

CA Service Management

Advanced Reporting and Dashboards



At a Glance

Xtraction for CA Service Management provides advanced reporting and dashboard capabilities for CA Service Management. It is a real-time, ad hoc dashboard and reporting solution that empowers users with self-service capabilities for the next level of analysis and understanding of your service management environment. Non-technical users can quickly create interactive dashboards and reports and immediately share them with the broader user community. The resulting unified view of your service management environment delivers deep, real-time management insight and transparency into service demand, cost, use, assets and issues to users of CA Service Management.

Key Benefits/Results

- **Improve user experience.** Self-service empowers users with the right information at the right time.
- **Make better business decisions.** Improve transparency and analysis of relevant service management data.
- **Reduce costs.** Remove dependency on technical teams, coding and cumbersome tools.
- **Increase productivity.** Get answers more quickly; free up technical teams.

Key Features

- **Self-service.** Non-technical users can create or modify dashboards and reports via drag-and-drop, lists and point-and-click.
- **Pre-built layouts.** Charts, graphs, calendars, grids, pivot tables.
- **Extensive analysis.** Drill-down, date ranges (past, present, future, comparative periods), filters, multiple data-series.
- **Browser-based.** Access all functions via browser.
- **Aggregate data.** Leverage data from multiple sources.
- **Real-time data.** Display and auto-refresh of real-time or point-in-time data.
- **Exports.** On-demand or scheduled export to PDF, HTML, Word, Excel, PowerPoint formats.
- **Connectors.** Access data from CA Service Desk Manager, CA IT Asset Manager and CA Service Catalog.

Business Challenges

Information demands in today's application economy present service management decision makers with challenges that are not addressed by traditional reporting and dashboard solutions.

Consumer demands for information. Decision makers require the right information at precisely the moment they need it. They cannot afford delays and effort engaging technical resources or mastering the skills needed to create and modify reports and dashboards using a business intelligence tool. This challenge negatively impacts their satisfaction with IT, hinders decision making, blocks service management transparency between IT and the business and decreases overall productivity.

Reliance on technical resources. Traditional business intelligence tools require involvement of highly paid technical resources to respond to requests for new or changing information needs. These resources should be focused on more strategic tasks that drive innovation and add business value. This misallocation impacts the ability to support strategic business initiatives, damages IT's image and reduces overall productivity.

Solution Overview

Xtraction for CA Service Management delivers the power of the Xtraction product from Xtraction Solutions to empower users with self-service capabilities driving the next level of analysis and understanding of service management environments. Non-technical business consumers, support analysts, managers and decision makers can quickly create or modify interactive dashboards and reports showing real-time data. Integrated, graphical, ad-hoc management dashboard capabilities offer the ability to generate dashboards and reports by using simple drag-and-drop actions, selection lists and point-and-click interactive controls. Users can immediately share the information with the broader user community in familiar forms like PDF, HTML, and Microsoft Word®, Excel® and PowerPoint®. The solution enables information transparency between IT and the business for better communication and service management decision making. All information consumers get the information they need, when they need it, how they need it, without the involvement of technical resources.

Critical Differentiators

Xtraction for CA Service Management builds on the CA Service Management capabilities of Unified Self-Service and support automation to deliver market-leading service management user self-sufficiency. Now not only can business consumers and power users be self-sufficient in resolving their service related issues, but decision makers can now be self-sufficient in gaining the information they need for decision making and better aligning IT and the business.

Unlike traditional business intelligence tools, Xtraction for CA Service Management enables users to modify and build real-time service management reports and dashboards without involving technical resources or learning complex skills. And by leveraging data from CA Service Management, CA Service Desk Manager, CA Service Catalog, CA Asset Portfolio Management and CA IT Asset Manager, both IT and the business can be provided a unified view of the service management environment.

Xtraction for CA Service Management presents visually compelling depictions of your service management environment that can be easily created by non-technical users.



Related Products/Solutions

Xtraction for CA Service Management provides “connectors” that enable out-of-the-box access to data from:

- CA Service Management
- CA Service Desk Manager
- CA Service Catalog
- CA IT Asset Manager (Asset Portfolio Management data only)
- CA Asset Portfolio Management

For more information, please visit ca.com/itsm

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.