

CA Service Catalog r12

CA SERVICE CATALOG PROVIDES A CENTRALIZED LOCATION OF AVAILABLE SERVICES THAT DESCRIBES THESE SERVICES IN BUSINESS TERMS. IT OFFERS A SELF-SERVICE FUNCTION FOR REQUESTING OR SUBSCRIBING TO SERVICES THAT ARE ADVERTISED BY THEIR FUNCTION, QUALITY AND COST. A COMPREHENSIVE AND FLEXIBLE WORKFLOW ORCHESTRATES THE SERVICE MANAGEMENT LIFECYCLE FROM REQUEST TO APPROVAL TO FULFILLMENT. CA SERVICE CATALOG PROVIDES AN APPROACH TO DELIVERING LEAN IT SERVICES WHILE HELPING IT DEMONSTRATE VALUE TO THE BUSINESS.

Challenge	Solution	Benefits
IT is under greater pressure to reduce operational costs, eliminate waste and be able to demonstrate business value. As a result there is an increased focus on efficiency and cost controls to help enterprises move to a Lean IT goal.	CA Service Catalog, a key component of Service Level and Catalog Management provides a common interface between the Business and IT to order and deliver services based on contracted agreements for service function, cost and quality.	CA Service Catalog helps IT demonstrate value and alignment by advertising the function, quality and cost of available services in business terms. It improves operational efficiency and speeds time to service value by orchestrating service delivery processes from request to approval to fulfillment.

CA Service Catalog: A Central Location for all IT Services

IT is now recognized as a critical contributor to the success of the Business. This recognition for the value of IT has been achieved in part by automating and streamlining service management processes – improving the productivity of your IT organization and freeing up valuable resources to focus on strategic IT initiatives. You can establish a mutual understanding of the business value of IT by translating the complexity of IT into service function, cost and quality terms that are meaningful to the business.

CA Service Catalog is designed to streamline delivery of IT services to your users by providing a centralized catalog of available services that users can browse and select from. It is a single location to request or subscribe to services such as requesting access to a file share or need to provision a collaboration application for a business unit. Employees can check order fulfillment status, for example to find out when they can expect their new laptop (see Figure A).

From the IT perspective, CA Service Catalog automates much of the routine work and facilitates the approval processes involved in services, such as provisioning a new employee, upgrading departmental software or tracking user activity by application, resource or

business-unit grouping. Most importantly, CA Service Catalog helps you promote IT business alignment and supports the expanding role of IT as a service provider. It increases your visibility into the complete fulfillment processes that are necessary to deliver IT services to meet business demands — including assets, systems, approvals, costs and associated service level commitments. It provides information to support demand planning, capacity planning and asset management including what resources are being requested and used, and by whom, how often and when.

CA Service Catalog consists of features and capabilities that are necessary to deliver key user, business and IT benefits. These include a user Web store interface, an easy-to-use catalog service builder, and support for complex layers of internal and external organizational hierarchy. You are allowed to define and map service offerings according to your business model, including the ability to provide services to multiple tenants or business units.

Key New Features in r12

CA CMDB INTEGRATION The integration with CA Service Catalog maps the services with associated service components or Configuration Items (CIs) within the CMDB so you can trace the dependencies of the services to its CIs. The integration also helps align service design and delivery with operations by linking the service as ordered by business with supporting assets to help design fulfillment workflow, factor in asset costs, identify redundancies and synergies amongst services/components.

CA SERVICE ASSURE AND CA SERVICE METRIC ANALYSIS INTEGRATION This integration improves your ability to manage service availability and monitor performance levels and as a result enables you to enforce SLAs that are in effect including billing adjustments determined by quality of service received. This integration provides a complete Service Level Management solution including Service Contract Management.

REQUEST MANAGEMENT AND EXISTING FEATURE ENHANCEMENTS The request management enhancements address the business case scenarios for vacations, suspensions, transfers and delegations which can reduce the time for approvals of service requests. Existing feature enhancements improve the control of the service catalog presentation utilizing the show/hide feature of subfolders and a customizable request status select menu for fulfillment and approval.

