

Product Brief

CA Service Management® Advanced Reporting and Dashboards

Key Benefits

- **Improve user experience.** Self-service empowers users with the right information at the right time.
- **Make better business decisions.** Improve transparency and analysis of relevant service management data.
- **Reduce costs.** Remove dependency on technical teams, coding and cumbersome tools.
- **Increase productivity.** Get answers more quickly; free up technical teams.

Key Features

- **Self-service.** Non-technical users can create or modify dashboards and reports via drag-and-drop, lists and point-and-click.
- **Prebuilt layouts.** Charts, graphs, calendars, grids, pivot tables.
- **Extensive analysis.** Drill-down, date ranges (past, present, future, comparative periods), filters, multiple data-series.
- **Browser-based.** Access all functions via browser.
- **Aggregate data.** Leverage data from multiple sources.
- **Real-time data.** Display and auto-refresh of real-time or point-in-time data.
- **Exports.** On-demand or scheduled export to PDF, HTML, Word, Excel, PowerPoint formats.
- **Connectors.** Access data from CA Service Desk Manager®, CA IT Asset Manager® and CA Service Catalog®.

Overview

Xtraction for CA Service Management provides advanced reporting and dashboard capabilities for CA Service Management. It is a real-time dashboard and reporting solution that empowers users with self-service capabilities for the next level of analysis and understanding of your service management environment. Non-technical users can quickly create interactive dashboards and reports and immediately share them with the broader user community. The resulting unified view of your service management environment delivers deep, real-time management insight and transparency into service demand, cost, use, assets and issues to users of CA Service Management.

Business Challenges

Information demands in today's application economy present service management decision makers with challenges that are not addressed by traditional reporting and dashboard solutions.

Consumer demands for information. Decision makers require the right information at precisely the moment they need it. They cannot afford the delays and the effort it takes to engage technical resources, or to master the skills needed to create and modify reports and dashboards using a business intelligence tool. This challenge negatively impacts their satisfaction with IT, hinders decision making, blocks service management transparency between IT and the business, and decreases overall productivity.

Reliance on technical resources. Traditional business intelligence tools require the involvement of highly paid technical resources to respond to requests for new or changing information needs. These resources should be focused on more strategic tasks that drive innovation and add business value. The misallocation of technical resources impacts the ability to support strategic business initiatives, damages IT's image, and reduces overall productivity.

Solutions Overview

Xtraction for CA Service Management delivers the capabilities of the Xtraction product from Ivanti. Xtraction empowers users with self-service capabilities, driving the next level of analysis and understanding of service management environments. Non-technical business consumers, support analysts, managers, and decision makers can quickly create or modify interactive dashboards and reports that show real-time data. Integrated, graphical management dashboard capabilities offer the ability to generate dashboards and reports by using simple drag-and-drop actions, selection lists, and point-and-click interactive controls.

Solutions Overview (cont.)

Users can immediately share the information with the broader user community in familiar forms like PDF, HTML, and Microsoft Word, Excel, and PowerPoint.

The solution enables information transparency between IT and the business for better communication and service management decision making. All information consumers get the information they need, when they need it, how they need it, without the involvement of technical resources.

Critical Differentiators

Xtraction for CA Service Management builds on the CA Service Management capabilities of Unified Self-Service to deliver service management user self-sufficiency.

Now, not only can business consumers and power users be self-sufficient in resolving their service related issues, but decision makers can be self-sufficient in gaining the information they need for decision making and better aligning IT with the business.

Unlike traditional business intelligence tools, Xtraction for CA Service Management enables users to modify and build real-time service management reports and dashboards without involving technical resources or learning complex skills.

By leveraging data from CA Service Management, CA Service Desk

Xtraction for CA Service Management presents visually compelling depictions of your service management environment that can be easily created by non-technical users.



Manager, CA Service Catalog, and CA IT Asset Manager, both IT and the business can achieve a unified view of the service management environment.

Related Products and Solutions

Xtraction for CA Service Management provides “connectors” that enable out-of-the-box access to data from:

CA Service Management

CA Service Desk Manager

CA Service Catalog

CA IT Asset Manager (Asset