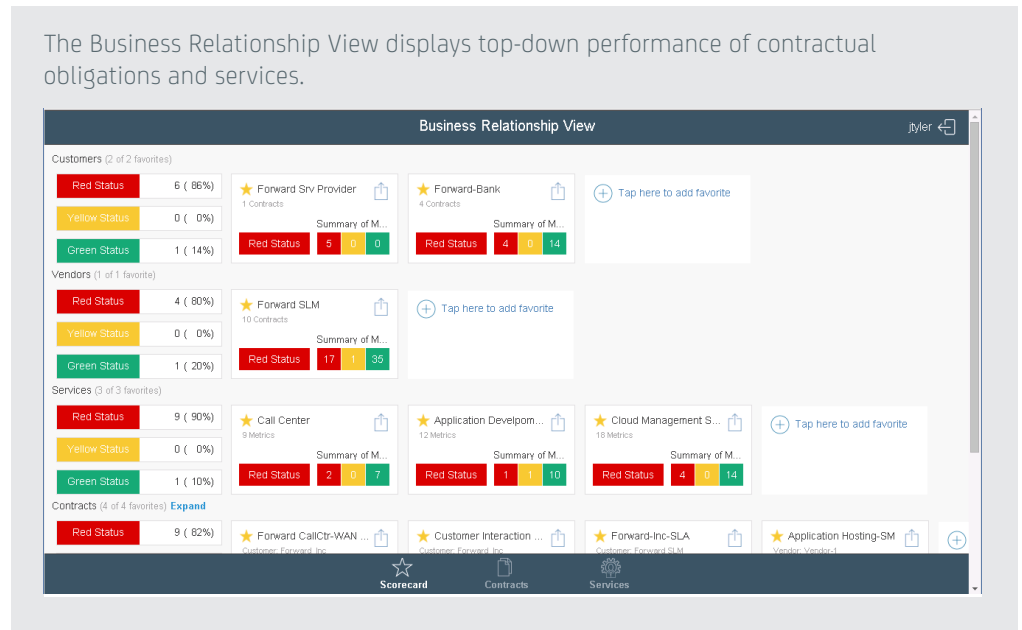
## Critical Differentiators

CA Business Service Insight enables SLM to become an active, strategic component of your service architecture. Unlike some products, it provides:

**Proactive SLM**—Effective SLM requires data from sources beyond your service desk. CA Business Service Insight uses business rules to automate the collection and processing of that data. It also helps you drill down through data to the source of the violation.

**Unified View**—CA Business Service Insight captures contract terms and conditions, the glossary of terms, exceptions to SLAs and more in a unified view of SLM. Everything is tied to the contract, enabling you to manage the complete contract life-cycle.

**Operations Linkage**—CA Business Service Insight can manage combinations of internal and external suppliers, services and customers. You can model your service delivery chain. Its unique aggregation and correlation engine helps monitor performance against contractual obligations and correlates data from multiple sources into a single performance indicator.



### Experienced-based Templates—

CA domain expertise, based on enterprise class implementations, is reflected in predefined contract and business logic templates. These help better manage insourced and outsourced services.

### Related Products/Solutions

**Service Desk and Catalog:** Provide comprehensive service request, support and delivery.

**Asset Management:** Manage hardware assets and software licenses/compliance across asset life-cycles.

For more information, please visit [ca.com/itsm](https://ca.com/itsm)

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