



Marketplace @ CA

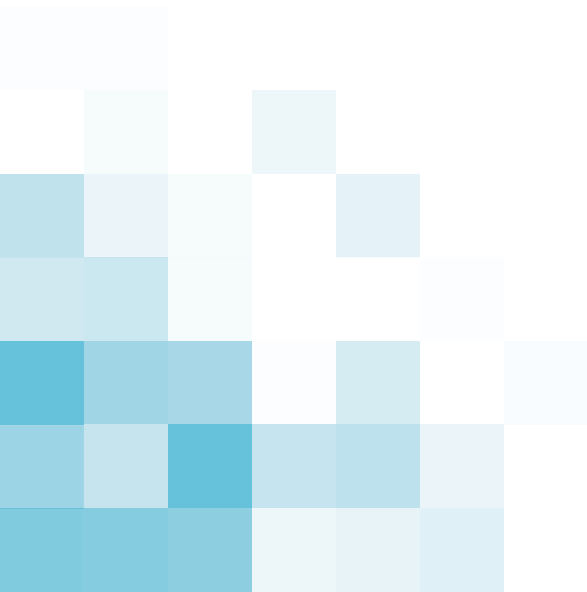
CA Unified Infrastructure Management

Program Guide for Developers



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Executive Summary

Built on an open and flexible architecture, CA UIM is a solution that customers and partners can extend to meet their specific monitoring and business objectives. The [Marketplace @ CA](#) builds on the solution's open infrastructure, so our partners can market and sell products that extend the platform and help customers better utilize their solution investments. This guide describes the compelling opportunity the Marketplace offers partners, and it provides step-by-step instructions for how partners can get started.

Determining if Marketplace @ CA is a Fit for Your Business

Marketplace @ CA is a mechanism for marketing and selling, your CA UIM custom probes and add-on solutions to CA UIM customers—so you can potentially monetize the offerings you develop. If your organization has developed custom monitoring probes, applications, integrations or other add-on solutions—or it has acquired the expertise to do so—the marketplace represents a potentially significant business opportunity for your organization. The marketplace is relevant to a range of businesses:



Service providers and integrators.

In response to demand from specific customers, you've developed a custom monitoring probe or application for CA UIM. The Marketplace @ CA allows you to expand the number of potential users of your solutions and, in some cases, monetize and recoup your resource investment.



Independent software and hardware vendors.

Develop custom integrations for your solutions that will help you expand your sales into the CA UIM customer base. Alternatively, you can develop custom probes that enable monitoring of your applications, which can help address user demand for availability and performance, and expand sales of your products.



Technology Development Partners.

If you are a technology developer, you can expand your sales by leveraging your expertise around specific technologies, services or applications and develop monitoring or integration support for environments that CA UIM doesn't natively support.

Type of Marketplace Offerings

Partners can contribute both free and fee-based offerings. Below is more information on each approach:

Fee-based offerings: Fee-based offerings must be validated by CA Technologies before they are sold in the marketplace. CA Technologies will distribute your offering and facilitate the transaction between you and the customer. There is a revenue sharing model between CA Technologies and the developer for fee-based offerings.

Free offerings: A partner may elect to have their offerings distributed on the marketplace for free. CA Technologies may choose to validate free offerings.

For more information on support expectations for applications that have been validated by CA Technologies, please refer to **Appendix A**.

Step by Step Marketplace Participation Instructions

STEP 1 Apply to the CA TechPartner Program



In order to list an application on the marketplace you must apply and be accepted into CA's TechPartner Program as an Advanced level member and have your application idea approved by CA.

Please note: Not all applications to the TechPartner program are accepted and not all application ideas are accepted for listing in the marketplace.

Please note: There is a \$5,000 annual TechPartner program membership fee that is being waived for 1 year for all accepted partners who contribute applications for CA UIM to Marketplace @ CA.

Action: Apply

Members of the CA Technology Partner program are given access to the software developer license, tools and resources needed for developing, validating and promoting integrated solutions for the marketplace. In addition, members can have access to the broader spectrum of CA solutions depending on member level joined and program entitlements offered.

Please visit CA's [TechPartner Program](#) for more information about the program and to apply.

All applications are reviewed by our CA UIM product management team and if approved the CA TechPartner program team will process your application. Application processing can usually be done in 24-48 hours after product management approval.

STEP 2 Access Software, Tools and Resources for Development



Once you have been accepted into the program you will receive a welcome email that has instructions on how to register and access the tools and resources available to help develop your UIM integration, app or ad-on.

