

CA Spectrum® Service Assurance

CA Spectrum Service® Assurance (SA) improves service quality and predictability, while lowering IT costs by giving you one dashboard – one place to go to manage IT service quality and risk. With CA Spectrum SA, you see your infrastructure top-down according to the services it supports — so you can know which services are impacted or put at risk by infrastructure problems, see the root cause, prioritize your staff's actions and proactively communicate with business stakeholders to demonstrate results.

Business Value

User complaints about service problems, constant firefighting and slow mean-time-to-repair are painful occurrences that the majority of IT organizations experience. These problems stem from inadequate, siloed IT tools and practices that make it difficult to manage infrastructure in the context of services.

CA Spectrum Service Assurance helps you overcome these problems by providing you the real-time status of services and identifying the root cause, so you can make informed IT management decisions and prioritize staff to fix quality problems and help eliminate risks according to business priorities. This innovative solution helps you transform IT operations from traditional technology monitoring and management to delivering business services, proactively managing service quality and mitigating risk.

Product Overview

Through innovative technologies, CA Spectrum SA analyzes information from your infrastructure, application performance and workload management tools in real time to accurately show service quality and how the infrastructure is impacting quality or putting it at risk.

Flexible, role-based dashboards and operational consoles present your entire IT organization with a real-time view of service status, so all technology teams share a common understanding of each service and the root cause of its problems. This gives them actionable information, so they know which specific components in their domain are impacting service quality or causing risk. Service reports help enable your team to continuously improve quality and communicate service history and results to business stakeholders.

Delivery Approach

CA solutions are renowned for their fast time-to-value, pay-back within months and continuous ROI year after year. To further accelerate CA Spectrum SA time-to-value, you can leverage the skills of CA Services. Standard, repeatable deployments address service modeling, security configuration, policy definition and connection with other CA and third party software products. Our nine-stage methodology and strict project governance help keep your project on time and on budget.

