

CA IT Asset Manager Implementation Services



At a Glance

CA IT Asset Manager (CA ITAM) is an integral part of CA Service Management which also includes CA Service Desk Manager and CA Service Catalog. Each of these products may be implemented and adopted separately or in combination according to your organization's priorities. They share a common installation and documentation, and they are tightly integrated to deliver capabilities across the IT service management (ITSM) domain. They offer a full set of tools to help you manage the entire service lifecycle consistently for request, incident, change, asset and service level management.

Key Outcomes

- **Facilitate a phased approach** to implementation of an ITAM solution.
- **Provide subject matter expertise** in both the functional and technical areas of hardware and software asset management and software compliance.
- **Accelerate time-to-value** to get you up and running quickly.
- **Utilize proven best practices** maintained by CA Services.
- **Enable a solution architecture** that facilitates upgrades.

Key Services Features

Reference architecture and best practices:

Offers a proven implementation approach covering solution configuration in support of well-defined functional use cases, data on-boarding activities and testing

A flexible, staged approach: Uses resources efficiently, reduces implementation times and accelerates solution adoption

ITAM lifecycle planning guidance: Includes the Content Pack for ITIL best practices processes and sub-processes.

ITAM compliance guidance: Helps you capture software contract and license/entitlement data for compliance purposes

Mentoring and knowledge transfer activities:

Assists with adoption of asset management solution and software compliance activities

Project management activities: Manages the planning and execution of your ITAM implementation

Business Challenges

Next generation IT asset management is about transforming from a traditional operations focus of tracking asset inventory to one that enables financial insights and enables your IT and business teams to make well informed, service-oriented decisions and to better address software audits. Organizations face many challenges to improving IT asset management such as:

Poor visibility into available hardware assets and software assets. When organizations lack a strong central management solution that spans physical and virtual hardware and software assets, it is likely that available IT assets are underutilized. This may lead to over-purchasing which adds more assets to inventory.

Difficulty in tracking hardware assets and software licenses. IT assets may be omitted from your financial records. Administrating vendor contracts may become more difficult and audit risk may increase. Some contracts which could be modified or cancelled may automatically renew, leading to extra costs.

Assets that could be retired are retained; valuable assets which warrant closer monitoring may receive less scrutiny. This may result in additional tax liabilities, higher management costs and potentially greater compliance risk and fines.

Offering Overview

CA ITAM Implementation Services help to configure and deploy a solution for software and hardware asset management using a proven, phased approach comprised of Foundation Services and optional Acceleration Services. This framework helps to accelerate solution adoption, manage risk, achieve faster return on investment and facilitate a more comprehensive, automated approach to IT asset management.

To accommodate different business and IT priorities, constraints and adoption expectations, customers may elect to implement software or hardware asset management first or can implement both in parallel.

CA ITAM is comprised of two components, the Asset Portfolio Manager and the Software Asset Manager. This architecture simplifies deployment of CA ITAM since the components can be staged and adopted sequentially, or in parallel, to form the ITAM solution.

Foundation Services

CA ITAM Foundation Services help organizations implement an IT asset management solution, providing a level of flexibility that addresses your high value business use cases. CA Services offers four options to commence your implementation depending on your priorities and current ITAM infrastructure. Each option delivers core functionality onto which other capabilities can readily be added.

- IT Asset Management Foundation delivers a solution to support overall ITAM capabilities using the Asset Portfolio Manager and the Software Asset Manager.
- Hardware Asset Management Foundation delivers a solution to support hardware asset management capabilities using Asset Portfolio Management.

- Software Asset Management Foundation delivers a solution to support software asset management capabilities using the Software Asset Manager.
- Software Asset Verification Foundation delivers a solution to support software identification and audit capabilities using the Software Asset Manager.

Acceleration services

Acceleration services for CA ITAM can extend the capabilities of each of the logical foundation starting points. They can include capacity and functional acceleration services that broaden the scope or increase the types and levels of data collected for the ITAM solution. They include the following:

- **Additional Manufacturers Acceleration Services** provide support for the onboarding of additional software vendors to increase the scope of your software asset management and software compliance activities.

- **Additional Data Discovery Sources Acceleration Services** provide support for the inclusion of additional data sources for both hardware and software discovered inventory data. This enables better coverage and accuracy of your hardware and software asset management and software compliance activities.
- **Additional Master/Ownership Data Acceleration Services** provide support for the inclusion of additional data sources for both hardware and software ownership data such as asset owner, asset cost center and asset location. This enables better financial control and accuracy of both hardware and software asset management and software compliance activities.

For more information, please visit ca.com/services

CA Services is committed to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with experience from thousands of engagements to deliver business value quickly, help you navigate complex business and technology challenges, and provide exceptional support throughout the entire solution lifecycle. Our experience is your advantage, with best practices that enable organizations to plan, manage, develop and secure complex IT environments. CA Services provides the unsurpassed expertise you demand to select, implement and run your enterprise IT solutions with confidence.

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