

# Align IT Resources to Support Vital Business Information Processes with CA Information Governance Services

AN INFORMATION GOVERNANCE SOLUTION FROM CA INCLUDES TOOLS FOR MESSAGE AND RECORDS MANAGEMENT, SUPERVISION AND FEDERATION OF DISPARATE DATA SOURCES. IT ALSO PROVIDES YOU WITH TOOLS AND PROCESSES TO HELP YOU COMPLY WITH LEGAL DISCOVERY AND RETENTION REQUIREMENTS TO ENABLE LIFECYCLE MANAGEMENT OF INFORMATION. ACCELERATE TIME-TO-VALUE BY USING CA SERVICES TO HELP OPTIMIZE YOUR CA INFORMATION GOVERNANCE (CA IG) SOLUTION. KNOWLEDGE TRANSFER AND SPECIALIZED TRAINING AT EACH PHASE OF THE PROJECT HELP ACHIEVE RAPID RETURN ON INVESTMENT. CA SERVICES — WITH ITS STAFF OF EXPERT ARCHITECTS, TECHNICAL AND BUSINESS CONSULTANTS, AND VETERAN PROJECT MANAGERS — DRIVES YOUR CA IG PROJECT USING CERTIFIED METHODOLOGIES THAT LEVERAGE BEST PRACTICES FOR PLANNING, DESIGN, IMPLEMENTATION, STABILIZATION AND FINAL HAND-OFF TO CA SUPPORT FOR ONGOING PROBLEM RESOLUTION.

## Overview

CA Services applies the CA Solution Architecture Methodology, a series of well-defined processes certified by The Open Group, to assess your information governance needs and create a customized solution for your specific IT environment. Your CA Services team members take a thorough, systematic approach to understanding your regulatory compliance issues and business goals. They place these objectives in the context of existing IT capabilities, then build and help optimize your CA IG solution to meet your business needs.

## Benefits

The in-depth knowledge of information governance from both technical and business process perspectives that CA Services' certified architects, project managers and records managers provide results in:

- Reduced implementation risk
- Products configured to meet business requirements
- Reduced staff learning curves
- Lower costs
- Higher value

## The CA Advantage

With legal, compliance, records and SEC experts on staff, we connect regulatory demands with business operations so that your organization's vital information is available where and when it's needed. Our comprehensive approach addresses information governance maturity and links people, process and technology. Multi-phased deployments deliver value quickly. CA Services and our partners are aligned with CA's Enterprise IT Management (EITM) framework for unifying and simplifying IT management across the enterprise for improved business results.

## Leadership Approach to Information Governance Improves Long-Term Results

Information governance specialists within CA Services and our partners help your organization take a proactive approach to eDiscovery, retention, and compliance for critical information. A holistic approach is brought by legal, records management and compliance experts who can assess your needs based on industry- and business-specific drivers. They design a solution that addresses process changes as well as technology and is geared to meet future business requirements.

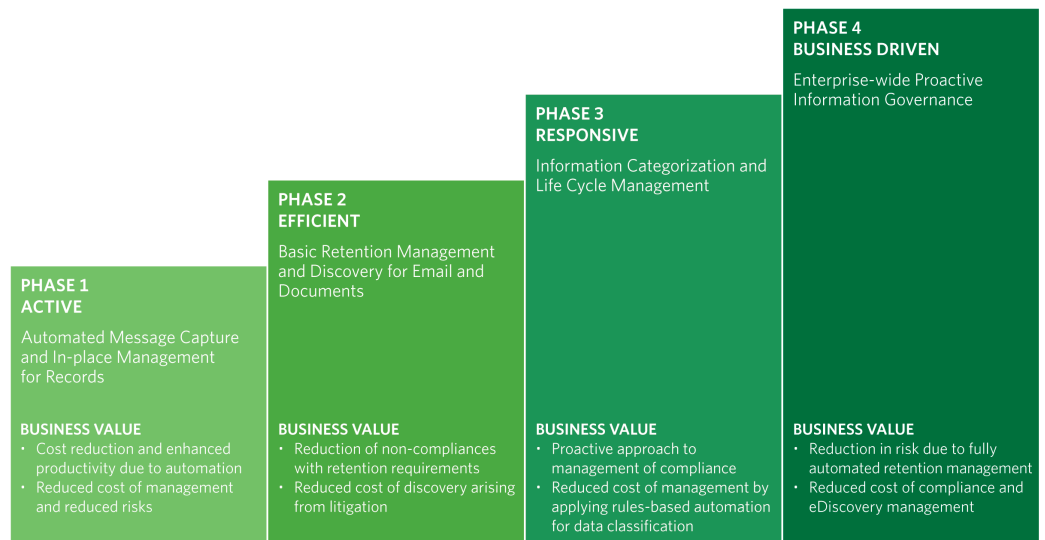
### Understand Maturity and Identify the Gaps

A good way to begin is with an understanding of the volume and types of information you have, and where it is stored. In a four- to six-week period, CA Services can conduct assessments covering three major elements: people, process and technology. We map your existing capabilities to the CA Information Governance Maturity Model (see Figure A).

