

# CA Endeavor M3A Services

## An Application Management Service



### At a Glance

The most widely used change management software for the mainframe, CA Endeavor® Software Change Manager (CA Endeavor SCM) provides your team with business-driven, customizable lifecycle paths and automated version control to protect your software assets and help maintain application integrity.

CA Endeavor Monitor, Measure, Manage, Alert (M3A) Services deliver the integrated administration, service and operational support necessary for sites relying on CA Endeavor to secure and manage mainframe assets—from the first line of code through deployment and change tracking.

You can count on the CA Services experts with decades of mainframe experience to reliably provide M3A remote managed services with quality, precision and value.

#### Key Outcomes

- **Improves your mainframe solution value** by ensuring continuity of operations
- **Enables greater productivity** and resource effectiveness
- **Provides flexibility** and options to augment your CA Endeavor 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 on-site resources that allows for the partial use of a technical resource.

**Proactive improvement** and tuning of your CA solutions helps maximize your investment.

**Regular reporting** demonstrates the 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 software change management expertise.

### Business Challenges

The mainframe continues to be a crucial platform that supports key activities including transaction processing, mobile and big data analytics within your IT environment. But with many technical workers retiring, organizations face a growing skills concern, and IT professionals need to tackle challenges such as:

- **Supporting the business** that is still, and will continue to be, dependent on the power, scalability, security and reliability of the mainframe platform
- **Maintaining the library of knowledge** built up over decades with existing staff members
- **Finding viable options** to expand the education and training of the next generation of mainframers

### Offering Overview

CA Endeavor M3A Services can provide your organization with a simple way to augment and enhance existing resources to support your CA Endeavor environments with flexibility and predictability—now and in the future. CA Endeavor M3A Service activities focus on the tasks and functions needed to maintain and manage the service levels of your CA Endeavor environments.

M3A start-up activities include:

- An initial interview to understand key current practices and expectations of CA Endeavor, including procedures, lifecycle architecture, customizations, known issues, audit findings and future state improvements
- An initial inventory to gather key CA Endeavor technical parameters and build an inventory of CA Endeavor components and existing conditions
- An initial site report to produce a baseline of the CA Endeavor administration environments

Intended to be flexible to meet your operational schedule, M3A daily activities include:

- Performing day-to-day maintenance and problem resolution, user assistance, production control support and request and change management
- Reviewing recent system activity for service level issues, reviewing open issues and incident reports, checking general vital signs and reviewing recent log activity
- Performing general maintenance, including processor, system and release management maintenance support product integrations and planned improvements

Designed to demonstrate the value delivered by the M3A service against the organization's objectives, M3A monthly activities revisit the various start-up measurement activities, update the CA environment baselines and include:

- An updated site report to show the current state compared to the initial implementation
- Archive and backup/restore activities and DR testing and validation
- Performance tuning, file re-organization, knowledge transfer and consulting

### Prerequisite M3A Activities

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

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

For more information, please contact your CA Technologies Account Manager or visit [ca.com/m3a](https://ca.com/m3a)

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