

CA Service Management xFlow Support Analyst Experience

Key Benefits

- **Get immediate context.** Prioritize workload; understand the state of the IT environment.
- **Attain quicker resolution.** Accelerate triage with complete and insightful information and historical interactions.
- **Make better decisions.** System-driven intelligence, skills matched to issues and collaborative teamwork.
- **Enjoy increased satisfaction.** Focus on service quality, not ticket closure rate.

Key Features

- **Weather and Heat.** Create an aggregate view of the analyst's day and priorities.
- **Cardview work list.** Customizable work streams provide immediate context in personalized views that helps analysts take action.
- **Assistive command box.** Recognizes keywords to drive efficient resolution.
- **Story Timeline.** An at-a-glance view of all activities and collaborations.
- **Service Genius.** Integrated troubleshooting that pushes knowledge to analysts and guides them through issue investigation.
- **Suggested Solutions and Experts.** Relevant incidents and experts to drive faster issue resolution.
- **Contextual collaboration.** Collaborate with experts in the context of a ticket.

Overview

Over the past decade, advancements in technology and processes have yielded productivity improvements in most facets of IT. So, why has the average level of IT service management (ITSM) maturity and the average cost to resolve a service desk ticket remained the same? Our customer research shows that many ITSM tools do not effectively help support analysts handle tickets with more efficiency, knowledge, or intelligence. It is time to rethink the service desk, starting with the human element. The result is the xFlow user experience for CA Service Management. With xFlow, your analysts can now deliver service the way they want, and deliver the kind of service that your IT consumers expect and deserve.

Business Challenges

Lack of context and prioritization. Analysts often work from independent queues across multiple systems, which increases the time required to work a ticket. Minimal context is provided to help understand the issue, prioritize the workload, or solve the problem.

Scattered and incomplete knowledge. Knowledge is distributed across sticky notes and third-party solutions, including Microsoft Excel and Microsoft SharePoint, while chats, emails and voice-mails are not captured. Further, insightful reports, business metrics and SLAs are not readily available. Support analysts can not get a complete picture of the ticket.

Looking at the wrong metrics. Tools and processes often focus on metrics encouraging speed in solving an issue rather than the quality of the service that is delivered or business user satisfaction. Analysts often avoid certain issues in order to meet speed objectives. These conflicting goals make it difficult for analysts to evaluate their own job performance and satisfaction, and the satisfaction of the customers that they support.

Poor team enablement. Analysts often abandon the tool and communicate with other analysts face-to-face or through IM programs, resulting in lost tickets, information, knowledge and history. Additionally, lack of insight into peer skillsets makes it difficult to leverage others' expertise.

Solutions Overview

The xFlow user experience delivers a collaborative team paradigm empowering your analysts to work together to resolve issues based on their individual and combined skills. xFlow provides a comprehensive and personalized understanding of individual and team workloads, data-driven intelligence to prioritize work and to make the right decisions, and targeted activities and recommendations to get the job done right. The xFlow user experience provides analysts with a complete contextual understanding of the work and why it should be done; and it's optimized to provide the right resources, at the right time, to solve the issue instead of simply tracking it.

Solutions Overview (cont.)

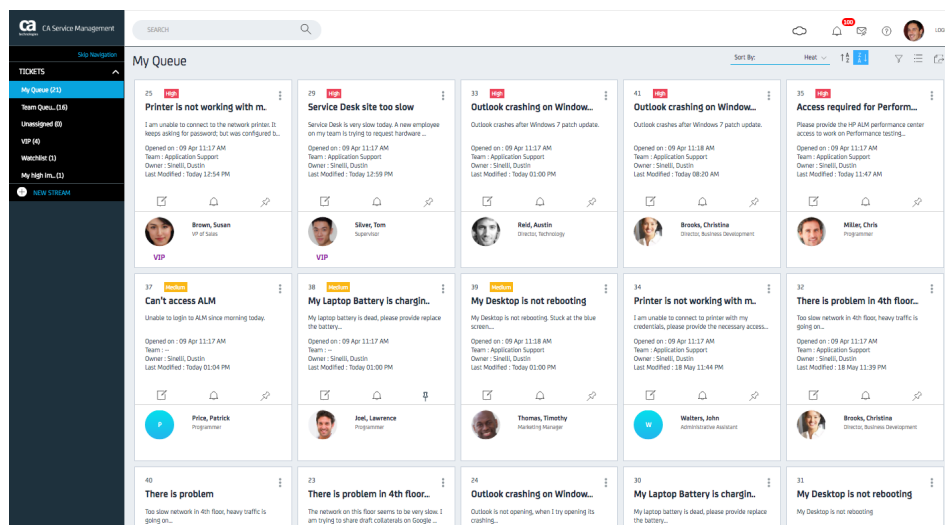
And because IT systems are complex, and diverse teams support them, you need a solution that brings the right people together to work as a team. The xFlow user experience helps ensure that the right people are involved when they are needed. Analysts can easily collaborate, but aren't needlessly tied to monitoring systems and issues that are not their top priority. They can take actions and investigate business metrics without jumping around applications. The result? Analysts deliver the kind of service your employees deserve by harnessing system-driven intelligence and combined expertise to make every moment count.

Critical Differentiators

The xFlow user experience is rooted in extensive research that is focused on how ITSM people work. The resulting capabilities, which can be personalized, differentiate CA Service Management from other solutions:

- The **Weather** feature puts an analyst's day in context with an at-a-glance view of the upcoming shift, the IT environment, the state of the analyst and team queues, and major issues with potential impact and complications based on historical data.
- The **Heat** feature offers a scoring model that prioritizes the analyst's work by presenting the importance of each incident across multiple dimensions.
- The **Cardview** display enables analysts and teams to take context-based action and

The Cardview display in the xFlow support analyst experience helps analysts set a clear context for their day.



manage queues.

- The **Story Timeline** helps analysts easily pick up where they or others left off with a sequential, at-a-glance view of all activities associated with an incident. Activities include: notes, field updates, chats, and internal and external knowledge articles.
- The **Suggested Experts and Solutions** feature presents analysts with the IT experts best rated to assist on an issue, and suggested solutions based on knowledge, similar incidents and information from external sources.
- The **Contextual Team Collaboration** feature enables the right analysts to work as a team to resolve issues, while also capturing their expertise.
- The **Insights** app provides a business metrics library and the ability to build reports and dashboards without jumping between various tools. Decision makers get the insights they need, when and where they need

them.

Related Products and Solutions

CA Service Management from CA Technologies includes the following products and capabilities:

- **CA Service Catalog**
Manage definitions, requests, chargeback, pricing, and delivery of services.
- **CA Service Desk Manager**
Effectively manage incidents, problems, changes, and knowledge assets.
- **Advanced Reporting and Dashboards**
Enable non-technical users to quickly create and share interactive dashboards and reports.
- **CA Asset Portfolio Management**
Manage the complete life-cycle for hardware assets.

For more information, please visit broadcom.com.