APPLICATION CLUSTERING The support of application and data base clustering improves the availability, scalability and performance of the CA Service Catalog application. This ensures the availability of the critical services required to keep the business up and running.

PLATFORM UPDATES These include support of the latest technology stack improving application performance and efficiency such as better schema management with support of MDB 1.5.

CA SERVICE CATALOG

FIGURE A CA SERVICE CATALOG HOME PAGE

Users can easily request available services such as those listed under Featured Services (highlighted in the upper right). Additional service offerings are categorized and available in the Web store as shown in the list of menu items on the left. The middle grid displays the status of recent requests.

CA Service Management Requests | Dashboards | Profile | Help

Welcome: User, Joe (Log Out) Business Unit: ca.com Role: Catalog User

Search: Entire Catalog

Browse

Application Services

- Application Access
- Application Reports

Corporate Services

Facilities Services

IT Support Services

- Hardware
- Software
- Email
- Data Security
- Data Management
- Knowledge/Self Service
- Incident Response Service...

Network Services

Personnel Services

Project Services

Telecom Services

Request Lookup

Find Request By ID: [Advanced Search](#)

- 1 [View Cart](#)
- 4 [Open Requests](#)
- 2 [Completed Requests](#)
- 7 [Pending My Action](#)
- [View All Requested Items](#)

My Recent Requests

ID	Name	Date Created	Date Modified	Status
10026	Webcast	10/20/2008 23:05:06	10/20/2008 23:05:20	Submitted
10025	Contract Negotiations Request	10/20/2008 23:04:29	10/20/2008 23:04:42	Approved
10024	Vendor Product Evaluation Request	10/20/2008 22:50:39	10/20/2008 22:50:51	Pending Approval
10023	Business Continuity Planning	10/20/2008 22:49:33	10/20/2008 22:49:46	Pending Fulfillment
10022	VPN Access	10/20/2008 22:48:16	10/20/2008 22:48:32	Completed
10021	Project Management Request	10/20/2008 22:47:49	10/20/2008 22:48:08	Completed

Featured Services

Backup/Recovery
Backup/recovery services for production applications

Conference Bridge
Conference Bridge Assignment

File Share
Services for shared spaces on file servers

PC Loaner
Acquire a loaner PC temporarily (1 month or less)

VPN Access
Request VPN access for Remote User

Webcast
Webcast Reservation

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Easy Access for Users, Simplified Administration for IT

CA Service Catalog simplifies administration of and user access to your IT services while communicating the value of IT to your organization. Through the CA Service Catalog Web-based interface, users can easily: view the services that they have requested, browse for and request additional service offerings, review their account, and request history, activities and status. Information related to the use of IT services among individuals and departments is collected and available for reporting. You can use this information to more closely align IT resource availability to accommodate the way your business actually runs. A close alliance between IT and the business objectives it supports results in a streamlined IT organization that is focused on helping the business maintain its competitive edge. Key CA Service Catalog business benefits include:

SINGLE POINT OF CONTACT FOR AVIALABLE SERVICES CA Service Catalog is the central library of service offerings and is designed to simplify users' access to the complete portfolio of IT service offerings. No longer is a user required to request services, such as access to a system or application, through multiple access and approval layers. CA Service Catalog replaces multitiered service requests with a single request that activates an automated workflow to complete the business processes such as approvals and fulfill the request. Users can track fulfillment status and request history to clearly understand the benefit and performance that IT provides. Overall, CA Service Catalog improves the quality and visibility of the service that IT delivers to its customers.

SUPPORT FOR COST ALLOCATION AND COST AWARENESS CA Service Catalog integration with CA Service Accounting provides the financial transparency to effectively manage service costs. It features usage-based billing of services consumed, allocation of costs by department or business unit, unit pricing, tiered rates, online invoice generation for chargeback, service credits for service level agreement (SLA) violation, budgeting and reporting, role-based access and financial administration reports. This integration helps influence the demand for

services by exposing the unit cost of service requested or subscribed since the Business knows what it is paying for these services.

