

# CA IT Process Manager

CA IT PROCESS MANAGER PROVIDES ORGANIZATIONS WITH THE ABILITY TO DESIGN, BUILD, ORCHESTRATE, MANAGE AND REPORT ON WORKFLOWS THAT SUPPORT IT OPERATIONS PROCESSES, HELPING TO TRANSFORM IT MANAGEMENT AND ENABLE FAST DELIVERY OF BUSINESS SERVICES.

## Overview

CA IT Process Manager provides benefits to your enterprise by coordinating diverse systems, departments, and tasks to deliver and support IT services, including: fault management, change management, lifecycle management, and maintenance procedures.

## Benefits

By automating IT processes across your data center, CA IT Process Manager helps to drive down management costs and increase productivity, while enforcing compliant best practices aimed at improving performance and availability of all your critical business applications.

## The CA Advantage

CA IT Process Manager provides you with an enterprise-ready automation platform and code, and script free integration with your existing IT investments and out-of-the box processes — enabling rapid implementation, so you can start realizing the benefits of IT process automation in days. The coordination and automation of IT processes provided by CA IT Process Manager fits in well with CA's larger vision of Enterprise IT Management (EITM), which is to help you unify and simplify IT management across your enterprise.

## CA IT Process Manager Integrates, Automates and Orchestrates IT Processes

Aligning IT with business objectives, ensuring compliance, and improving operational efficiency are driving IT executives to look at best practices and a more process-centric approach to managing their IT infrastructure, which could consist of a variety of vendor and homegrown solutions. Today, however, organizations tend to operate in silos, and the lack of integration between departmental and application silos inhibits an automated process approach. This leaves a significant amount of work to be done manually, resulting in the risk of error, latency, inconsistency, and lack of visibility and reporting.

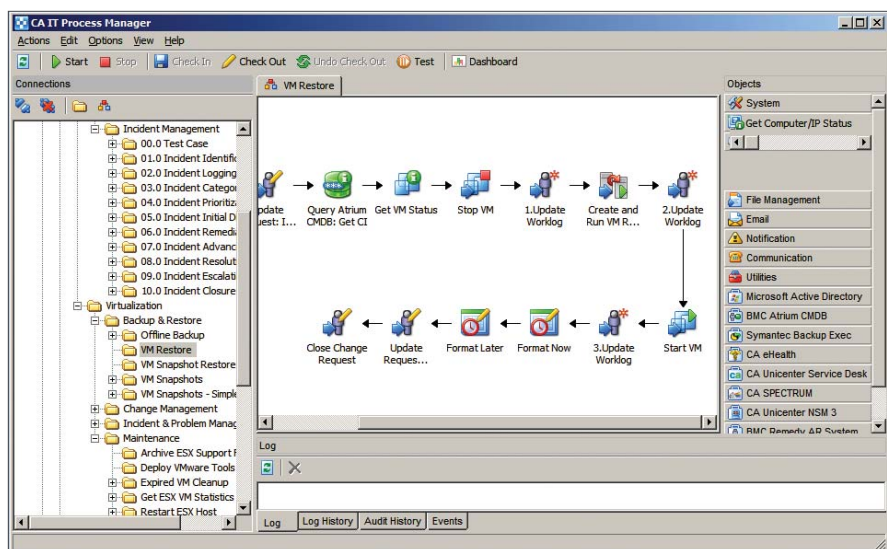
IT process automation provides the ability to deliver IT services faster, with fewer errors. This is achieved by defining workflow processes that integrate and orchestrate infrastructure tools in an automated fashion so highly skilled IT staff can be reallocated to strategic business initiatives. Automating IT processes drives down management costs and increases productivity while enforcing compliant best practices aimed at improving performance and availability of all critical business applications.

CA IT Process Manager helps organizations meet business demands in a rapidly changing environment with greater agility and flexibility by defining and automating the end-to-end IT processes that orchestrate and integrate your existing infrastructure components. With CA IT Process Manager, you can automate cross-silo processes for incident, problem, change, configuration and release management to quickly realize the benefits of IT process automation: greater IT efficiency, improved service levels, increased productivity and compliance.

FIGURE A

CA IT Process Manager provides an intuitive, easy-to-use graphical interface to improve process design, development, testing and execution.

CA IT PROCESS MANAGER



---

## CA IT Process Manager Approach

CA IT Process Manager is made up of three components: orchestration, integration and dynamic process automation. The combination of these elements enables IT organizations to automate end-to-end IT processes across a diverse infrastructure.

