

CA Workload Automation M3A Services

An Application Management Service



At a Glance

CA Workload Automation enables teams to respond quickly to real-time business demands by reducing the complexity of managing application workloads across physical, virtual and cloud environments.

CA Workload Automation Monitor, Measure, Manage, Alert (M3A) Services deliver the integrated administration and operational support necessary for sites relying on CA Workload Automation to manage and schedule event-based workloads with reliability and flexibility.

Count on CA Services experts with decades of workload automation experience to reliably provide M3A remote managed services with quality, precision and value.

Key Outcomes

- Improves your workload automation solution value by ensuring continuity of operations of your CA Workload Automation environments, distributed and mainframe.
- Enables greater productivity and resource effectiveness.
- Provides flexibility and a range of options to augment your CA Workload Automation workforce.
- Offers a broad resource pool across CA Support and business unit teams to help address critical issues quickly and efficiently.

Key Services Features

- Remote access provides a low-cost alternative to dedicated onsite resources and allows for the partial use of a technical resource.
- Proactive improvement and tuning of your CA solutions helps maximize your investment.
- Regular reporting demonstrates value of M3A month over month and progress against system objectives.
- Proven experience offers access to M3A technical staff and a knowledge base with more than 30 years of workload automation expertise.

Business Challenges

Organizations are facing a growing skills concern as retirement is reducing their available technical workforce. Challenges IT professionals are facing include:

How do I support the business—which will continue to be dependent on workload automation solutions to keep IT running smoothly—with greater productivity and reduced effort?

Can I maintain the library of knowledge built up over decades with my current staff?

What options do I have to expand education and training of the next generation of schedulers, operations and system administrators of workload automation tools?

CA Workload Automation M3A Services can provide your organization with a simple way to augment and enhance existing resources to support your CA Workload Automation environments across distributed and mainframe platforms today and into the future with flexibility and predictability.

Offering Overview

CA Workload Automation M3A Service activities are focused on the tasks or functions needed to maintain and manage the service levels of your CA Workload Automation environments. These activities include:

M3A Startup Activities

- **Initial Interview**—Establishes the basic understanding of the CA Workload Automation environments
- **Initial Inventory**—Gathers key job streams, schedule reviews and business processes that can be used to build an inventory of your current workload scheduling environment
- **Initial Performance Baseline**—Gathers key CA Workload Automation environment reports that can be used to build a performance baseline and resource consumption model
- **Initial Site Report**—Produces a baseline of the CA Workload Automation administration environments

M3A Daily Activities

These are designed to be flexible, to meet your operational schedule.

- **Perform day-to-day maintenance** and problem resolution, user assistance issue fixes, production control support, request and change management
- **Review current system activity** to determine if any service level issues exist
- **Review recent activity logs** to discover open issues, waits and other interruptions or job failures that may have occurred in the runtime environment
- **General maintenance activity** including changes or deletions to job definitions, schedules and job streams, fixes and patches, programming support and consulting

M3A Monthly Activities

These revisit the various startup measurement activities and update the CA Workload Automation environment baselines demonstrating the value delivered by the M3A service.

- **Produce updated site report** to show the current state compared to the initial implementation.
- **Performance tuning**, knowledge transfer

Prerequisite M3A Activities

CA Workload Automation M3A Service activities require that the CA Workload Automation environments be at a supported release with access to the tools necessary to monitor and manage the environment. When M3A Services are delivered remotely, appropriate access will be required.

In addition to M3A providing administration and functional support of your CA Workload Automation environment to solve resource issues, CA Education can provide a longer-term solution. If desired, CA can help develop your next generation of mainframers with training and education ranging from the Mainframe e-Learning Library to Mainframe Academy. [Learn more.](#)

Getting Started

To learn more about CA Workload Automation M3A Service or to speak with CA Technologies about how you can leverage this service for your organization, please contact your CA Technologies Account Manager.

For more information, please visit www.ca.com/m3a

CA Services has an unwavering commitment to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with our experience from thousands of engagements to deliver business value quickly, work beside you to navigate complex business and technology challenges, and stand behind you with throughout the entire solution lifecycle—from strategy, consulting and solution design to implementation and management.

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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