Action: Register on CA.com for Partner Portal Access to Tools and Resources for Development

Registration on ca.com is necessary to access the [CA Partner Portal](#). The tools, resources and program documentation needed to help develop and validate your solution can be found there. Please make sure when you register you select CA Partner.

Action: Download Software

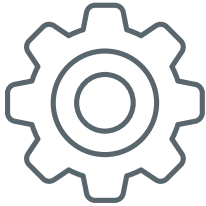
Please look for a CA software delivery email that contains all of the partner details and CA site ID information needed to access and download your CA UIM development software. This email is generated once the partner program has processed your program application. It usually takes 24-48 hours to receive this email.

You have to be registered on the [Nimsoft Customer Portal](#) to be able to access where the software is downloaded from.

If you would like step by step instructions on how to download the UIM software please refer to the ["How to Download UIM Software"](#) instructional guide.

STEP 3

Develop



There are several actions that will require your attention during the development phase, including completing a detailed partner solution brief of your application, the actual development of the application, and the completion of all required technical documentation. Once complete, you will submit your application for validation and all technical documentation for review.

To assist you in developing your application, CA Technologies will provide you with access to self-paced training and a CA UIM developer package. This package offers step-by-step guidance on creating a new application, and details a best-practices model for integrating an application into the CA UIM environment.

[Access UIM developer tools and resources](#)

Action: License Key Generation

For ease of use and a consistent customer experience, it is highly recommended that your application leverage the CA Technologies key generator. If you cannot incorporate the CA Technologies key generator then you must provide CA Technologies with the actual key generator and clear documentation describing how to create license keys.

Action: Complete a Partner Solution Brief

You will be provided with a document template known as the partner solution brief. The solution brief serves as the complete proposal for the application you want to contribute to the marketplace. CA Technologies must approve the partner solution brief before your application can be submitted for validation.

The partner solution brief contains integration details of your proposed offering, key features and value propositions, licensing terms and pricing options.

[Download Partner Solution Brief](#)

Action: Completing and Submitting your Technical Documents

During the development process you will be provided a package of documents and report-generating applications that will need to be fully populated prior to the validation process.

Below are examples of the types of technical documentation that will be requested.

Probe User Guide: This document will provide meaningful explanation for all aspects of working with your application. This document should include screen shots and images to help the end user understand key concepts, and it should cover such topics as getting started, doing necessary configurations and implementing ongoing optimization.

Technical Support Playbook: This document will provide information to assist the CA Technologies first-level support team to do some basic troubleshooting and information gathering. In addition, if initial troubleshooting efforts are unsuccessful in addressing a particular issue, the support playbook should provide support representatives with instructions in terms of additional information that needs to be gathered to analyze the problem.

Release notes: When an application is posted on the CA UIM Web archive, release notes also need to be posted in HTML format.

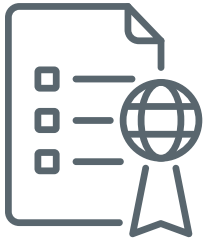
Help file: This is the help information for developers. The help file can either be a PDF that is posted to the marketplace Web archive or offered as a URL that customers can follow to access relevant documentation.

Change log: This document should contain a list of all of the changes made to the application since the publication of the prior version.

End User License Agreement (EULA): In order to distribute your application on the marketplace, you will also need to provide us with a copy of the end user license agreement that you will be providing to customers that purchase your application. When all of the documentation is complete and development work done, you are ready to submit your app for validation.

STEP 4

Validate



This step includes actions such as providing access to your test environment for CA validation testing, training CA Technologies support staff, and submitting your end user license agreement and all technical documentation required.

Please note: Depending on validation staff availability, and the amount of applications in CA's validation queue, validation testing can take up to 2-4 weeks from the receipt of validation package from partner.

Action: Providing Access to Your Test Environment

You can provide a testing environment in one of the following ways:

1. CA UIM Solution (NMS) tunnel access: In order for CA Technologies to gain access to your environment, you can set up an NMS tunnel between two hubs, with one hub running in the CA Validation Center and the other running in your environment. Both hubs must be in the "Nimsoft-Validation" domain, communicating over port 48003. CA Technologies will create a certificate, which will be given to the developer to use when configuring the client-side hub.

2. Web access: You can provide Web access to an environment by furnishing a Web address (URL) and relevant credentials that can be used in configuration.

3. Local installation: Your application can be installed locally. To do so, you need to provide CA Technologies with a copy of the application, license keys, credentials and any other elements needed to run the application.