**ORCHESTRATION** The visual mechanism to design, monitor and report on the end-to-end process.

**INTEGRATION** Ability to read and modify data, and control or initiate tasks across heterogeneous IT management systems.

**DYNAMIC PROCESS AUTOMATION** Ability to create dynamic, rule-based workflows that run across multiple systems.

**END-TO-END PROCESS ORCHESTRATION** CA IT Process Manager lets you define, monitor, and execute the end-to-end IT process. The self-documenting workflow provides full visibility into each step and all the systems involved. Behind each workflow object is a configuration dialog, not code or scripts, which provides a quick and easy way to create, deploy and modify processes when business policies change.

**OUT-OF-THE-BOX INTEGRATION** CA IT Process Manager provides you with the ability to read and modify data and initiate tasks in existing management tools. The solution ships with pre-built processes to automate IT best practices in incident, problem, change, configuration and release management. CA IT Process Manager also provides over 250 workflow objects (reusable actions) and integration to leading infrastructure management tools so users can rapidly deploy custom processes without modifying existing tools.

**PROCESS WORKFLOW AUTOMATION** CA IT Process Manager delivers intelligent decision making capabilities through rule-based workflow, dynamically configurable dialogs, branching and granular security options, enabling the flexibility and agility required to control process flow and execution.

---

## CA IT Process Manager Automates Critical IT Initiatives

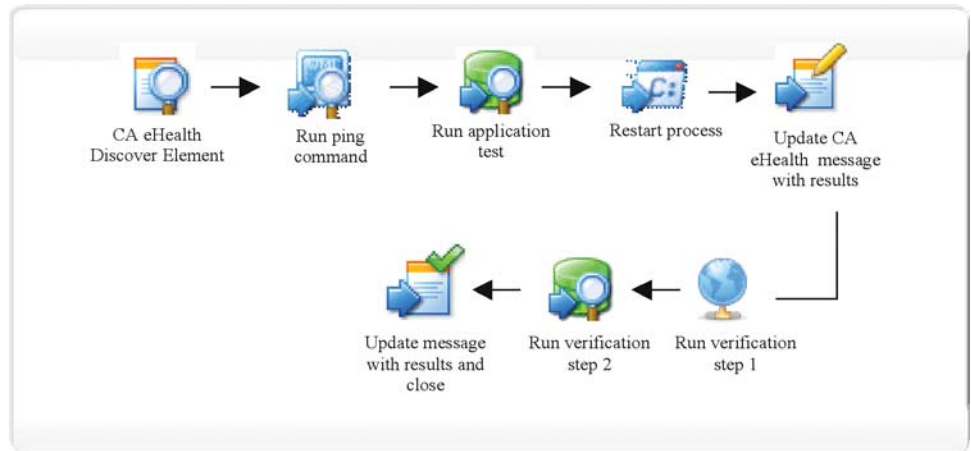
There are many critical initiatives within IT that contribute to creating an agile enterprise. These initiatives need to run efficiently, be in compliance with standards, and adapt in real time to meet service level commitments. To achieve these goals, automation must be applied to as many initiatives as possible, and all IT infrastructure components need to operate seamlessly together. CA IT Process Manager provides a unique, proven solution to help organizations automate IT processes and move towards a lights-out data center — where IT operations can handle the demands of the agile enterprise through a flexible and reliable infrastructure that can adapt easily to change. How? CA IT Process Manager automates critical IT initiatives by orchestrating activity across the enterprise and integrating your existing management tools.

**RUN BOOK AUTOMATION** For Run Book Automation, CA IT Process Manager provides out-of-the-box best practice workflows that automate routine housekeeping, maintenance and repetitive tasks. This allows staff to spend less time on repetitive tasks, helping IT organizations to control costs, improve efficiency, and achieve faster service delivery. With CA IT Process Manager, companies can maximize their limited maintenance windows without requiring staff to intervene during off-hours.

**FIGURE B**

Run Book Automation is the ability to design, build, orchestrate, manage and report on workflows that support IT operations processes.

