

CA Workload Automation iDash Implementation Services



At a Glance

Delivering on service level guarantees can be challenging. With CA Workload Automation iDash (CA WA iDash), you can apply advanced workload analytics in real time to create an efficient and finely tuned CA Workload Automation AE and /or CA Workload Automation CA7® Edition environments. Streamline SLAs and automate tasks to focus on improving the workload environment, maintain higher levels of availability and reduce the time and effort required to diagnose and resolve performance issues. Visualize complex relationships, proactively monitor thresholds and alerts, and execute recovery actions when thresholds are at risk of being missed.

Implementation services offer a comprehensive, proven approach and reduce project complexity with a carefully managed and phased implementation.

Key Outcomes

- **Real-time forecasting and critical path analysis**
- **Automated recovery procedures**
- **Comprehensive historical reporting**
- **Alerts on threshold exceptions**
- **Performance monitoring**

Key Services Features

- **Manage service level contract lifecycle** associated with workload management. Calculate service level performance against performance targets from service level contract metrics.
- **Improve proactive support** to improve service level management with data from comprehensive reporting.
- **Respond to demand and plan for growth** by analyzing workload trends compared to defined SLAs. Assess and remediate for potential risks to avoid disruptions.
- **Improve implementation quality and accelerate adoption**, leveraging expertise from CA Services.

Business Challenges

Control, visibility and costs are common challenges for workload management. Continual infrastructure changes, advances in technology and shifting business demands require managing increasingly complex environments, but the lack of integration can reduce responsiveness. Many organizations are implementing new processes to reduce business impact from lost productivity and wasted resources.

Organizations are challenged to:

- Control factors that impact SLAs, in part by improving how workloads are monitored. Accurate prediction is key for altering processes that can influence SLA performance, and for adjusting workloads to meet these metrics.
- Improve visibility to SLA information to support better decisions, and responsiveness to audit and compliance activities.
- Reduce costs with fewer resources managing the IT environment, while improving operational management overall with efficient processes that have the flexibility to meet changing demand.

Offering Overview

CA Workload Automation iDash enables organizations to streamline management of business-critical SLAs and automate repetitive tasks so you can focus on improving your workload environment to maintain higher levels of availability. CA WA iDash provides at-a-glance workload analytics to help your team reduce the time and effort required to identify, diagnose and resolve performance issues. CA WA iDash also includes robust reporting to store and report on historical workload data across the entire environment.

- **Proactive SLA Management.** Analyze workload trends against defined SLAs to identify disruption risks.
- **Critical Path Monitoring.** Monitor the critical path of a job as the workload is running, displaying job details, job definition and job run data.

- **Real-time Forecasting.** Job run durations calculated at granular level, based on historical averages. Assign temporary overrides for specific forecasting parameters to simulate what-if scenarios.
- **Extensive Reporting.** Includes historical workload data like audit trails, events and job runs in chart, graph or tabular formats. Advanced analytics for workload and SLA performance, trends and predictions.
- **Latency Monitoring.** Monitors health of each workload instance, including server components. Generate current latency and volume statistics, plus alerts if latency exceeds defined thresholds.

Foundation Services

CA Workload Automation iDash foundation services are designed to implement and configure the base functionality. The foundation services and capabilities supported are underpinned by the following components:

- CA Workload Automation AE (formerly CA AutoSys®) and/or CA Workload Automation CA7® Edition
- CA Workload Automation iDash

Acceleration Services

Acceleration services enable you to add functionality to a foundation implementation that can extend the value of your solution. CA Workload Automation iDash is an add-on to CA Workload Automation AE (formerly CA AutoSys®) and/or CA Workload Automation CA7® Edition; therefore, no additional Acceleration Services are available for this offering.

For more information, please visit [CA 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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