FIGURE A

Using the CA Information Governance Maturity Model, CA Services can help you identify your current level of information governance and process capability. This is the starting point for creating a solution blueprint that helps you improve information governance and effectiveness, quickly and reliably, and delivers predictable ROI and business results.

THE CA INFORMATION GOVERNANCE MATURITY MODEL



Blueprints and complete documentation map the way to progressively higher levels of maturity that accelerate time-to-value for your user communities, business processes and supporting technologies. Data for business justifications can help you secure project funding. The following are offered:

**CA MESSAGE MANAGEMENT LIFECYCLE ASSESSMENT** analyzes your existing message management systems and related business processes, compares them to industry standard and best practice frameworks and develops a plan that complements your business strategies and governance requirements.

**CA RECORDS MANAGEMENT BEST PRACTICES** provides an understanding of the correlation between your organization's best practices for records management and the pertinent legal regulations and business requirements that must be met. The goal is to improve efficiency and productivity by streamlining business processes and aligning them with policies and IT capabilities.

### **Build and Deploy the Right Solution**

After a thorough analysis of your current business and IT environment, as well as the business processes associated with information governance, CA Services helps you design and implement the right solution for your requirements. The CA Services information governance team is committed to developing a solution that leverages your existing systems and established technologies — not replacing them.

All implementations begin with the creation of high level and detailed designs, developed using proven reference architectures. A project management plan that defines execution, monitoring, control and closure is created. This plan guarantees that all elements for successful project governance are in place, and is the basis for a joint understanding of the work to be done.

Each engagement is delivered using our rapid time-to-value methodology that structures the project to deliver results within the first 60 to 90 days. The implementation is managed from start to finish by a Project Management Institute (PMI) certified project manager who tracks progress and reports on questions, issues and roadblocks.

Best practice processes for message and records management and data migration are incorporated to aid transition from deployment to production. Knowledge transfer to the staff is a key part of the stabilization services that CA Services provides. The following services are offered:

**CA MESSAGE MANAGER RAPID IMPLEMENTATION** is a fixed price, pre-defined service that deploys CA Message Manager suite in 30 days or less using out-of-the-box configurations, supporting up to 2,500 users and integrating with one messaging platform.

**CA MESSAGE MANAGER SOLUTION IMPLEMENTATION** provides comprehensive support in architecting and implementing the CA Message Manager suite, speeds ramp-up time and helps ensure that the value of the solution is realized.

**CA RECORDS MANAGER RAPID IMPLEMENTATION** is a fixed price, pre-defined service that deploys CA Records Manager in 60 to 90 days using out-of-the-box configurations and your selection of one report and three integrations.

**CA RECORDS MANAGER SOLUTION IMPLEMENTATION** delivers immediate value by converting and consolidating valuable data and speeding the implementation of CA Records Manager, so you can more quickly and easily meet legal requirements and optimize storage system usage for improved cost management.

**CA INFORMATION GOVERNANCE DATA MIGRATION** provide a one-time conversion of information from tape or other media into a repository or archive, ensuring fast and easy access to the information you need, when you need it.

### Set the Stage for Long-Term Success

In a business environment where change is constant, CA healthcheck services help ensure that your CA Information Governance solution continues to deliver value and run efficiently. Periodic healthchecks help keep the solution operating cost-effectively and current with industry and operational changes.

**CA MESSAGE MANAGER HEALTHCHECK** analyzes queues, archives, databases, servers and other components, and makes recommendations on how best to align the infrastructure for improved CA Message Manager performance.

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## Capitalize on the Value of Your CA Information Governance Solution with CA Education

Making the most of your IT infrastructure is the surest way to accelerate your ROI, and onboarding education plays a key role in every implementation. A comprehensive catalog of training options, developed with best practices and industry certifications in mind, supports you through the planning, design and implementation phases of your deployment. Our certified and experienced team, in collaboration with leading education partners, transfers deep expertise in CA software products and IT best practices to more than 35,000 students per year.

CA Education uniquely applies a Unified Learning Approach that aligns training to your overall investment in CA software. This approach incorporates proven Education Needs Assessments and learning paths to maximize your payback and results. The focus is on providing "just-in-time, just-enough" skills development with training that is available when and where you need it.