**RUN BOOK AUTOMATION**

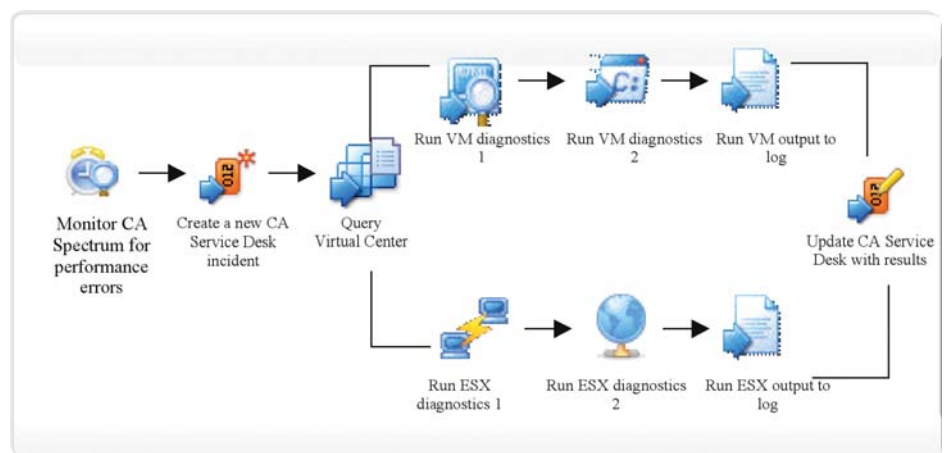


**VIRTUALIZATION** For virtualization, CA IT Process Manager automates provisioning, decommissioning, backup and incident management in a virtual environment. It provides out-of-the-box best practice workflows that automate virtual management tasks, including provisioning, configuration, monitoring and maintenance. This capability ensures that consistency and standardization are extended to virtual servers alongside physical machines.

**FIGURE C**

CA IT Process Manager automates virtual machine management processes, consolidation and application delivery.

**AUTOMATED VIRTUAL MACHINE MANAGEMENT PROCESS**

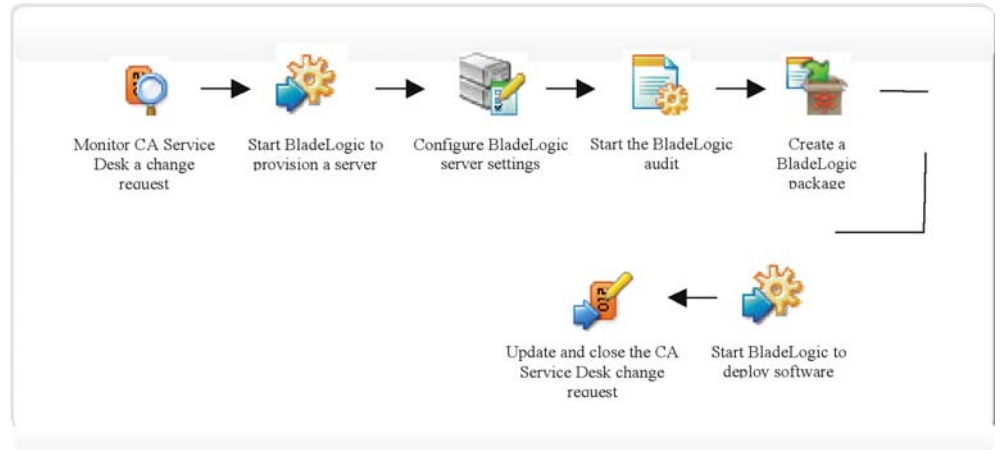


**PROVISIONING** CA IT Process Manager provides out-of-the-box workflows that automate best practices around provisioning, enabling IT organizations to improve resource utilization and enhance IT service delivery. Automating change and configuration procedures allows for smoother transitions as IT resources adapt to growing and changing IT environments.

**FIGURE D**

CA IT Process Manager Automates the provisioning process to provide access to servers (applications, data), storage and network resources.

**AUTOMATED PROVISIONING PROCESS**

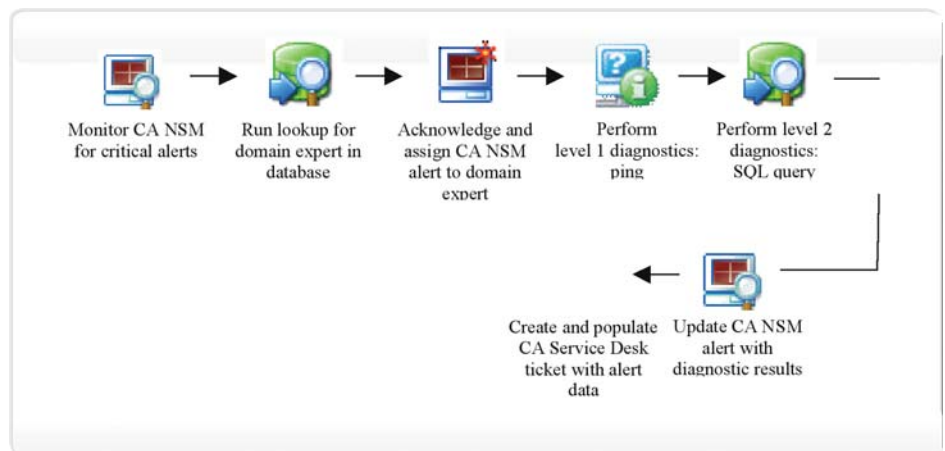


**ITIL® AND IT SERVICE MANAGEMENT** CA IT Process Manager also provides out-of-the-box workflow best practices that automate management processes and align resources to deliver IT services. CA IT Process Manager can be used to standardize best practices for problem triage, diagnosis, escalation and notification procedures, eliminating latency and errors associated with manual data entry.

