

CA Service Catalog



At a Glance

CA Service Catalog helps create a consumer-like storefront experience for users with unified self-service* for all business and IT services, and optimized mobile apps for CA Service Management solutions that support a dynamic enterprise and help increase productivity. With CA Service Catalog, the entire request lifecycle is managed and automated, including the request, approval, and fulfillment of services. This helps reduce the cost of service delivery, and improve productivity. The included collection of service offerings, forms, workflow definitions, events, and report templates, help accelerate time-to-value and get you up to speed faster. And you can communicate service offerings in rich, descriptive business terms in a range of supported languages. This helps elevate the service experience for all consumers, which can lead to increased satisfaction.

Key Benefits/Results

Change IT to a proactive strategic business partner and help improve customer satisfaction

Define the user experience with unified self-service, collaboration, social media, and mobility

Reduce the cost of delivering services, and deliver services faster and with less manual effort

Increase service cost visibility and gain insight to consumption in financial terms

Key Features

Unified Collaborative Self-service. End users, analysts and experts have one social media-based means to access knowledge, collaborate, resolve issues, request services and view assets*

Publish services across multiple portals. Expose service offerings in any HTML source to provide seamless end user access to services. Create a unified user experience across CA Service Management solutions.

Deliver services where, when, and how needed. Mobile apps for iOS® and Android™ enable service requests, and tracking, incidents, and collaboration.

Automate routine, time-consuming, manual, or scripted tasks. Embedded enterprise-class workflow engine provides repeatable and extensible automation of service delivery to maximize operational efficiencies across departments and tools.

Provide insight into service costs and performance. Define service offerings with complete cost transparency and associated service level agreements.

Calculate service consumption in financial terms. Report service cost by service, customer, or consumption and provide automatic chargeback or "showback" capability.

Business Challenges

IT is under greater pressure to reduce operational costs and demonstrate value in the services it delivers. These pressures are often a result of disconnect between what IT provides and the perception of what business users are really requesting. Often the perception is a result of services separated by IT silos that are costly, labor intensive, and prone to errors.

There is a perception disconnect between what business users want or need, and what IT provides. It is common to have multiple systems, applications, and processes leveraged to facilitate business requirements for services, resulting in significant overhead cost and IT struggling to set clear expectations.

IT is under greater pressure to reduce operational costs and demonstrate value in the services it delivers. "What have you done for me lately?" has always been a challenge, but increasingly it is asked in the context of business value rather than operational excellence.

Request fulfillment is costly, labor intensive, and error prone. Multiple entry points for request fulfillment (including phone calls and emails) are difficult to manage and to make repeatable and consistent.

There is no visibility into service costs, consumption, and performance. IT is always looking to reduce costs, but that can be difficult when you do not know where your money is spent.

Solution Overview

CA Service Catalog is an enterprise-class solution to define and publish business and IT service offerings, help increase productivity and user satisfaction. CA Service Catalog enables your organization to define its service offerings in business terms with graphical and text descriptions along with complete association to all the elements involved with the delivery and management of services. Service offerings are defined in a portfolio that can be published as a catalog of available services to the entire enterprise, or to individual business units or tenants. In addition, you can expose specific service offerings where, when, and how needed in any HTML page or portal or via iOS and Android mobile apps. The multi-tenancy capabilities of CA Service Catalog support a variety of provider and consumer business models, such as an MSP or cloud based service provider.

An internal embedded workflow orchestration engine automates the delivery of services offerings across fulfillment architectures, including physical, virtual, and cloud environments. You can add fixed or usage-based cost models to the service definition to provide financial transparency. And to support operational excellence, you can associate services to configuration items in a CMDB and can incorporate service level agreements (SLAs).

Critical Differentiators

CA Service Catalog includes everything you need to define your services in value-oriented language with clearly published SLAs and costs, to automate the approval and fulfillment of requests, and to associate service usage in financial terms.

CA Service Catalog is part of CA Service Management, a robust enterprise software that helps increase productivity, process maturity, user adoption and consumer satisfaction. This broad and powerful business service management solution enables and manages the entire service life-cycle across fifteen certified ITIL® processes. It accomplishes this with a unified and collaborative self-service interface that is favored by consumers, ITSM teams, and management.

Deliver services where, when and how users need them with unified self-service, and CA Service Management optimized mobile apps. *Unified self-service requires CA Service Desk Manager 12.7 or later.



CA Service Management provides innovative asset, change, and request management automation that helps increase your productivity and reduce business risk. This IT service management software features a comprehensive mobile application that helps make the services you provide accessible anywhere, anytime and anyhow.

And all this is made available to you within a modern, user-friendly experience that can broaden adoption of services and elevate the perception of your IT organization to the business and your consumers.

Related Products/Solutions

CA Service Catalog is a key part of a broader and comprehensive **Service Management** solution from CA Technologies.

- **CA Service Desk Manager.** Enables automatic opening of tickets and change orders based on service requests
- **CA IT Asset Manager.** Holistically manage your company's IT assets and associate a service request to a specific asset
- **Xtraction for CA Service Management.** Enables non-technical users to quickly create and share interactive dashboards and reports

For more information, please visit ca.com/servicecatalog

Agility Made Possible: The CA Technologies Advantage

CA Technologies enables you to deliver real business value with CA Service Catalog, a key part of a broader and comprehensive Service Management solution from CA Technologies.

Achieve rapid time-to-value and better business results with CA Services. Using proven and battle-tested methodologies, CA Services can implement your CA Technologies solution quickly and cost-effectively.

Optimize your investment, mitigate risk, and improve productivity with CA Education. With a defined learning path for CA Service Catalog, you have access to the recommended training that will allow you to help reduce costs, automate asset lifecycle management, and enable vendor and contract optimization with a single integrated solution.

Maximize your investment in CA Technologies solutions with CA Support. Increase your productivity and minimize risk with robust support maintenance tiers and offerings, highly experienced technicians, and diagnostic tools and programs.