Keep All of Your Business-Critical Jobs On Track
CA Workload Automation iDash Helps You
Reduce Missed SLAs and Lower Costs
Whether you’re processing and tracking bank transactions, cell phone activations, stock trades or retail sales, the ability to accurately carry out thousands—or even millions—of processes per day in a timely fashion is essential to success in today’s business environment.

As a result, _the challenges of efficiently managing SLAs are increasing exponentially_. Not only are workload requirements growing rapidly, inter-dependencies across numerous enterprise applications are also escalating the complexity of jobs that need to be processed. Meanwhile, SLAs just keep getting tighter and tighter to meet the requirements of continuous availability and the demands of the business.

No matter how much the workload requirements grow, you’re still obligated to meet audit and compliance requirements while generating, analyzing and reporting workload processing metrics. And you’re expected to use those metrics to continuously refine your management processes to enhance performance and lower costs.

All-in-all, it’s a daunting responsibility that threatens to overwhelming IT organizations, already starved for resources. But _fortunately there is help available._

---

2.5 BILLION
Business transactions processed by mainframes every day—the equivalent of 100 Cyber Mondays

50 MILLION
Customers of three largest U.S. Banks who conduct banking activities using mobile apps

---

The Answer Isn’t More People—It’s More Sophisticated Automation

The key to effective management of workload processing is access to the real-time data that allows you to plan for and respond to priority shifts. But that data is hard to come by.

First you need to **track thousands of processes**, decentralized **across hundreds of machines**. And in many cases, data related to workload oversight and management is **trapped in** numerous non-integrated, platform-based **silos**.

Asking strained IT organizations to collect, process and act on this data runs the risk of **poor prioritization**, an increase in **missed SLAs, rising costs** and inability to move new business initiatives forward.

You can always throw more people at the task—if your budget will allow it. But a **better option is to move toward high-complexity, high-value, predictive analytics** incorporated in a robust, automated Workload Management solution. Such a solution gives you important information to help drive effective responses and achieve desired outcomes. And CA Workload Automation iDash is the best solution available to address these demands.

---

Zenoss Blog, June 27, 2013.
CA Workload Automation iDash is a high-powered, predictive analytics solution that examines real-time and historical critical path data to anticipate performance of enterprise workloads. By providing you with advance warning of an impending missed SLA, you have time to make an informed decision regarding what corrective action to take.

With comprehensive, predictive capabilities and support for automated recovery procedures, CA Workload Automation iDash can help you:

- Lower costs by reducing the number of penalties for missed SLAs
- Enable self-service SLA management through the intuitive association of business SLAs to workload flows
- Shrink IT resource requirements by improving productivity of administrators and operators

A new, user-friendly, unified dashboard displays cross-enterprise analytics across all platforms and multiple automation solutions. The richer, intuitive user experience is accessible from any device, anywhere.

Among the economic benefits offered by CA Workload Automation iDash, are:

- Easy adoption that delivers rapid time-to-value
- Broad support for modern standards making CA Workload Automation iDash app-economy-ready from day one
- A wide range of comprehensive, customizable reporting options designed to reduce the time and resources required to maintain regulatory compliance

CA Workload Automation iDash provides you with a powerful answer to the ever-increasing pressure to monitor and manage workload processes in a highly accurate and timely fashion.
CA Workload Automation iDash is designed to make operators more efficient and productive. To that end, every aspect of the solution has been engineered to provide a highly intuitive user experience.

Once you log on and open the CA Workload Automation iDash catalog, it’s easy to set up new SLAs or modify existing SLAs. You can start by searching for key milestone workload jobs using keywords. You can also tighten your search with filters based on specific workload characteristics.

When the milestone job has been identified, you can more easily:

- Assign business SLA thresholds
- Define SLA attributes
- Customize the criteria for when you want to receive alerts—for instance when an SLA is at risk, or when CA Workload Automation iDash analytics conclude that the SLA is likely to be missed

CA Workload Automation iDash also allows you to tag SLAs for easy access and comparison purposes, using characteristics including:

- Line of business
- Business group
- Geolocation
- Criticality

Once tagged, you can choose to view jobs by the tags you’ve assigned—for instance all jobs for a particular region, business or level of importance. SLAs assigned more than one tag will appear in the group listings for all of their tags.

22% of surveyed IT organizations monitor 1000 or more SLAs daily with CA Workload Automation iDash.

Source: Survey of users of CA Technologies Workload Automation, TechValidate, TVID: 223-B0C-207
CA Workload Automation iDash Offers a Rich, Intuitive, Easy-to-Use Interface

CA Workload Automation iDash features a highly customizable, user-friendly dashboard for easy navigation and access to information. Users can log in to CA Workload Automation iDash from any browser such as Internet Explorer®, Chrome, Firefox and Safari. Multiple authentication modes add to user convenience.

You can also easily integrate CA Workload Automation iDash with your existing ID management tools to provide that your users will only see SLAs and related job flows for which they have proper authorization privileges.

Your dashboard can be customized to display the data most important to you.

