

# CA Productivity Accelerator

## Management Service

Our Management Service for CA Productivity Accelerator (CA PA) offers both OnDemand and OnPremise clients an efficient and risk-free content development service for their learning projects. Providing you with access to our experienced and proficient team of CA PA Developers, we can support your system changes or upgrades to ensure that your CA PA content is always up-to-date and ready in good time to support your ongoing training programmes

### KEY SERVICE FEATURES

**Our Experts work directly with yours.**

Ensuring your CA PA content is ready as soon as the new system, update or upgrade is released.

**Access to Experienced CA PA Authors.**

Our Experienced CA PA Authors manage development of your content so you can focus on your system implementation.

**Supporting each Project Phase.**

The different CA PA outputs can be used to support each phase of your project, ensuring collaboration across project teams.

### Business Challenges

The continuous maintenance of CA Productivity Accelerator (CA PA) content to ensure it accurately represents learning requirements, is a vital part of your enablement and adoption journey. Aligned to our Application Management Service (AMS), the CA PA Management Service (CMS) ensures your users receive comprehensive, process led eLearning, documentation and support materials that always reflect your current applications and processes.

As your process driven applications embed across your organisation, it is necessary to continuously enhance functionality, instigate configuration updates and refine processes. Every improvement needs to be reflected in your CA PA content. However, if the development of CA PA content is not comprehensively 'owned' within your business, post Go Live it is unlikely to keep pace as your applications undergo continuous change.

Whilst development and continued maintenance of your learning content is not particularly difficult, unless the CA PA Author has sufficient exposure to the technology, and can commit time to the task, in order to become proficient, it can be time consuming.

The CMS was introduced to help clients overcome these challenges.

### What is the CA PA Management Service?

Our Management Service offers both CA PA OnDemand and OnPremise clients an efficient and risk-free content development service. It is also an optional extra for clients who benefit from the AMS.

By working directly with System Architects and Configuration Experts, our CA PA Authors ensure that your CA PA content is ready in good time to provide the training, support or competency reports as each update or upgrade is released to your users. This co-ordinated working ensures that your team are not required to duplicate work in an effort to ensure the CA PA Author has the right level of knowledge and understanding.

Our CMS provides you with access to experienced and proficient CA PA Authors to support, record and publish all of your CA PA content, at a time when you need learning and support content to be updated. This flexible and streamlined service ensures the usual documentation overhead and risks associated with user training and support are dramatically reduced.

The different outputs delivered in CA PA can be used to support each phase of your project, thus ensuring further collaboration across your Project and Support teams. All changes are versioned by CA PA, creating an audit trail thereby replacing the need to document each phase.

For more information, please visit:  
[ca.com/ca-productivity-accelerator](http://ca.com/ca-productivity-accelerator)



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