

TECHNOLOGY BRIEF

The Cloud-Connected Management Suite | May 2010

the cloud- connected management suite

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executive summary

Overview

IT isn't about to change—it is already changing. Businesses that once depended entirely on IT to deliver services now look to a mix of internal IT and external service providers to meet their needs. If a department manager wants to implement a cloud-based email marketing tool, she orders it with a credit card online. In a matter of minutes she can be up and running on the new system. She doesn't feel the need to ask permission, because she is not adding any machines or installing any software. She is just solving a business problem—one that needs solving right now.

Does this situation sound familiar? Flexibility to respond quickly enables the business to stay competitive. Unfortunately, this same flexibility results in a loss of control. IT, charged with maintaining the sanctity of corporate networks, data, and applications, no longer knows all of the services that the business is using. Controlling this environment is becoming more difficult, and it is getting worse as more and more services become available. There must be a better way.

How can IT evolve?

IT can no longer operate solely as a factory inside the enterprise, churning out all services for the business. IT must embrace new delivery models. IT must transcend the boundaries of the enterprise and seek services that meet business needs. IT must be managed like a supply chain—like a web of internal and external resources that are integrated to deliver the services vital to the functioning of the business. Only by evolving IT to a supply chain model can business needs be dynamically aligned with an ever-increasing set of IT sourcing and delivery options.

What do you need to achieve this ever-changing alignment? First, you need **insight** into your IT services—both internal and external. You need to discover who is using what, and you need a standard way to describe those services based on important business-related metrics—something that could be used for apples-to-apples comparisons.

Second, you need access to relevant data about public cloud services, feedback about those services, and best practices from a **community** of both peers and experts. This helps you decide if, when, and how you should use public cloud computing for a particular application or capability. Customers want a place to share experiences with like-minded people on like-minded topics to overcome the “I don’t know what I don’t know” problem.

Third, you need an environment where you can make changes and act on this information. You need to **enable** both existing and new applications and infrastructure to be more flexible by abstracting them from current physical dependencies. This will make it easier to move workloads to an internal or external cloud environment and back again, if and when it is the right thing to do.

You also need to **optimize** for business value with facts and tools to guide service choices and align resources to the choices you make. You need to constantly challenge and reassess those choices to take into account both new information and changing business goals.

Finally, you need to be able to **deploy, manage, secure, and support** services that leverage the choices you’ve made to meet enterprise-grade, industrial-strength requirements. And once you have these core capabilities, you need to engage in a relentless and ongoing search for improvement over time.

What is CA doing?

Over the past year, CA has been implementing a strategy to help you manage and exploit cloud computing as part of your existing infrastructure—to help you run IT as a supply chain.

CA is adding to our security management, service assurance, virtualization management, and automation offerings with capabilities assisting in this new world of the cloud-connected enterprise. We've announced support for managing and provisioning to Amazon EC2 in our automation management, service management, and application performance products and monitoring numerous cloud services through a single view. We're providing single-sign-on security across software-as-a-service offerings like Salesforce.com. We're delivering a whole set of innovative virtualization management capabilities as well.

But, to deliver on the new, fundamental requirements outlined above, CA is staking out new territory on behalf of its customers. We call this new territory the Cloud-Connected Enterprise. Cloud-Connected Enterprises make, implement, and manage optimal decisions about when—and how—to use cloud computing as part of their IT supply chain.

Through a series of aggressive acquisitions and innovative internal development, we're building a new product suite called the **CA Cloud-Connected Management Suite**. The suite will help you manage and optimize the dynamic IT supply chain that cloud computing is enabling. With the first elements planned for availability later this year, we are not only offering a new set of CA products, we are also offering a new category of software: IT supply chain management.

With the Cloud-Connected Management Suite, we will enable our customers to discover and measure existing services, compare them against external options, enable sourcing decisions, and optimize their IT service supply chain from decision through action and beyond. This is focused squarely on putting IT back in the driver's seat.

