

CA Service Catalog Implementation Services



At a Glance

CA Service Catalog is an integral part of a CA Service Management solution which include CA Service Desk Manager and CA IT Asset Manager. Each of these products may be implemented and adopted separately or in combination according to an organization's priorities. They are tightly integrated to support capabilities across the IT service management (ITSM) domain, providing tools to help manage the entire service life-cycle consistently for request, incident, change, asset and service-level management.

Implementation Services for CA Service Catalog Implementation Services assists in deploying a solution which supports request management and which can be enhanced to meet specific needs for automation, integration and collaboration.

Key Outcomes

- Faster deployment
- Streamlined end-to-end service management
- Improved automation
- Greater employee self-service
- Extensible platform that is easier to maintain

Key Services Features

- **Prescriptive roadmaps from subject matter experts.** Speed solution adoption for greater maturity in IT service management.
- **Modular approach.** Align your deployment to top business priorities while lowering risk.
- **Reference architecture.** Simplify maintenance and upgrades.
- **Foundation Services.** Deploy the solution with capabilities for managing IT services as a portfolio of offerings through submitting, viewing and approving service requests, setting proxies and delegates and defining thresholds for SLA monitoring.
- **Acceleration Services.** Provide flexible, modular options to extend your IT Service Management solution.
- **Pre-built Content.** Improve your deployment with proven out-of-the-box workflows and service definitions.

Business Challenges

By utilizing IT resources and services efficiently, organizations can support initiatives that drive competitive advantage. Conversely, poorly managed resources and services increase costs, impede initiatives and can undermine business and IT management. Underlying problems include:

- **Decentralized, ad hoc approaches to service management** can undermine employee self-service and fail to present available services that match business demands—leading to inconsistent service definitions within the organization.
- **Poor service management processes can** result in reactive management, inconsistently applied business rules and policies, and unnecessary manual effort to submit, track and route service requests.
- **Insufficient capabilities that support both IT and business stakeholders** cause a fragmented view of services capabilities, business needs, costs and risks.

Offering Overview

Implementation Services for CA Service Catalog Implementation Services deploy an ITSM solution which supports request management.

CA Services deploys the solution using a framework of foundation services and optional acceleration services that offers greater flexibility and fosters incremental solution adoption. This modular approach speeds the deployment of core functionality while providing powerful options to extend CA Service Catalog with proven workflows, automation, additional integrations and reporting capabilities for improving IT service request management.

Foundation Services

Foundation Services for CA Service Catalog provide a proven framework for implementing CA Service Catalog, enabling core ITSM functions using the product's built-in features.

These services enable the following capabilities for request management:

- System management services
- Approval workflows
- Fulfillment workflows
- Self-service portal
- Notifications
- Proxy request support and delegation
- Policy-based wizards
- SLA tracking and management
- Reporting services
- Featured services

Acceleration Services

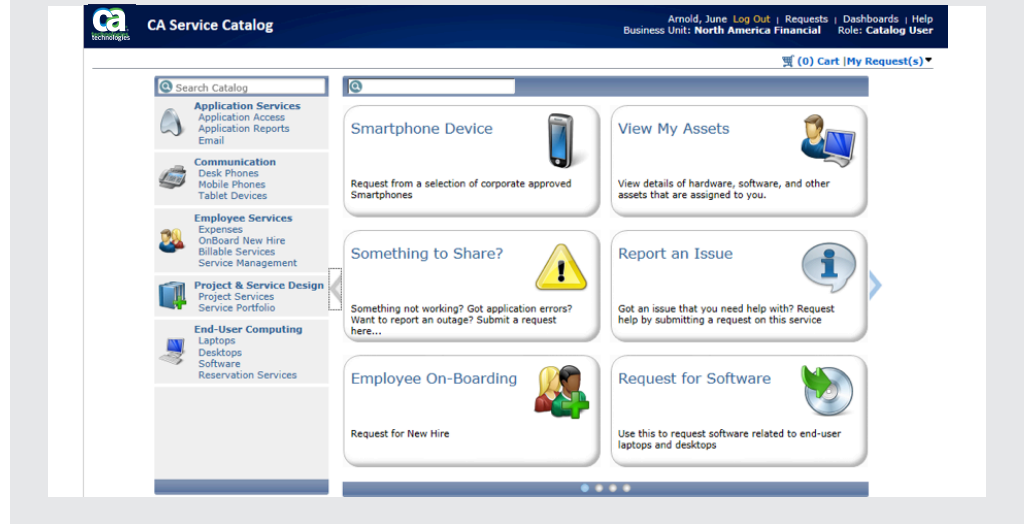
Acceleration services extend your solution with enhancements for additional automation and integrations, tailored rules for routing requests, multi-tenancy and specialized reports and notification methods.

Service desk request fulfillment: Provides integration between CA Service Catalog and CA Service Desk Manager to support automatically creating service desk change orders or requests via the fulfillment workflow process

Visualize service configuration items:

Enables viewing CI's which make up a service and performing root cause analysis in the event a service is lost due to CI changes or outages

The screen shot below displays the user interface for a typical end-user of CA Service Catalog.



Asset request fulfilment:

Streamlines request fulfillment by automating the process of associating service requests with assets such as hardware managed within the asset portfolio manager

Mobile access: Allows users to browse and search the service catalog and to submit requests from mobile devices

Catalog widgets: Enables CA Service Catalog administrators to work with application administrators to embed service catalog functionality in a portal or HTML page

Multi-tenancy: Configures the solution to manage services separately for individual tenants that operate within a logical group such as a business unit or as clients of a managed service provider



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