COMPREHENSIVE SERVICE OFFERING DEVELOPMENT CA Service Catalog provides a comprehensive and flexible service workflow and process orchestration capability to support the automation of service offerings. The full featured service builder allows the specification of numerous attributes such as name, service option grouping, associated icon images, product codes or SKU numbers. By using the service builder to define service parameters, you can set consistent technical and service fulfillment standards and expectations, including associated cost and service level.

SERVICE DEMAND AND FULFILLMENT REPORTING To simplify and support service delivery management, CA Service Catalog features a comprehensive Web-based reporting facility. Out-of-the-box reports can be requested or customized as needed by leveraging the predefined templates of CA Service Catalog.

INTEGRATIONS CA Service Catalog integration with CA Service Desk Manager provides a complete service delivery and service support solution including enhanced change and configuration management through CA CMDB. CA Service Catalog is included with CA IT Asset Manager which allows the Service Catalog to act as a unified front end for IT asset request and fulfillment. The integration of CA Service Catalog and CA Service Accounting with CA Data Center Automation Manager saves organizations time and effort to provision both physical and virtual servers without administrator intervention.

PRODUCT	FEATURE	FUNCTION	BENEFIT
CA Service Catalog	<ul style="list-style-type: none"> IT service request Web store Organizational modeling for services Centralized catalog service builder Service management Web publishing framework Template workflows 	<ul style="list-style-type: none"> Single point of contact for available services Define and map services to business model Single location to define and update services Service dashboard and reporting Service requests completed through the catalog 	<ul style="list-style-type: none"> Improves service request access and visibility Increases alignment between IT and business Simplifies creation and maintenance of catalog Improves access to timely service data Out-of-the-box actionable service automation

The CA Advantage

CA Service Catalog is an indispensable tool for running IT as a business and delivering IT and business services where and when they're needed, quickly and efficiently. It provides a showcase for your products and service offerings. It also supports service level assurance management and identifies service subscription costs so that businesses can make decisions based on information that describes how the organization actually functions. Service consumers whether individual users or business units now have a single point of contact for authorized services and gain a better understanding of the value of IT.

COMPLETE, INTEGRATED, PROVEN

CA Service Catalog is a fully integrated part of CA Service Level and Catalog Management which also includes CA Service Accounting, CA Service Assure and CA Service Metric Analysis. When combined with products such as CA Service Desk Manager, CA IT Asset Manager and CA Data Center Manager, you can build and customize a complete services-oriented system.

- > Proven: "CA's Service Level and Catalog Management solution improved 'just-in-time' service delivery time to just 2 to 4 hours from 2 to 4 days for our file share access service while customer satisfaction for service requests grew to 98% from a low of 62%! It also showed return on investment based on number of requests processed and human effort savings in 6 months versus the forecasted 14 months when the project was approved."

*Mr. Harry Butler
IT Project Manager
Elbit Systems of America*

RAPID TIME-TO-VALUE

Whether your implementation is "out-of-the-box" or requires modification to meet your business needs, CA lowers your risk and improves deployment efficiency through thought leadership and the application of proven best practices methodology. Our standard, repeatable implementations provide you with the flexibility to choose the service that best meets the needs of your business and technology environment. Business value is accelerated through staff mentoring, knowledge transfer and rapid, phased deployment projects. Our nine stage methodology and strict project governance help keep your project on time and on budget.

NEXT STEPS

To learn more about CA Service Catalog and how you can benefit from the complete solution and rapid time-to-value, please contact your Sales Representative or [visit us on the Web](#) for more information.

To learn more, and see how CA software solutions enable organizations to unify IT and simplify the management of complex computing environments for better business results, visit ca.com/products.

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