**FIGURE E**

CA IT Process Manager automates IT Service Management process-based to align the delivery of IT services with needs of the enterprise.

**AUTOMATED SERVICE MANAGEMENT PROCESS**

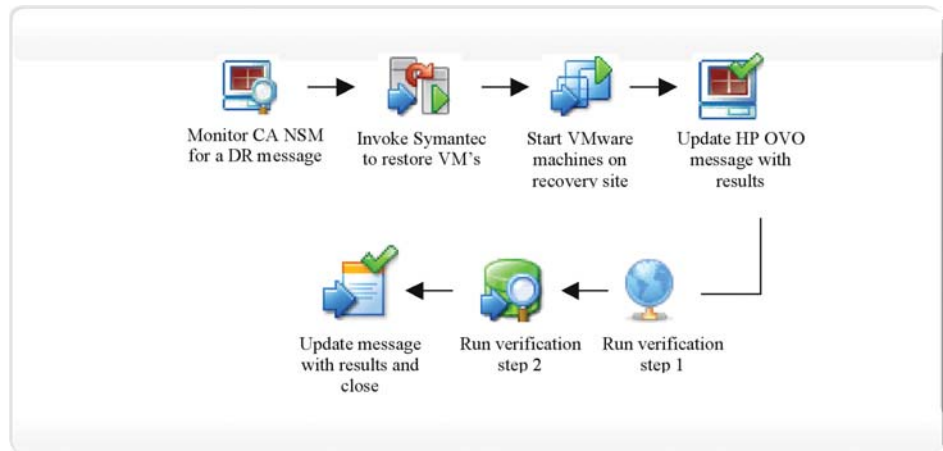


**DISASTER RECOVERY** CA IT Process Manager provides out-of-the-box workflows for disaster recovery processes that are designed to automate critical processes around backup, storage management and failover routines. Organizations can define, test and manage recovery processes from a single point of control by orchestrating the systems involved in backup, replication, failover, hot-site startup, and verification procedures, enabling rapid recovery from disasters.

**FIGURE F**

CA IT Process Manager automates the disaster recovery process to regain access to the data and prevent loss of service availability.

**AUTOMATED DISASTER RECOVERY PROCESS**

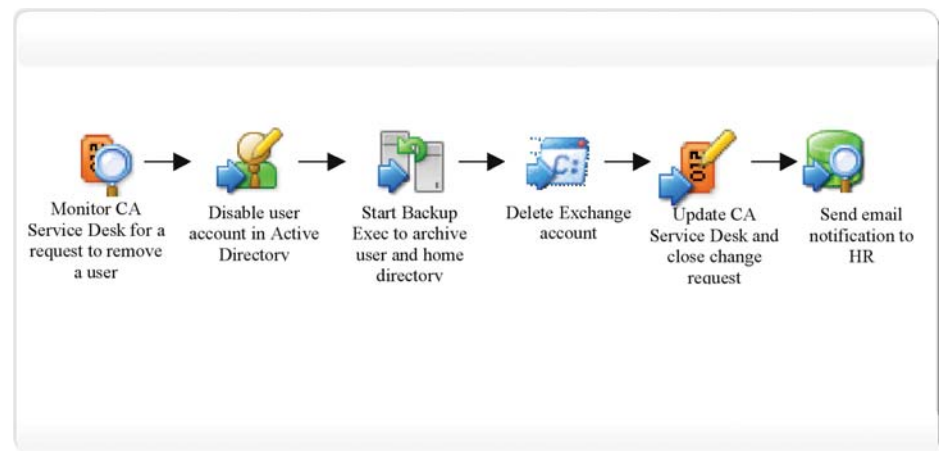


**SECURITY** CA IT Process Manager provides proactive policy enforcement and remediation, by orchestrating, integrating and initiating tasks between systems, while increasing the efficiency and cost-effectiveness of your IT operations.

**FIGURE G**

CA IT Process Manager automates security processes to protect network-accessible resources (data, applications).