You and your team can derive significant benefits during every stage of project lifecycle. Developers learn the critical information they need to communicate with Operations and fix production-level problems. QA teams learn proven best-practices models for benchmarking applications prior to deployment. Our training programs show how to exploit features and functions for your organization. Optimum utilization leads to measurable differences in service levels, adding upon the value of your CA Information Governance solution.

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## Improve Return on Your Software Investment with CA Support

Working hand-in-hand with your own trained staff, CA Support provides you with the right level of support to ensure that your CA Information Governance solution works with efficiency and effectiveness. Designed with mission-critical solutions like CA Information Governance in mind, CA Support offers a complete turnkey support solution, allowing users at any level within your organization to get their questions answered and concerns addressed.

There are no complicated levels of support to sort through and no hidden costs. Users can assign severity levels to any incident, guaranteeing an appropriately rapid response to every question. In addition, you can tailor your support program with proactive, preventive and customized support solutions focused on your specific CA Information Governance solution and business requirements.

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## Benefits

CA Services integrated approach, which includes project management and implementation, on-boarding education and transition to post-implementation support, helps you:

**MINIMIZE BUSINESS RISK** by leveraging knowledgeable CA experts who can create the framework and processes for delivering information to the right people in the right places at the right time

**CONTAIN COSTS** by designing CA IG solutions that leverage your organization's existing IT investments and augment, rather than replace it, to add the functionality you need

**REDUCE LEGAL LIABILITY** by telling you whether to purge or retain information based on industry, business and legal mandates and by helping to optimize your information management infrastructure to deliver that information as needed

**SPEED TIME TO VALUE** by leveraging CA Services proven models for assessment and deployment, so you begin realizing the value of your CA Information Governance solution as each phase goes live

**ENSURE OPERATIONAL EFFICIENCIES** with centralized information governance, administration and maintenance processes

**ENHANCE BUSINESS ENABLEMENT** by efficiently integrating people, processes and technology in support of your business. CA Services use best practices and systematic methodologies to determine the most effective business processes for proactive information governance

**MAXIMIZE UPTIME AND PERFORMANCE** of your CA Information Governance solution by properly training your staff to provide appropriate levels of support across the enterprise and around the world

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## CA Advantage

CA Services delivers a comprehensive, cost-effective set of services that helps ensure the success of your CA Information Governance solution.

- **Experience** Customers engage CA Services in hundreds of information governance engagements each year, resulting in constant collection and development of best practices and continuous improvement in project management. A veteran assessment team with expertise in regulatory, legal, discovery, and records management plans and designs project architecture, creates implementation roadmaps and helps you demonstrate your CA IG solution's business value.
- **Proven Processes** CA Services offers a five-step time-to-value approach built on best practices that delivers results quickly and incrementally throughout the life of your engagement. Each project is delivered according to a strict project management methodology that includes precise definition, timely communication, proven measures and controls and defined ownership, accountability and authority.

- **Expertise** CA Services provides you with highly trained and certified professionals worldwide including ARMA-certified records managers and PMI-certified project managers. The CA Services team includes industry board co-chairs, legal experts and design professionals who attend the CA architecture training program that is one of three programs worldwide accredited by The Open Group.
- **Strategic Partners** Our experience partnering with global systems integrators and other service vendors provides our customers with the best specialists available. Our partners can help you with the broader business/IT problems, such as business and process alignment consulting, industry vertical expertise and outsourcing.
- **Solution-Specific Education** CA Education offers all your user communities — IT staff, senior business and financial management application users — appropriate levels of training customized for your IT environment and business processes. Our Unified Learning Approach helps you assess your training needs and develop a comprehensive education plan to gain the most value from your software investments.
- **Investment Protection** CA Support
  - Features immediate access and rapid response
  - Safeguards investment after implementation by making improvements or adding features as a result of CA's continuous research and development
  - Offers proactive, preventative support solutions tailored to the demands of your specific business requirements

### Part of an Enterprise-wide Vision

The CA Services team and our partners work together to achieve a common vision called Enterprise Information Technology Management, or EITM. EITM calls for unifying and simplifying IT management across the enterprise for improved business results. By adhering to the EITM vision, your CA Services team can help you plan and implement software and services for your CA Information Governance solution, while at the same time taking into consideration the relationship of information governance with other elements of IT management.

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To learn more about how CA can help you to assess your IT needs, plan your IT investments, and make sure your organization has the right training and support to get the most from your CA software investments, visit [ca.com](http://ca.com).