What is the Cloud-Connected Management Suite?

The CA Cloud-Connected Management Suite under development will have four solution sets: Cloud Insight, Cloud Compose, Cloud Optimize, and Cloud Orchestrate. These new CA solutions will build upon technology recently acquired from 3Tera, Oblicore, and Cassatt—combined with our own extensive development efforts.

With our vision for **CA Cloud Insight**, you gain visibility into internal IT environments in terms of relative measures of service, such as quality, agility, risk, cost, capability, and security. You will be able to compare and contrast internal options with external ones to determine the best choice for your current business situation.

CA Cloud Compose would allow you to abstract applications from their underlying infrastructure to make it easy to deploy, manage, and move composite infrastructure stacks to internal or external cloud environments. **CA Cloud Optimize** would let you analyze alternatives across business measurement characteristics and present options to the user for how to improve IT service delivery and sourcing choices. Finally, with our plans for **CA Cloud Orchestrate**, you will be able to manage the deployment of the suggestions that come from CA Cloud Optimize. This builds on a broad array of capabilities from our existing portfolio, our recently acquired companies, and new organic development.

Supporting this new product family are two other important initiatives: The Service Measurement Index and Cloud Commons.

The Service Measurement Index (SMI) consortium Carnegie Mellon University is planning to lead an initiative to address the need for industry-wide, globally accepted measures for calculating the benefits and risks of cloud computing services. They are calling this set of measures the Service Measurement Index. With the help of a planned consortium of educational institutions, end-user organizations, and technology providers, CMU expects to develop this set of business-centric performance indicators that will provide IT with a standardized method for comparing cloud services from internal or external providers.

The Service Measurement Index will be one of a kind—a relative index that’s a common, free, and open foundation for making service investment, prioritization, and sourcing decisions. These efforts are intended to provide a way for IT and business to come together and align, describe capabilities, figure out what you need to know, and help you make the best possible sourcing decisions.

Cloud Commons CA, along with other organizations and participants, has initiated the Cloud Commons IT management community to provide a place for like-minded end users, partners, industry experts, and others to share experiences, best practices, and qualitative and quantitative information about the many types of cloud services available. Cloud Commons will enable people to describe their experiences with cloud services and compare them to others. There will also be ways to add commentary and to interact with others in the community. Think of it as a peer review site for cloud services, except you and your peers are the experts providing input.

Cloud Commons is envisioned to be a source of information that you can go to when you want to make decisions about what cloud capabilities are available and which ones are right for you. We’ve started

the ball rolling with a broad range of current and historical data gathered for major cloud sites. We've also included data from an extensive research project with a leading analyst firm on the usage of particular cloud services, along with research reports from Gartner, Forrester, and EMA. The site already lists some 1,500 cloud services. As people use the site and build the community, it will be a rich source of commentary and recommendations, enabling participants to share useful information with the larger community. The social network of community members will make Cloud Commons more valuable and keep it relevant for helping IT get its job done in a cloud-connected world.

In addition, CA Cloud Insight will take advantage of data gained from Cloud Commons to provide visibility into external service offerings. This will allow you to bring information from Cloud Commons into your decision-making process, helping you decide the best combination of internal and external resource to drive business outcomes.

This is just the beginning

CA recognizes that cloud computing is another in a long line of innovative delivery mechanisms for IT services. As companies embrace cloud computing, we will see changes in the industry that we cannot anticipate that will take us to places we have never been—to the next cloud, if you will. When change is the only constant, the best way to succeed is to adopt a flexible model for managing and delivering services that can help you determine when and how to integrate new offerings into your IT supply chain. With the right tools, you can rapidly make informed decisions on what is best for you, your business, and your customers. With CA, you CAN.

CA Technologies is an IT management software and solutions company with expertise across all IT environments—from mainframe and physical to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies' innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 rely on CA Technologies to manage their evolving IT ecosystems. For additional information, visit CA Technologies at ca.com.

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