

CA Service Management Solutions

CA Technologies

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Adam Holtby



Summary

Catalyst

IT functions are subject not only to the enterprise-wide mandate to "deliver more with less" but also to IT-specific challenges, including the demonstration of business value delivered by IT and maximizing the availability of business-critical services at an optimal cost. The CA Technologies portfolio of IT service management (ITSM) solutions is a fully integrated software portfolio, available on-premise or on-demand, which helps an IT organization address challenges such as improving service levels, controlling costs, and mitigating risk exposure.

Key findings

- The CA Service Management portfolio comprises CA Cloud Service Management, its SaaS solution based on what was previously CA Nimsoft Service Desk, and CA Service Management, which includes its on-premise or managed-hosted offerings (CA Service Desk Manager, CA Service Catalog, CA IT Asset Manager, CA Business Service Insight, and Xtraction for CA Service Management).
- The CA Service Management portfolio of solutions covers a range of essential capabilities and delivery models, which makes them suitable to meet the business and operational requirements of organizations of varying maturity, size, industry vertical, and geographic location.
- Recent additions of self-service dashboards, enhanced mobility, reporting and analytics, and advanced software asset management capabilities provide further enhancements to the portfolio.
- CA Cloud Service Management is a new solution introduced by CA Technologies that expands on the functionality previously offered as the now retired CA Nimsoft Service Desk solution.
- Customers can choose from the deployment options of on-premise, on-premise (managed), hosted (dedicated), and SaaS, with easy future migrations between these deployments should they be required.
- Some features of CA Service Management, such as the advanced analytics and dashboards, are used through integrations with other tools that are additional cost items.

Recommendations

- The CA Service Management portfolio should be considered by any organization looking to introduce or enhance ITSM processes and/or supporting technology.
- The portfolio is vertical-agnostic, making it appropriate for organizations across a wide range of industry sectors.
- Any organization with an extensive array of critical services, or service providers, would do well to evaluate CA Business Service Insight as a potential solution to manage the complexities of providing high-quality and highly available IT services.

- CA Cloud Service Management can remove the burden of providing and supporting an IT-focused support solution internally.

Value proposition

CA Technologies is one of the world's largest IT management software providers. Founded in 1976 in the US, the company has solutions deployed in the majority of the Forbes Global 2000, as well as government organizations, and thousands of companies in diverse industries worldwide. The larger vendors in the ITSM space (of which CA Technologies is one) have recognized that the rise of SaaS as a deployment method presents them with opportunities to increase their share in market segments looking for lower-complexity solutions.

Building on the functionality of the CA Nimsoft Service Desk solution, in 2014 CA Technologies added CA Cloud Service Management to the company's ITSM portfolio. CA Cloud Service Management focuses on providing a quick time to value via configurable workflow on a SaaS platform. New functionality introduced in CA Cloud Service Management includes asset management, discovery, mobility, and advanced reporting. The solution aims to lower TCO by focusing on essential functions delivered as a true SaaS solution that doesn't allow custom coding, reducing deployment, and ongoing maintenance costs while allowing for seamless upgrades delivered several times each year. CA Cloud Service Management represents a new breed of ITSM solutions that deliver quick time to value, are easy to use and deploy, and provide a holistic view of delivering a service.

In Ovum's opinion, the CA Service Management portfolio has the potential to position IT as a true business enabler rather than merely a support center. The company should be on the shortlist of potential ITSM solution providers for any organization seeking to introduce ITSM-enabling technology, adopt ITIL best-practice processes, complement existing tools, or replace point solutions which have proved to be inadequate or which do not increase overall ITSM maturity within the organization.

Solution analysis

Functionality

CA Technologies provides a set of solutions that are competitive in today's ITSM market. The portfolio is geared toward meeting the service management needs of large and medium-sized enterprises and, when coupled with the company's Infrastructure Management solutions, provides a centralized, integrated, and multi-level monitoring and service management capability for a highly diverse range of IT infrastructure software and assets. A common mobility framework is employed across the portfolio, along with a common approach to self-service. This yields a consistent user experience across the portfolio, regardless of delivery model. The portfolio comprises CA Cloud Service Management and CA Service Management as previously described.

