Vision and Roadmap: IT Client Manager

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Abstract

Join us for an informative session that focuses on CA IT Client Manager strategy and future product direction, as well as how client management fits into CA's Service Management strategy and overall Enterprise IT Management vision. Learn what's new and what's on the roadmap for this new integrated solution that provides a comprehensive set of capabilities, including asset inventory and discovery, intelligent analytics, software delivery, remote control, patch research and management, and system migration.
Integrated CA Service Management

CA Service Catalog

- Incident, Problem, Change, Configuration, Release & Deployment, Request Fulfilment
- IT Asset Management
- Service Level Management

CA Service Desk Manager
- Incident Problem
- Change
- Support Automation
- Knowledge

CA IT Client Manager
- Asset Discovery
- Migration
- Patch
- Remote Control
- Software Delivery
- Mobile Device

CA Software Change Mgr

CA CMDB
- Visualisation
- Change Impact Analysis
- Root Cause Analysis

CA IT Asset Manager
- Asset Portfolio
- Asset Lifecycle
- Software license Costs
- Contracts

CA Service Accounting

CA Service Assure

CA Service Metrics Analysis

Application Discovery & Dependency Mapping
Configuration Management & CI Versioning
Federation & Reconciliation
What is CA IT Client Manager?

INDIVIDUAL PRODUCTS
> Unicenter Asset Management
> Unicenter Software Delivery
> Unicenter Remote Control
> Unicenter Patch Management
> Unicenter Desktop DNA
> Unicenter Asset Intelligence

COMPREHENSIVE FEATURES
> Asset discovery and inventory
> Software distribution and OS image management
> Remote desktop control
> Patch research and management
> Desktop migration
> Intelligence and reporting
IT Client Manager – At a glance

> Asset inventory and discovery
  - Automated discovery, inventory, configuration, usage and reporting

> Software distribution and OS image management
  - Policy-based software and patch deployment

> Remote desktop control
  - Access, control, view, manage and modify remote systems

> Patch Research & Management
  - Monitoring, research, testing, deployment

> Desktop migration
  - Refresh, OS deployment and desktop recovery

> Intelligence and reporting
  - Advanced asset analytics for informed decision making
What’s Driving Our Customers?
Top Management Priorities

- Improve alignment with business objectives
- Improve IT planning processes
- Improve project management capabilities
- Reduce IT costs
- Improve the ROI on IT spending

Source: CIOInsight.com

Bar chart showing the priorities from 2007 to 2009.
What’s Driving Our Customers?
Top Technology Priorities

- Creating or improving strategic applications
  - 2009: 35%, 2008: 37%, 2007: 34%
- Expanding IT infrastructure to keep up with growth
  - 2009: 27%, 2008: 32%
- Improving IT security and continuity
  - 2009: 28%, 2008: 31%, 2007: 34%
- Instituting a more flexible IT architecture
  - 2009: 27%, 2008: 25%
- Improving the quality of information
  - 2009: 28%, 2008: 26%

Source: CIOInsight.com
What’s Driving Our Customers
Top 5 (of 10) Strategic Technologies for 2009

> Virtualisation
  ▪ Virtualisation has significant potential to reduce IT costs
  ▪ OS, Application, Desktop and Server

> Business Intelligence
  ▪ Faster and more-informed decisions are valuable in a complex environment

> Cloud Computing
  ▪ Caution is advised since significant privacy and security issues exist

> Green IT
  ▪ Environmental benefits will be secondary to cost savings

> Unified Communications
  ▪ Streamline existing business processes improving operational efficiencies

Source: Gartner
IT Client Manager Roadmap
IT Client Manager Roadmap

> IT Client Manager r12 SP1

- New MDB Support for SQL Server 2008
- Improved diagnostic tools
- NRI on non-Windows systems
- Device Compliance Scanner with NIST certification (formerly the FDCC Scanner)
IT Client Manager Roadmap

> IT Client Manager r12 SP2
  - Windows 7 XP Mode support
    - XP virtualisation for broader application support
    - Detect XP Mode supportability
    - Deploy XP virtualisation environment
    - Target XP environment for Software / Patch deployment and remote control

- Desktop Migration Manager Windows 7 Support
  - Data/OS/Settings: Windows 2000, XP and Vista → Windows 7
  - Migrate open files (such as the Microsoft Outlook .pst file)
IT Client Manager Roadmap

> IT Client Manager r12.5
- Enhanced support for virtual applications
- Enhanced virtual platform support
- Green IT assessment
- Web Access Console (WAC) enhancements
- Device Compliance Scanner enhancements
- Software Delivery Enhancements
- FIPS 140-2
Enhanced support for virtual applications

