CA Service Operations Insight

At a Glance

CA Service Operations Insight (CA SOI) is a next-generation tool that leverages information from your monitoring tools to visualize, analyze and assure the quality of business services. For enterprises, service providers and governments, CA SOI combines data from various infrastructure domains, applications and transactions according to the services they support. This lets you pinpoint, prioritize and resolve service problems across your IT supply chain to help you minimize risks to your business, improve service quality and predictability and optimize operational efficiency.

Key Benefits/Results

- **Prioritize and take action** according to service impact, risk and business impact
- **Speed root cause analysis** and mean-time-to-resolution
- **Optimize** operations human resources and processes

Key Features

- **Powerful Integration.** Integrates information from disparate IT management tools.
- **Consolidate Events & Alerts.** Consolidate all events and alerts into a single point of escalation.
- **Pinpoint Service Impact.** Models and analyzes services to pinpoint service impact.
- **Automation.** Automates ticketing, escalation and workflow.

Business Challenges

We live in an application economy that is run by software and driven by connected applications that operate on a number of different devices, platforms, or systems. To survive and thrive in an application economy, businesses need to develop and deploy services with precision and speed while ensuring that those services are consistently available for the end user. Many businesses today own multiple IT monitoring tools which are sileod and inefficient. IT teams use disparate point products to monitor specific technologies, each with separate interfaces, databases, infrastructures, and administrators.

The ongoing management of each tool is too time-consuming, risky, expensive, and complex. It leads to constant chaos, fire drills, and lost time spent chasing answers and pointing fingers. Your job is hard enough without adding countless hours on conference calls and in triage meetings trying to figure out what went wrong and how to fix it, while your customers' experience suffers. Staying ahead of any potential infrastructure issue and ensuring optimal performance and data availability is critical to success.

- It's difficult to find and fix problems when a business service slows down or goes down.
- IT staff is flooded with alerts.
- There is little understanding about how particular services are at risk.
- IT is too reactive and spends too much time troubleshooting problems.

Solution Overview

CA Service Operations Insight is designed to correlate and analyze information from your infrastructure, application performance and other IT management tools in real time to accurately visualize services, calculate service quality and to pinpoint issues that put service quality at risk.

Flexible, role-based dashboards (for IT executives and service owners) and operational consoles (for operations managers and technical staff) foster a common understanding of service status, risks and quality problems. This gives the right experts actionable information so IT executives can focus operations on business priorities, service owners understand IT status in business terms, and operations staff always knows which components in their technology domains are impacting specific business services and can proactively mitigate risks.

CA SOI helps optimize operations by automating: service discovery, modeling and analysis; service impact and risk alert escalation to service desk, change management and SLA teams; data center and cloud remediation of service problems.
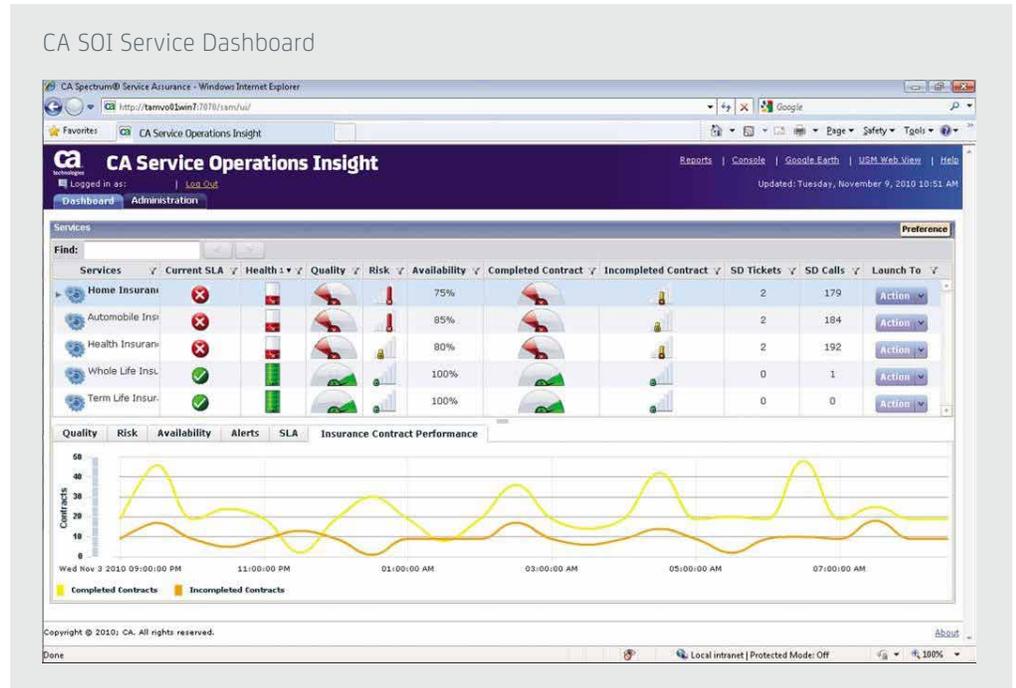
Critical Differentiators

CA Service Operations Insight is an advanced IT management tool that integrates with application and infrastructure domain management and other tools to build real-time views of service status and to analyze and pinpoint service problems to help speed remediation and mitigate business risks.

Dynamic business service modeling builds and maintains real-time, end-to-end models of business services based on a variety of advanced technologies (transaction discovery and mapping, policy-based relationship discovery, real-time updates of imported infrastructure models, etc.). This helps to decrease or eliminate the heavy administrative overhead associated with traditional service modeling.

Service analytics and alerts pinpoint service quality problems and risk (i.e., which IT assets across technology domains are the sources of current or immanent service quality degradations and outages). This helps to decrease or eliminate traditional manual triage across domains and helps prioritize actions based on business impact.

Service-driven automation (escalation, synchronization and workflow) enables service-impact alerts to trigger actions such as: business-relevant service desk tickets and processes; service model, alert and maintenance flag synchronization between integrated tools; and workflow for allocation of data center and cloud resources according to service priority, alert severity and business requirements.

CA SOI Service Dashboard

Integrated service level agreement (SLA) performance management measures service quality and availability according to internal and external customer expectations. This helps operations teams to focus attention on key services and to proactively take action before operational SLAs are violated.

Unified event management enables operations to correlate and transform cross-domain events into higher quality, more actionable alerts and exert more control over how alerts are prioritized and escalated. This lets you detect and correlate critical cross-domain events and escalate them (along with service model impact alerts) according to standardized best practice policies.

For more information, please visit **ca.com/soi**

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