CA Cloud Service Management

CA Cloud Service Management is a SaaS-based service management solution delivered in a single-instance, multi-tenant architecture.

It focuses on configuring as opposed to customizing, meaning that there is no costly scripting or other coding required and that updates can be easily applied by the vendor across all customers at the same time.

CA Cloud Service Management boasts templated, ITIL-based, action-driven workflows that encourage consistency and accuracy of service processes. From a usability perspective, the solution includes a Web 2.0 user interface, unified self-service, and integrated knowledge management. It includes a “single pane of glass” to effectively provide a unique service operations view.

CA Cloud Service Management is a solution that can help service desks and beyond deliver and support IT services. Being a SaaS solution, the technology can be updated automatically and seamlessly – with CA Technologies advising that significant product enhancements will be delivered several times per year.

CA Service Management 12.9

CA Service Management 12.9 comprises a number of solutions that are homegrown, resold, or strategically acquired and are mature and fully aligned with the ITIL best-practice framework. This portfolio of solutions delivers ITSM capabilities across the core ITIL process areas, with 15 processes being PINKVerify-certified. Key products, such as CA Service Desk Manager, CA Service Catalog, and CA IT Asset Manager, are supported by a common configuration management database (CMDB), workflow and reporting engines, and shared security models. Other products include: CA Business Service Insight and Xtraction for CA Service Management.

Xtraction for CA Service Management enables a unified view of the ITSM environment with deep, real-time management insight and transparency into service demand, cost, use, assets, and issues. Non-technical users can quickly create and design interactive dashboards and reports and share them for immediate access with the broader user community.

In a recent release of CA IT Asset Manager, CA Technologies significantly increased its software asset management (SAM) capabilities, with greatly expanded software vendor and product content, license model support, and analytics. It now addresses all aspects of software, hardware, and network resource ownership on-premise and in the cloud, along with associated IT operations and the broader CA Service Management portfolio.

Support for ITIL service design processes

Service catalog management

CA Service Catalog is aimed at streamlining the delivery of IT services through the self-service provisioning of business and IT services via a Web store. These services can include access to applications, the procurement of new hardware (or access to hardware as a managed service), automatic provisioning of new software, or virtual and cloud resources across multiple IT silos.

CA Cloud Service Management provides SaaS-based service-request management and service-catalog capabilities. It makes request management more efficient by using ticket templates as the basis for customer-facing service requests so that users can easily enter requests. This allows for a quick turnaround for the customer and increased efficiency at the service desk because the required information is already populated in the request.

Service level management

CA Business Service Insight provides customers with a service level management solution. It enables companies to track performance against service level obligations and to proactively report against these requirements. The solution supports service level agreements (SLAs) with outsourced vendors, internal organizations, and external customers. When integrated with CA Service Catalog, performance and penalty information can be incorporated into the service-request and service-costing

processes. Integration with CA Service Desk Manager extends the latter solution's reporting capabilities to balance with other sources of performance data, such as network-monitoring and application-monitoring tools, enabling comparison of service desk performance with commitments.

CA Cloud Service Management is capable of creating SLAs, underpinning contracts, and operational-level agreements that enable tracking of SLA compliance in real time using dashboards and built-in reports. It can automatically assign and escalate alerts to proactively manage service management levels and boost SLA compliance.

Support for ITIL service transition processes

Change and configuration management

The CA Service Management solutions help organizations ensure that changes to IT services and technology infrastructure are professionally managed, documented, tested, planned, and scheduled. Delivered as a standard functionality, CMDB capabilities provide a functional data repository for the management of configuration information. They facilitate the consolidation and reconciliation of IT-related data from disparate sources, providing visibility of configuration item (CI) information such as resource attributes, relationships, and dependencies.

Default workflow provided with CA Cloud Service Management has the potential to help customers embrace change management best practice set forth in ITIL. A built-in module for service level management effectively escalates, notifies, and reports on SLAs associated with change management workflows. A new modern visual change calendar also helps enable the Change Advisory Board and IT team to see upcoming changes as well as any conflicts.

