



Specific Program Documentation

The CA software program(s) ("CA Software") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the Order Form entered into by you and the CA entity ("CA") through which you obtained a license for the CA Software. These terms shall be effective from the effective date of the Order Form.

1. Program Name: CA Service Management Service Desk Manager Package

2. Specified Operating Environment

The CA Software's specifications and specified operating environment information may be found in Documentation accompanying the CA Software, if available (e.g., a user manual, user guide, wiki.ca.com, [readme.txt](#) or [notice.txt](#) file).

3. Licensing Model

- A. For purposes hereof, CA Software means the CA Service Management Service Desk Manager Package software described herein in object code form and as set forth on the applicable Order Form.
- B. The Service Desk Manager component of the CA Software is licensed on a Concurrent User basis. The authorized users are assigned various roles based upon the functions needed to accomplish designated tasks.
- C. "Concurrent User" means a software license that is based on the number of simultaneous (concurrent) users accessing the program. For the purpose of Service Desk Manager, all roles (for example: Analyst, Manager, Administrator), and programmatic API and/or web-services calls require a license during the time they are logged into the system. Customer is entitled to have the specified number of Concurrent Users access Service Desk Manager simultaneously.
 - 1. Access to Service Desk Manager via multiple components, sessions, channels, and/or devices at the same time by an individual Concurrent User will only use one license.
 - 2. Service Desk Manager User identity is associated with the User Name – Sharing of User Names between multiple individuals is prohibited.
 - 3. The Service Desk Manager component does not prohibit additional users from access beyond the entitlement.
 - 4. Customer may use supplied KPI metrics to establish historic usage trends for Service Desk Manager concurrent license use levels.
- D. The CA Software includes an unlimited entitlement to use CA Service Catalog in connection with the CA Software. No additional licensing is required.
- E. The CA Software includes an unlimited entitlement to use Unified Self-Service in connection with the CA Software. No additional licensing is required. Note the system requirements for Unified Self-Service requires the third-party software Liferay® Portal, as described in the CA Service Management documentation. CA does not provide the Liferay Portal as part of the CA Software.
- F. The CA Software includes an unlimited entitlement to use the related Mobility applications in connection with the CA Software. No additional licensing is required.
- G. The CA Software includes end-user self-service licenses, allowing for the creation, modification, and closure of a ticket on behalf of an individual user, but not on behalf of another user. End-user self-service licenses are not counted as Concurrent User licenses.



- H. The CA Software includes a limited entitlement to CA Business Intelligence. This entitlement is restricted to use within the context of reporting for the CA Software only. Specifically, the CA Software reports created using CA Business Intelligence may access and incorporate data created by, derived from, or used by the CA Software or third party data sources, provided that such data facilitates or augments data for Customer's use of the CA Software.
- I. The CA Software includes a limited entitlement to CA Configuration Automation. This entitlement is restricted to use of CA Configuration Automation with the CA Software only and:
1. The entitlement is fifty (50) CA Configuration Automation for Physical Environments (50 physical CPU sockets) and twenty-five (25) CA Configuration Automation for Virtual Environments (25 physical CPU sockets).
 2. Virtual Environments are any physical servers managing Virtual Servers (VM's) in a hypervisor/manager configuration. A "Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.
 3. "Managed Servers" means a virtual or physical Server managed by CA Software.
 4. "Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased, or otherwise controlled by Customer.
 5. Use for additional Servers requires additional licenses for CA Configuration Automation.
- J. The CA Software includes limited entitlements to Process Management for Workflows. These entitlements are restricted to use within the context of workflows associated with the CA Software only. The following definitions are for the CA Software use of Process Management for Workflows only:
1. "Agent" means a single installation of the agent software component on a specific operating system which can be identified with unique host identification on a physical or virtual hardware server.
 2. "Orchestrator" means a single installation of the orchestrator software component on a specific operating system which can be identified with unique host identification on a physical or virtual hardware server. This installation can be a stand-alone Orchestrator, or as a node of a new or existing clustered Orchestrator.
 3. "Concurrent Process" means the number of process instances that are marked in the running state within an orchestrator at any given time.
 4. "Connector" means the software program connecting with specifically named third-party software or other CA Software. Each connector may only be used to connect the CA Software with the specifically named third-party software or CA Software program.
 5. "Premium Connector" means an additional connector not included with the CA Software for which CA charges an additional fee.
 6. "Custom Operator" means a type of automation object that can be created to enhance, modify, or restrict the capabilities of an existing connector.
 7. The following table identifies the CA Software component entitlement for Process Management for Workflows:

Process Management for Workflows Components	CA Software Entitlement for Service Desk Manager	CA Software Entitlement for Service Catalog
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Agent	5	Unlimited
Orchestrator	Multiple	2 Additional at cost
Concurrent Process	No limit per Orchestrator	75 per Orchestrator
Connector	SDM only	All non-Premium
Premium Connector	None	Purchase at cost
Custom Operator	3	None

4. Third Party Terms

If the CA Software contains third-party software components, and the third-party licensor requires incorporation of specific license terms and conditions for such software into this CA license, those third-party software components and their specific terms and conditions, which are incorporated by this reference, are set forth in the Third Party Terms document for each included CA Software product located at <https://support.ca.com/prodinfo/tpterms>.