

CA Service Desk Manager Upgrade Services



Helping To Streamline Operations and Improve User Experience

CA Service Desk Manager (CA SDM) provides capabilities to help your organization streamline support operations by combining comprehensive enterprise-level capabilities for your support processes with an advanced user experience focused on self-sufficiency, social media collaboration, mobility and advanced analytics.

Benefits of CA Service Desk Manager include:

- Enhance self-service
- Improve automation
- Reduce service disruptions

CA Service Desk Manager Upgrade Services provide valuable assistance to verify your solution architecture and design, perform configuration and quality assurance in multiple environments, and implement the solution in the production environment. CA Services provides knowledge transfer in support of operations and maintenance of the implemented solution.

Services That Support Your Business

CA Service Desk Manager Upgrade Services from CA Technologies is designed to help organizations transition existing non-custom functionality in their current deployment to the current version of CA SDM environment in a like-for-like upgrade.

This service is delivered in discrete, easily tracked phases that improve the overall outcome of both your move to the current release of CA SDM, and the future value you can attain as new capabilities are deployed and integrated into your service desk processes.

Benefits That Deliver Value

Delivered by CA Services, Upgrade Services for CA Service Desk Manager help you:

- Efficiently transition like-for-like functionality¹ from a prior release to the current release of CA SDM
- Speed solution configuration and deployment
- Reduce loss of workforce productivity
- Accelerate time-to-value to get you up and running quickly

Upon completing this like-for-like upgrade, new opportunities to extend your service desk implementation will be available. With CA Service Desk Manager, you can:

- Improve self-service and collaboration in your user community with support for social media, federated knowledge search and self-service dashboards
- Automate issue assignment, diagnosis, remediation and change verification
- Strengthen internal controls with unauthorized change prevention
- Extend integration across service desk disciplines including request management, incident, problem, change, knowledge, asset, service level and configuration management

What You Get

CA Service Desk Manager Upgrade Services help you to transition efficiently from your existing CA SDM implementation to the current release. Working with your team, CA Services assists in providing a clear upgrade approach that reduces migration risk, costs and burden on your staff.

In addition to performing project management tasks, the upgrade steps performed by CA Services include:

- Reviewing and verifying solution scope based on your pre-engagement questionnaire which captures data regarding your current CA SDM deployment
 - Assessing current and forecast data usage and storage
 - Architecture
 - Customizations
 - Web adaptations
 - Environment variables
 - History (HIS) file
 - Options manager
 - Integration
 - Reviewing and verifying your system specifications and hardware sizing requirements
 - Verifying temporary workspace and development environments and upgrading Master Database (MDB) on the staging system
 - Installing CA SDM and CA Embedded Entitlements Manager, CA Process Automation Manager or CA Advanced Workflow on the temporary workspace, development and production environments
 - Workflows will be converted if no manual re-work is required
 - Conversion of CA Advanced Workflow processes to CA Process Automation workflows not included
 - Preparing the database, application and web services layers
 - Configuring processes, visualization and support automation components
 - Performing data migration
 - Setting up reporting environment and single sign-on capability
- CA Services will verify that your new CA SDM solution deployed in production is running with your data, agreed upon customizations, integrations and documented system functionality.

Why CA Services?

CA Services is committed to your success with CA Technologies solutions, and can help you throughout the entire solution lifecycle, from strategy and consulting to implementation and management. CA Services delivers unsurpassed depth of expertise for insight and control over technology and deployment efforts, and breadth of services offerings to deliver results with confidence.

Get Started

To purchase the CA Service Desk Manager Upgrade Service or to speak with CA Technologies about how you can integrate this solution into your environment, please contact your account team or CA Services at ca.com/services.

¹ Like-for-like functionality includes standard functionality that has been implemented in generally available releases of CA Service Desk Manager prior to r12.7. Customizations to be upgraded in CA SDM r12.7 are handled on a case-by-case basis in the Statement of Work. Changes to the upgrade scope and methodology may be required to address specific customer situations.

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.

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.