CA Service Desk Manager is very tightly integrated with its CMDB to provide the seamless transfer of information between the two. As well as using the subcomponents of CA Service Desk Manager, the CMDB also includes the CMDB Visualizer, a facility that graphically illustrates the relationships between CIs and services in the CMDB to enable a better understanding of service impact. Furthermore, operational data from infrastructure management systems and tools is correlated against a standard service definition, allowing deeper visibility into change-impact and root-cause analysis/remediation.

A change verification and audit control facility verifies that each change to the CMDB is authorized by a change order and invokes a corrective policy if the change is not authorized. A browser-based UI provides for the proactive creation of policies and actions to be taken when unauthorized changes are detected. This is a competitive differentiator that should reduce incidents and increase analyst productivity.

IT asset and client management

CA Cloud Service Management provides a fully integrated asset management capability. Analysts can associate CIs and assets to all ticket types. Asset managers can track assets throughout their lifecycle. An included discovery tool discovers network-connected devices with an IP address via an agentless solution. The inventory is automatically imported into the SaaS-based asset management repository on a recurring basis. The functionality also supports importing discovered assets from CA Client Automation, Microsoft System Center Configuration Manager, Altiris, Landesk, and other leading discovery tools.

CA IT Asset Manager provides a portfolio view of all corporate IT assets, from both a usage and a financial perspective, across the asset lifecycle, including planning, requisitioning, procurement, and

disposal. In addition, it helps to optimize an organization's investments in IT and prevent overspending on unnecessary hardware and software purchases. Administrators can control and analyze hardware and software assets from a business perspective, using capabilities for financial management, vendor management, contract management, software license and asset management, and request management.

CA IT Asset Manager can recognize and import software licenses that are in use, use existing licenses and those that may be matched with existing demand, and allocate current and projected costs and analyze their financial impact. These SAM capabilities help companies mitigate the business and compliance risk associated with software audits by advancing the company's ability to report on usage and maintain compliance.

CA Client Automation, besides providing discovery records to CA IT Asset Manager, directly addresses the complexity and volume of system management tasks that continue to drive up the cost of asset ownership and lead to problems with performance, availability, security, and compliance. It enables the proactive, automated lifecycle management of desktops and servers by allowing customer organizations to define policies that govern the delivery of patches and updates. It provides real-time insight into assets and automates critical lifecycle management processes such as discovery/inventory, deployment, patch management, maintenance, and migration.

Release and deployment management

CA Service Management integrates with CA Technologies' third-party deployment, patch, and release management products, including CA Client Automation and CA Software Change Manager. CA Cloud Service Management integrates with CA LISA Release Automation to accelerate release automation.

Support for ITIL service operation processes

CA Service Management delivers against the core ITIL service operation processes of incident management, request fulfillment, and problem management.

Service desk and self-service

The service desk offerings are enterprise level capabilities designed to facilitate the deployment of incident and problem management functions as well as knowledge, self-service/collaboration, change, configuration, and release management processes. They are positioned as the single point of human contact for the logging, tracking, escalating, consolidating, and managing of all IT-related incidents, problems, and service requests. CA Service Desk Manager now incorporates popular capabilities, such as knowledge tools, collaboration, support automation, and CMDB, as standard features: They were separately licensed in earlier releases of CA Service Desk Manager.

The self-service interface provides end users with the ability to open tickets, check the status of tickets, and access frequently asked questions (FAQs) and other help functions. Knowledge management capabilities, through which knowledge documents can be created, verified, and uploaded to an IT knowledge base, are integrated with the self-service portal to give end users access to knowledge documents. Additional self-service capabilities are available and are described later in this report.

In addition to the above capabilities, CA Cloud Service Management is a configurable SaaS solution with core ITSM functionality. It is easily adaptable to business needs through simple configuration, rapid implementation, seamless upgrades, and support for nine ITIL processes. It provides the essentials for ITSM and can be deployed as SaaS only.

Support for ITIL service strategy processes

IT financial management

CA Service Catalog includes financial management capabilities that enable businesses to manage service pricing and consumption and provide visibility into service usage in financial terms rather than via operational metrics. Service definitions can contain any number of pricing plans and standardized cost allocation methodologies, including flat-rate, tiered-rate, and usage-based pricing schemes as well as the ability to define direct and indirect service costs.

