

# CA ACF2 M3A Services

## An Application Management Service



### At a Glance

CA ACF2™ provides innovative, comprehensive security for your business transaction environments across operating systems to help your organization realize the scalability, security, reliability and cost-effectiveness of the mainframe.

CA ACF2 Monitor, Measure, Manage, Alert (M3A) Services deliver the integrated administration, service and operational support necessary for sites relying on CA ACF2 to control access to and secure mission-critical information and data residing on IBM® z Systems™ hardware.

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

#### Key Outcomes

- **Improves your mainframe solution value** by ensuring continuity of operations
- **Offers greater productivity** and resource effectiveness
- **Provides flexibility** and a range of options to augment your CA ACF2 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 and operational review** demonstrate 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 mainframe 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 ACF2 M3A Services can provide your organization with a simple way to augment and enhance existing resources to support your CA ACF2 environments with precision, flexibility and predictability—now and in the future. CA ACF2 M3A Service activities focus on the tasks and functions needed to maintain and manage the service levels of your CA ACF2 environments.

M3A start-up activities include:

- An initial interview to establish the basic understanding of the current state of the CA ACF2 environments
- An initial inventory to gather key CA ACF2 environment reports that can be used to build an inventory of CA ACF2 technical parameters and existing conditions
- An initial site report that establishes a baseline of the CA ACF2 administration environments

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

- Reviews of current system activity to determine if any service-level issues exist
- Reviews of recent activity logs to look for errors and attempted security breaches that may have occurred
- General maintenance such as change management process support, request for additions, changes or deletions to data access rules and system access, fixes and patches and other system activities
- Planned improvements and future state, wish-list support

Designed to demonstrate the value delivered by the M3A service, M3A monthly activities revisit the various start-up measurement activities, update the CA ACF2 environment performance baselines and include:

- An updated site report to show the current state compared to the initial implementation
- Auditing and auditor recommendations, SOX and other governance advice and support
- Disaster recovery testing and backup validation

### Prerequisite M3A Activities

CA ACF2 M3A Service activities require that the CA ACF2 environments be at a supported release with reasonable access to the tools necessary to monitor and manage the environment. Because M3A Services are generally delivered remotely, appropriate access will be required.

In addition to M3A providing administration and functional support of your CA ACF2 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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