**AUTOMATED SECURITY PROCESSES**

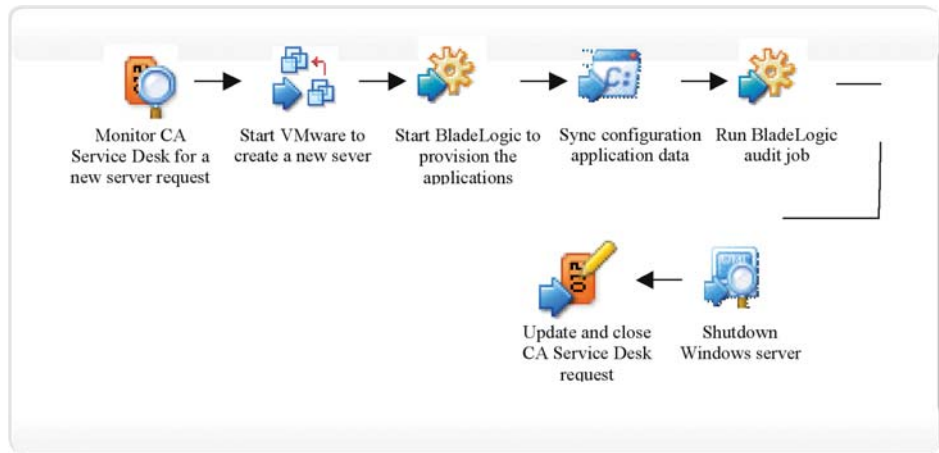


**DATA CENTER CONSOLIDATION** CA IT Process Manager provides organizations with a single automation platform to automate both data and server migration processes, giving you the power to control, configure and consolidate resources. CA IT Process Manager’s deep integration, flexible branching logic and dynamic process configuration capabilities make it easier to integrate and synchronize data between systems, allocate resources and eliminate repetitive configuration and maintenance tasks — drastically reducing migration time from weeks to hours.

**FIGURE H**

CA IT Process Manager automates server and data consolidation processes to reduce the total number of servers or applications, which reduces the cost of maintenance and management.

**AUTOMATED SERVER AND DATA CONSOLIDATION PROCESSES**



## CA IT Process Manager Helps to Drive Down Management Costs and Increase Productivity

As the proven leader in Data Center Automation, the CA approach is to provide you with an enterprise-ready IT process automation platform and code and script free integration with your existing IT investments and out-of-the box processes — enabling rapid implementation, so you can start realizing the benefits of automation in days.

KEY FEATURE	BENEFITS
Scalable Architecture	<ul style="list-style-type: none"> <li>Agent free, clustered environment</li> <li>Centralized management of processes</li> </ul>
Code and Script Free Processes	<ul style="list-style-type: none"> <li>Rapid deployment with no development resources</li> <li>Easy to manage and change</li> </ul>
Heterogeneous Integration	<ul style="list-style-type: none"> <li>Integrates your existing infrastructure components and management tools</li> <li>Event-driven automation</li> </ul>
Dynamic Processes	<ul style="list-style-type: none"> <li>Detect and adapt to infrastructure and configuration changes</li> <li>Intelligent, rules-based business logic with branching and conditional logic</li> </ul>

---

## The CA Advantage

CA IT Process Manager provides organizations the ability to design, build, orchestrate, manage and report on workflows that support IT operations processes.

### **CA IT Process Manager supports CA's vision of Enterprise IT Management (EITM)**

In keeping with CA's unique vision of EITM, which is to help you unify and simply IT management across your enterprise, CA IT Process Manager helps to transform IT management by providing you with the ability to deliver services to your business faster. This benefits any enterprise where diverse systems, departments and tasks need to be coordinated to deliver and support IT services, including fault management, change management, lifecycle management and maintenance procedures.

### **Maximize Business Results with CA Services**

CA Services can help you assess your current IT situation, define your goals and implement solutions to gain measurable results. To keep your CA solutions operating at peak performance, CA Support delivers unparalleled technical and customer support worldwide.

### **Maximize your investment in IT Management with CA Education training solutions**

CA Education — a preferred source for IT management and best practices training — is an important part of our services offering. We assess your training needs, create the right training plan for you and optimize the program with advanced coursework and industry certifications.

---

## Next Steps

CA IT Process Manager provides benefits to your enterprise by coordinating heterogeneous systems, departments, and tasks to deliver and support IT services including: fault management, change management, lifecycle management, and maintenance procedures.

To learn more, and see how CA software solutions enable organizations to unify and simplify IT management for better business results, visit [ca.com/products](https://ca.com/products).