An organization modeling tool enables the calculation of charges between multiple service providers and consumers and includes the automatic rollup of charges based on an organization's structure. The integration with CA Business Service Insight enables the automatic generation of financial penalties due to SLA violations. Adjustments are detailed on each billing statement along with usage-based charges.

Service and portfolio management

CA Technologies' CA Clarity PPM Project and Portfolio Management solution provides the ability to capture all the costs of an application as a service, including assets, labor, non-labor, maintenance, and projects. Services can then be managed within a portfolio to communicate, understand, and share total costs and to fund application development based on true business alignment. Services, including projects, are fully defined and linked to business requirements via CA Clarity PPM and can be fully evaluated in terms of overall business need. Integration is provided to both CA Service Management and CA Cloud Service Management.

CA Technologies also continues to work closely with its partner Troux Technologies in the integration of its CA Clarity PPM and Troux's Enterprise Architecture solution. This integration unites the capabilities of Troux Strategic IT Planning and Control and CA Clarity PPM for enhanced IT visibility and control, realignment of IT spend, and improved business agility. The integration also ensures that changes to the application portfolio can be mapped to the impact on the IT service portfolio.

Additional capabilities/options

Mobility

The CA Service Management portfolio mobile capabilities are built on a common mobile platform and therefore have a common look and feel that is also shared with CA Project and Portfolio Management solutions. Although the full Web application can be used from mobile devices, it is optimized for desktops, while the mobile apps are optimized for iOS and Android devices. Users can manage their tasks/approvals, create and review tickets, make requests, manage ticket queues, search knowledge sources, and collaborate.

Social media and collaboration

Unified Self-Service is an end-user self-service capability designed to resolve business technology issues through social media-based collaboration. It is delivered as a standard feature of both CA Service Management and CA Cloud Service Management. Users can benefit from shared community knowledge and community-based self-help. Users can search for keywords or text to find topics and comments posted in various user communities and the relevant knowledge sources – such as on-premise SharePoint, Service Desk Knowledge Tools, and Google – to find the best matches. These capabilities are also available via a mobile application.

Self-service ad-hoc dashboards, reports, and analytics

CA Service Management includes Business Objects with many out-of-the-box reports as part of its standard reporting and dashboard capability. For advanced capabilities, Xtraction for CA Service Management provides integrated, graphical ad-hoc management dashboard capabilities that give customers the ability to generate dashboards by using simple drag-and-drop actions, selection lists, and point-and-click interactive controls. The results present a unified view of services across CA Service Management. Xtraction for CA Service Management delivers real-time management insight and transparency into service demand, cost, use, and issues. An iPad application makes this accessible to the mobile user.

CA Cloud Service Management also includes many standard out-of-the-box dashboards and reports. It offers advanced analytics, the ability to create custom dashboards, reports and ad hoc views, support for custom fields, scheduling and exporting, and tying data to business value in reports.

Go-to-market strategy

The CA Technologies go-to-market strategy is a mix of both direct and indirect channels. The company primarily uses the direct channel and managed service providers to sell to large enterprise customers, while mid-market customers are serviced by partners and resellers as well as the vendor's direct sales force.

The company's technology strength and the extensibility of its product suite make the solutions an attractive choice for large enterprises with complex infrastructures. As a result of mid-market technology acquisitions such as that of Nimsoft, CA Technologies has also increased its appeal to SMEs looking for the essentials of ITSM. This is evidenced by the evolution of the Nimsoft Service Desk product by CA Technologies into the more feature-rich CA Cloud Service Management offering.

With its further investment in mobility, self-service, advanced analytics, and automation, CA Technologies is likely to maintain its strong competitive standing. The company has a large customer base with a strong presence in the Americas and Europe. The continuing technology developments within its portfolio are commendable. Overall, Ovum considers the depth and breadth of functionality in the CA Service Management portfolio to be impressive.