Action: Submit all Technical Documentation

Please send your technical documentation to marketplace@ca.com or directly to your TechPartner program resource. Below are the documents you need to submit:

Application User Guide

Technical Support Playbook

Release Notes

Help Files

Change Log

List of Open Source Components and Export Classification Number (ECCN)

End User License Agreement

Action: Executing CA Technologies Support Training

Once your application has been successfully validated, a CA Technologies support manager will contact you to schedule a triage technical training session for CA Technologies support staff. This recorded session typically lasts one-hour and is done remotely via Webex.

Please note: CA Support training is only required for Fee Based Offerings.

STEP 5

Go to Market



Once you have reached this step, you are ready to list your application on the Marketplace. This final step includes a few actions, including confirming execution of the Marketplace Vendor agreement, submitting the product catalog data entry document, having your application uploaded to the UIM web archive and providing your vendor banking information.

Action: Confirming Execution of the Marketplace Vendor Agreement

In order to have your application delivered through the marketplace, you need to execute and submit the Marketplace Vendor agreement. The Marketplace Vendor agreement defines the business, financial and legal terms for CA Technologies to distribute your application. A representative from CA Technologies will contact you to guide you through the process of setting your organization up as a Marketplace vendor and getting your application ready and available for purchase.

Action: Submitting the Content Product Guide

Submitting a [content product guide](#) is another requirement that has to be met before your application can be made available on the marketplace. The content product guide is used to provide information about your application to enable CA Technologies to list your application in the marketplace. CA Technologies will provide a product guide template that specifies which content must be provided. Upon receipt of your product guide, we will review the content with you, including the pricing and licensing information that will be entered into the Marketplace.

Action: Uploading Your Application

CA will upload the final application to the CA UIM web archive. The UIM web archive is the mechanism used to deliver probes to UIM customers.

Action: Providing your Vendor Banking Information

Finally, you will need to provide CA Technologies with your vendor banking information, so we can provide your portion of the revenue through direct deposit. CA Technologies will send you a document to provide this information to us.

Once you have completed all the actions in step five, your application will be published in the CA UIM Marketplace and available for purchase by customers. At that time, a CA Technologies representative, who will confirm the availability of your application on the Marketplace, will contact you.

Who to Contact

If you have any comments or questions about the program, please contact CA Technologies at marketplace@ca.com.

Marketplace @ CA Participation Checklist



STEP	ACTIONS TO COMPLETE IN EACH STEP
APPLY	1. Join the TechPartner program
TOOLS & RESOURCES	2. Register on ca.com for site access 3. Download software
DEVELOP	4. Complete a Partner Solution Brief 5. Determine license key generation 6. Develop your application 7. Complete all technical documents required
VALIDATE	8. Provide access to your test environment 9. Submit your developed application and all documentation for review 10. Conduct support training for CA Technologies support staff
GO TO MARKET	11. Confirm execution of the Marketplace Vendor Distribution Agreement 12. Submit the content product guide 13. CA uploads UIM application to web archive 14. Provide your vendor banking information

APPENDIX A:

Support Requirements for Validated Applications

These Support Terms are an Exhibit to the Marketplace @ CA Vendor Distribution Agreement between CA and Member. Capitalized terms used herein shall have the same meaning as set forth in the Agreement unless otherwise defined herein.

1. Definitions

“Error” means any verifiable and reproducible failure of the Probes to substantially conform to functional specifications for such Probes. Notwithstanding the foregoing, “Error” shall not include any such failure that is caused by: (i) the use or operation of the Probes with any other software or programming languages or in an environment other than that set forth by Probe in accordance with the Documentation, (ii) modifications to the Probes not made or approved by Member made after delivery of the Probes to CA, or (iii) any bug, defect or error in third-party software used with the Probes.

“Error Correction” means either (i) a modification or addition to or deletion from the Probes that substantially conforms such Probes to the then-current Functional Specifications, or (ii) a procedure or routine that, when exercised in the regular operation of the Probes, eliminates any material adverse effect on Member end-user caused by such error.

“Triage Support” shall include (a) call acceptance from Member end-users with diagnosis of problems to determine if they relate to hardware, operating software or application software whether provided by Member, CA or other parties; and (b) investigating and collating all suspected errors in the Probes reported by the Customer.

“Maintenance Release” means any Probes temporary fix (PTFs), Error Corrections, work-around, Documentation or other maintenance media and correction made available by Member to its end-users.

“Major Release” means any additional or replacement code or Documentation provided by Member that adds major new capabilities or functionality to the Probes (including without limitation, all Maintenance Releases since the immediately prior Major Release).