1. Monitor SLA “health” with the option to drill-down to details on all SLAs in each category.
2. Customize dashboard to monitor SLAs grouped by LOBs, geographies, tags and more. All similarly tagged SLAs show up together.
3. Real time alerts window shows problem SLAs based on alert criteria you establish.
4. Dashboard continuously updates with a time stamp indicating the latest refresh.
Active, Real-Time Analytics Reduce Missed SLAs and Associated Penalties

With automatic updates, you’ll **always have a comprehensive view of the health status of all your active SLAs**. Cutting-edge historical and predictive analytics combine to **identify potential SLA thresholds breaches**, alerting you in time to take corrective action. **You can choose between multiple navigation views:**

- **Flow view**, displaying the SLA job flow
- **Time View**, showing the order of execution of jobs in the flow with respect to time
- **Table view**, showing all jobs in the flow in a tabular form

A real-time view of each critical path includes problem indicators to facilitate rapid troubleshooting. Among the job details at your fingertips are:

- The predicted and real-time completion time and deadline.
- All SLAs impacted by selected job
- Historical and predicted runs

**Plus, for each milestone SLA job, you can view:**

- Detailed statistics for the last time the SLA ran
- Statistics for the last five runs
- Predicted run information, compared to real-time metrics for advance warning of anomalies

With all of this data in hand, you’ll be positioned to make optimal choices on what actions to take and when in order to correct problems with the jobs likely to impact the greatest number of SLAs. The result is fewer missed SLAs, fewer penalties and happier businesses.
Learning that an SLA is unlikely to be met when it’s too late to do anything about it is really no help at all. CA Workload Automation iDash gives you **real-time alerts that enable rapid, proactive mitigation** to help prevent problems from cascading out of control.

You have the ability to customize alert settings to provide for proper warning prioritization so you can attend to issues with the potential to cause widespread problems first. And the intuitive, user-friendly dashboard allows you to drill down for **comprehensive status details on every SLA** and alert to help you make well-informed decisions on how to respond.

**You’ll be able to more quickly:**
- Identify SLAs that are predicted to be missed or appear to be at risk based on criteria you establish
- Look at the time to deadline and the number of jobs to be completed
- Find the problematic jobs that are impacting the SLA
- Prioritize troubleshooting of SLAs that still have a window of opportunity to take corrective actions before they impact the Business
CA Workload Automation iDash enables you to isolate and analyze key data through a wide variety of intuitive reports. This allows you to analyze job flow and SLA trends and patterns to identify optimal scheduling options, while identifying job activities that consistently fail or delay other jobs.

You can also efficiently and accurately track workloads, SLAs met, missed and more, and generate custom reports for operational and compliance purposes.

Robust Reporting Capabilities Fuel Workload Analysis and Refinement

CA 7 Job Run Trend Report

Real-time SLA Status REport

SLA Critical Path Health Report

Reporting and SLA Monitoring

“We value the reporting capabilities and the SLA monitoring/alerting of CA Workload Automation iDash the greatest.”

- IT Manager, Large Enterprise Banking Company

Source: TechValidate, TVID: E90-498-3AB
CA Workload Automation iDash Is an Easy and Cost-Effective Option To Extend Your Workload Automation Capabilities

You can **download and deploy** the entire CA Workload Automation iDash solution **within minutes**. And it requires no maintenance on client machines, and no third-party plug-ins on clients and server.

CA Workload Automation iDash also provides you with a wide range of financial benefits. In fact, an in-depth total economic impact analysis of the solution conducted by Forrester\(^*\) revealed:

- **$1 million**
  - NPV of benefits associated with CA WA iDash over a 3-year period

- **252%**
  - ROI over a 3-year period

- **Eight month payback period from go-live date**

- **15%**
  - Improvement in IT operational productivity

To learn more about the economic advantages of adopting CA Workload Automation iDash, download the full Forrester report.

CA Workload Automation iDash provides you with a powerful answer to the ever-increasing pressure to monitor and manage workload processes in a highly accurate and timely fashion.

\(^*\)Source: Forrester Total Economic Impact of CA Workload Automation iDash, May 5, 2015
CA Workload Automation iDash Offers You Richer and Easier Predictive Workload Analytics

CA Workload Automation iDash helps you meet business expectations, by providing you with the ability to:

- Increase visibility into the interdependencies and real-time performance of enterprise workloads
- Predict and minimize business disruptions through timely and well prioritized interventions
- Deliver consistent, high-quality service levels by leveraging performance patterns and data
- Enhance business responsiveness by optimizing workload executions
- Reduce the work of your IT teams by automatically identifying, alerting and correcting problems before they impact your business deliverables
- Reduce the cost and complexity of managing mission-critical business application workloads across platforms

Fewer Issues, Better Sleep
“My favorite part about CA Workload Automation iDash is that I don’t get woken up at 3 a.m. nearly as often.”
- IT Manager, Large Enterprise Financial Services Company
Source: TechValidate, TVID: 598-581-BC3

Easy to Use, Simplified Upgrade Process
“Our favorite aspect of the CA Workload Automation iDash solution is the ease of use and the new installer which simplifies the upgrade process.
Source: TechValidate, TVID: 091-FF7-156
Learn How CA Workload Automation iDash Can Help You Keep Your Business Critical Jobs On Track

Visit ca.com/idash