Deployment

The CA Technologies portfolio can be deployed in a modular manner, starting small if desired and later extending to cater to a customer's requirements with respect to scalability, functional separation, ITSM maturity, security concerns, geography, and future expansion. In addition to on-premise deployment, CA Technologies and various partners offer hosting services whereby the customer owns the software license but a partner hosts the software. Fees for hosting are tailored to each customer based on the requested architecture and its sizing (which is based on transaction volumes, number of users, etc.). Hosting services provided by partners vary and are defined by the partner, with several using monthly subscription services based on numbers of users. CA Cloud Service Management is licensed by named users and can be licensed on a monthly subscription basis.

All of the CA Service Management solutions are shipped with a full set of start-up, installation, and help documentation. Although no formal training is required, the company recommends training programs provided by CA Education for clients deploying CA Technologies solutions across the enterprise. These programs are geared toward addressing the challenges faced during a deployment

of management software, adopting best-practice methodologies for this purpose, and focusing on how to use and administer the solution. Training delivery is either traditional classroom-based, Web-based, or via a self-paced customized training module that addresses client-specific needs.

Support and maintenance service is charged at an average of 20% of licensing costs, with support delivered via CA Support Online, direct telephone numbers to technical support during regular business hours, and a single telephone number (by country) for customer service questions and after-hours access to technical support. Support and maintenance for subscription-based licenses in most cases are included in the subscription fee.

Deployment examples

Over 2,300 organizations of various sizes use CA Service Management solutions. Key reference customers include:

Apps Associates

Implementing CA Cloud Service Management enabled Apps Associates to promote consistent interaction with multiple customers through a single interface, reduce overall infrastructure costs through automation and a SaaS based delivery model, and speed responses to customers via email and Web-based communication strategies.

BASF

BASF IT Services supports 60,000 users across the world with CA Service Desk Manager. The company handles 55,000 incidents, 12,000 changes, and 15,000 service requests every month.

Elbit Systems

Elbit Systems has deployed CA Service Desk, CA Service Catalog, and CA CMDB, with the service desk implemented to handle 35 concurrent analysts.

Vastra Gotaland Regional Council (VGR)

The county of Vastra Gotaland in Sweden uses CA Service Desk Manager and CA IT Asset Management solutions to streamline incident, problem, change, and request management for 50,000 employees with 45,000 workstations, 1,800 servers, and around 1,000 systems/applications, which are now supported centrally. The CMDB stores information on more than 100,000 configuration items.

Data sheet

Key facts about the solution

Table 1: Data sheet: CA Technologies

Product name	CA Service Management Solutions	Product classification	IT Service Management
Version number	CA SM: 12.9 CA CSM: Spring 2014	Release date	CA SM: December 2013 CA CSM: May 2014
Industries covered	All industry verticals	Geographies covered	Worldwide

Relevant company sizes	Medium and large companies	Platforms supported	CA SM: Microsoft Windows Server 2003 and 2008 (Standard and Enterprise); Novell SUSE Linux 10/SP1 and 11; Sun Solaris 10 (SPARC 64-bit); IBM AIX 5.3 and 6.1 (64-bit); Red Hat Enterprise Linux 5.0 and 6.0; and VMware ESX Server 3.0, 3.5, and 4.0
Languages supported	CA SM: Multilanguage - 8+ languages supported. Not multi lingual (multiple languages within the same install) CA CSM: 11 languages supported. Multi-lingual	Licensing options	CA SM: Perpetual or monthly subscription via partner CA CSM: Monthly
Deployment options	On-premise On-premise (managed) Hosted SaaS	Routes to market	Direct sales, VAR partners, resellers, channel, MSPs
URL	www.ca.com	Company headquarters	One CA Plaza, Islandia, NY 11749, USA
Europe headquarters	Building A, Lake Geneva Center, Route de la Longeraie, 9, Morges, Switzerland 1110	North America headquarters	One CA Plaza, Islandia, NY 11749, USA
Asia Pacific headquarters	6 Eden Park Drive, North Ryde New South Wales 2113 Australia		

Source: Ovum

Appendix

Methodology

Ovum Technology Audits are independent product reviews carried out using Ovum's evaluation model for the relevant technology area, supported by conversations with vendors, users, and service providers of the solution concerned, and in-depth secondary research.

Author

Adam Holtby, ITSM Research Analyst, Infrastructure Solutions

adam.holtby@ovum.com

Ovum Consulting

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