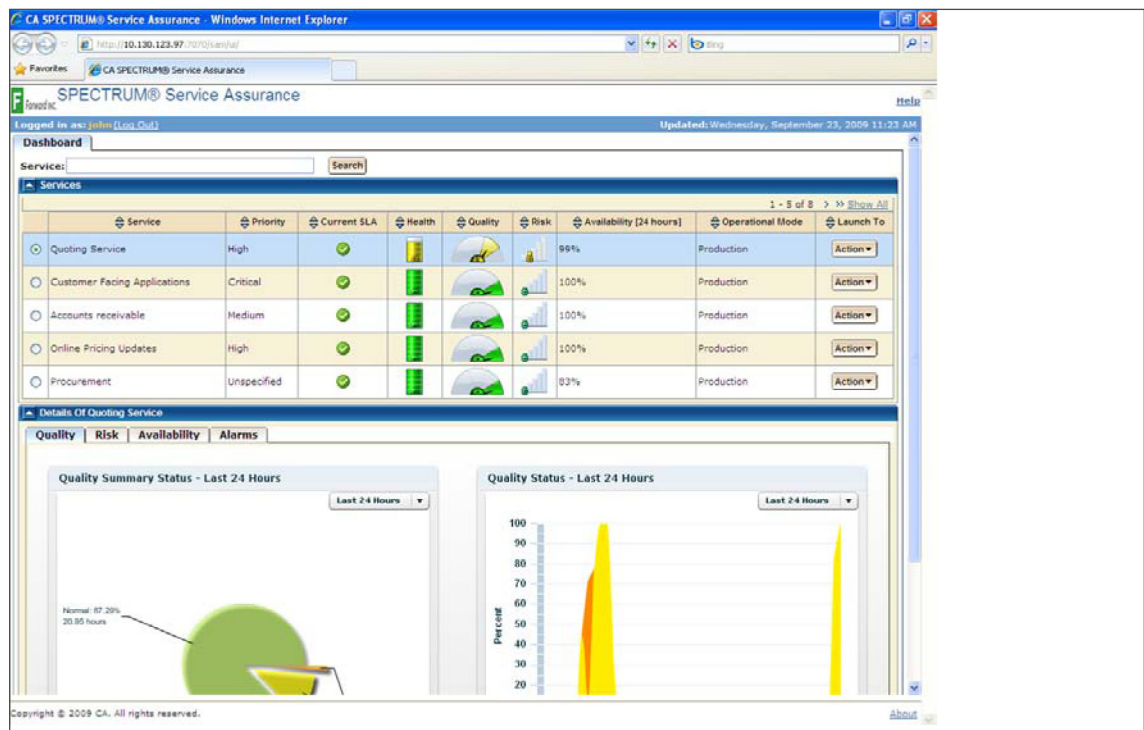


FIGURE A: CA SPECTRUM SERVICE ASSURANCE (SA) SERVICE DASHBOARD

The Service Dashboard (shown here) displays services by business priority, quality and risk. The dashboard drills down to the Service Operations Console for service modeling and root cause of problems and to infrastructure domain and application performance management tools, the sources of real-time data it analyzes.

Features

[Real Time Service Dashboard and Console](#) lets you know status of services, so you can make informed IT management decisions and prioritize staff to fix quality problems and eliminate risks according to business priorities. The Service Dashboard displays services by priority, health, quality, risk, availability and service level agreement compliance — and allows drill-down to the Service Operations Console for visualizing end-to-end service models in detail, service impact and root cause. The dashboard and console also drill-down to network, application, distributed system, mainframe, and database management tools that CA Spectrum SA uses for real-time data sources.

[Service and SLA Reports](#) pinpoints persistent root cause of service problems to help enable continuous quality improvement, lets you demonstrate to business stakeholders that you are meeting service level agreements (SLAs) and are focusing staff to continuously improve quality. Out-of-the-box reports include Service Level Agreements, Availability, Health, Quality, Risk, Top 10 Degraded, High Risk and Low Quality Services and Service Affecting Configuration Items. Reports can also be configured to meet your specific business and technical requirements.

Intelligent, Dynamic Service Modeling efficiently builds real-time end-to-end service models to manage infrastructure in context of services — and helps ensure that models are always up-to-date for accurate service representation. CA Spectrum SA imports models and individual configuration items (network devices, physical and virtual systems, applications, transactions, databases, etc.) from infrastructure domain and application performance management tools and CMDBs. Service models and definitions are dynamically updated by analyzing data from the underlying tools.

Service Impact and Root Cause Analysis gives actionable information to technology domain management teams, so they know which specific components are impacting service quality or putting quality at risk. CA Spectrum SA dynamically calculates configuration items' impact on service quality/risk as their states change; eliminates the need for extensive rules-based correlation and analysis; and analyzes model-based root cause from underlying domain managers to pinpoint service impact. Notification and escalation can be based on business priorities.

SOA Integration Architecture enables fast-time-to value through out-of-the-box integration with domain managers and easy integration with new data sources. Intelligent connectors are available for CA infrastructure and application performance management, service desk, CMDB and workload automation tools as well as third-party tools. The architecture includes an Event Integration tool, a Universal Connector and a Software Development Kit for extending data sources and enriching data.

Benefits

CA Spectrum SA helps improve quality and predictability while lowering IT costs by:

- Enabling your entire IT organization to know how infrastructure is impacting service quality – so the right IT staff get the right information to quickly identify and fix the problem, minimizing the impact on users/customers and business stakeholders
- Enabling your entire IT organization to know how infrastructure is putting service quality at risk – so the right IT staff can proactively fix the problem and eliminate the risk to service quality before users/customers are impacted
- Enabling your entire IT organization to share a common view of service status and root cause – so you can reduce troubleshooting across silos, reduce firefighting, continuously improve services and have more time to add value to the business.

Why CA

CA Spectrum SA delivers a more effective and dynamic way to manage IT services and leverages your existing investments in CA, third party or custom IT management tools.

This innovative product embodies CA's Enterprise IT Management vision to unify and simplify the management of IT while lowering costs. It allows you to integrate and analyze data from your network, physical and virtual systems, applications and databases to help you achieve predictable service quality and fulfill your organization's mission.

Copyright © 2009 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies. Nothing herein (i) affects the rights and/or obligations of CA or its licensees under any existing or future written license agreement or services agreement relating to any CA software product; or (ii) amends any product documentation or specifications for any CA software product. The development, release and timing of any features or functionality described herein remain at CA's sole discretion.

This document is for your informational purposes only. CA assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by applicable law, CA provides this document "as is" without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or noninfringement. In no event will CA be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill or lost data, even if CA is expressly advised in advance of the possibility of such damages.