“Second Level Support” shall include problem diagnosis and Error Corrections or avoidance (work-arounds) with respect to suspected errors in the Probes reported by CA or Member end-users along with provision of any Maintenance Release and/or Major Release for the Probes made available by Member during the Term of the Agreement. Second Level Support shall also include response to general advice and guidance types of questions forwarded by CA from supported end-users.

“Severity level” means the following for any reported Error:

- A. **“Severity 1”** means a suspected Probes Error that: (1) renders the Probes inoperative; or (2) causes the Probes or the end-user’s network to fail catastrophically (system down condition).
- B. **“Severity 2”** means a suspected high impact, Probes Error that materially restricts the use or performance of the Probes or the end-user’s network.
- C. **“Severity 3”** means a Probes Error that causes a minor impact on the use of the Probes or a Documentation error.
- D. **“Severity 4”** means a question about Probes use or implementation.

APPENDIX A (Continued)

2. Triage Support

- A. In the event CA receives a support call from a Member end-user, CA will provide Triage Support to the end-user for the Probes. CA will make commercially reasonable efforts to log, verify (including collecting such diagnostics as reasonably requested by Probe) any reports of bugs or performance problems relating to Member’s Probes. CA or the end-user shall place the first determination of Severity to the service call. Member will provide CA with access to its knowledge-based document repository in order to facilitate CA’s problem diagnosis to determine if the reported problem is with UIM or the Member Probe.
- B. CA shall respond to requests for Triage Support by telephone and on-line service (if available), on a twenty-four (24) hour, 7 days per week, 365 days per year basis. For all First Level Support, CA shall use reasonable efforts to respond to end-user requests for service within the following response times:



Severity Level



Response Times During Normal Business Hours

Severity Level	Response Times During Normal Business Hours
1	1 Hour
2	2 Business Hours
3	4 Business Hours
4	1 Business Day

3. Second Level Support

- A. Member will provide Second Level Support to its end-user with respect to the Probes in accordance with the Severity level reported by CA or its end-users.
- B. Member shall respond to requests for Second Level Support in English by telephone and on-line service (if available), on a worldwide, twenty-four hour, 7 days per week, 365 days per year basis. For all Second Level Support, Member shall use reasonable efforts to respond to requests for service within the response times noted in 2B above. Notwithstanding the above, Member will respond to case openings and correspondence related to the open case within two (2) business days.
- C. If any correction to the Probes is required as part of Second Level Support, Member will provide the applicable Maintenance Releases in the appropriate format to end-user (or CA if applicable). Member will use reasonable efforts to provide corrections or work-arounds to all Errors reported in the following time periods:

APPENDIX A (Continued)



Severity Level



Delivery of Correction, Work-Around,
or Customer Accepted Action Plan

1	Work-around or fix restoring functionality of system (must be restored to Severity 2 or better level of functionality) within one business day and fix for error within 2 business days. Issues without a fix beyond two days will require a customer accepted action plan for resolution.
2	Work-around or avoidance within 2 business days and fix within 3 business days. Issues without a fix beyond three days will require a customer accepted action plan for resolution.
3	Work-around or avoidance within 2 business days and fix within 4 business days. Issues without a fix beyond four days will require a customer accepted action plan for resolution.
4	Work-around or avoidance within 2 business days and fix within 5 business days. Issues without a fix beyond five days will require a customer accepted action plan for resolution.

D. Member will use reasonable efforts to respond to problems reported to Member and provide status updates, by telephone, and the CA online problem tracking system if available, within the frequency noted below.



Severity Level



Frequency of Updates

1	2 Hours
2	1 Day
3	3 Days
4	5 Days

E. In the event that CA needs to escalate the severity level of a problem, or Member fails to respond or provide Error Correction or avoidance within the above time periods, CA may escalate the problem to Member’s customer services (or engineering) manager or, if necessary, to Member’s senior management. In such event, Member’s senior management will provide the problem diagnosis and resolution to the escalated problem within eight (8) business hours of notification.

F. All Maintenance Releases and Major Releases to the Probes furnished by Member shall be upwardly compatible with the prior Major Release of the Probes. CA shall have the right to distribute all Maintenance Releases and/or Major Releases to the Probes to end-users of the Probes under the applicable agreements.

G. Member will support its Probes at the then current, generally available Major Release and the immediately prior Major Release. Member will provide CA with not less than eighteen (18) months prior written notice of any decision to drop support for the Probes.