- Extends the current process for registering / deploying virtualised application packages in the environment
- Streamlined method to choose a virtually packaged application and include it in Software Delivery
  - Supports delivery methods inherent to packaging technology
- Detect and report on virtual applications that exist in the environment
- Update virtual applications
IT Client Manager r12.5

> Enhanced virtual platform support

- Support Solaris Zones
  - SPARC or Intel processors
  - Global and non-Global Zones
- Support Sun Sparc M-series
- Support VMWare ESX v3.5 and v4.0
  - Certify the management infrastructure components
- UNIX virtual inventories now all executed remotely not on system controllers
- Increase inventory accuracy of VMs running on a host machine
  - Inventory the resources assigned to the virtual machine
Green IT assessment

- Analyses Power Management settings of asset type
- Calculates optimal power setting based on type (Laptop, Desktop, Server)
  - Optimised, Good, Fair, Poor, Unknown
- Power Management Drift displays expected vs. measured power management settings
- Show Power Management Scheme
- Power Component Map
  - Turn Off Monitor (AC) – Display as “Turn off monitor”
  - Turn Off Hard Drive (AC) – Display as “Turn off HD”
  - Standby (AC) – Display as “Standby”
- Processor usage KPI
IT Client Manager r12.5

> Web Access Console Updates
- Unified Logon
- Future updates to WAC as a patch to r12.5
  - Pre-register system for OS deployment
  - Deploy OS to unmanaged system
  - Manage OS installation parameters
  - View Boot / OS Images registered to boot servers

> Device Compliance Scanner Enhancements
- Support additional Extensible Configuration Checklist Description Format (XCCDF) Features
- Support Windows 2003 Server checklists
- Automatically configure XML content
IT Client Manager r12.5

> Software Delivery Enhancements

- Shutdown after last job
- Support files larger than 4Gb
- Configurable encryption and throttling for internal NOSless deliveries
- Custom Admin Messages
- Optimised Database Update
  - Scalability Server caches data for pre-determined time to enable bulk update
  - Installation Manager updates multiple status and detection records in single transaction

- Multi-process Manager
  - Task Manager divided into Task Manager, Policy Manager and Replication Manager
  - Installation Manager divided into Installation Manager and Notification Manager
IT Client Manager Roadmap

> IT Client Manager r12.5+

- Adopt Business Objects reporting model
  - CA IT Client Manager Reporter
  - CA Asset Intelligence console
- Adopt unified service model (a.k.a Catalyst)
Desktop Transformation - Windows

**CHALLENGE**

- Windows 7 will require a hardware refresh
- Incompatibility remediation – Application updates, patching, etc.

**SOLUTION**

- Automation tools and ITIL-style transition processes
- “Workspace Service”-centric planning and management

**RESULTS**

- Readiness Assessment and Remediation
- Application Compatibility assessment and remediation
- HW Compatibility assessment and remediation
- Transition Planning, Automation and Validation
Key Customer Challenge – Workspace Mgt

> Question:

- How to approach, plan, execute and manage the results of desktop transformation initiatives to ensure success in a complex world of heterogeneous physical and virtual infrastructures and platforms
Key Customer Challenge – Workspace Mgt

> Answer:

- Apply ITIL-style practices to the User Workspace Service
  - Automate service monitoring and aggregation at all levels of management
  - Understand and manage the true cost per user of the Workspace Service
  - Understand and manage the dependencies that the workspace service delivery has on infrastructure and downstream services
  - Align infrastructure service levels to the required end user service level to optimise cost of service delivery (Lean IT)
  - Use ITIL Service Transition processes to plan and manage change without negatively impacting service level
IT Client Manager Roadmap

> IT Client Manager r13+

- Complete virtualisation strategy
  - Support new infrastructure outside of the datacenter
  - Content for User Workspace Service Management
  - Add Persona / User Workspace Mgt capability
  - VDI assessment and infrastructure planning tools
Desktop Transformation

A **user workspace** provides productivity tools and access to corporate data and applications required by a user to do their job.

This is a **service** IT delivers to the business.

The **user workspace service** is delivered using Desktops and Laptops and has been essentially stable for a long time.

This is about to change dramatically and get a lot more complex due to changes in both business demand and technology.
Desktop Transformation - Infrastructure

Datacenter / Cloud Sourced Services

- Connection Broker – Access to Workspace / Workspace Components
- Persona / Workspace Mgmt
- Hosted App Virtualisation
- Blade PCs
- Terminal Servers
- Hosted Virtual Desktops (VDI)
- VDI and Workspace Storage

Persona

Provide Required Service Level to Users at best Cost per User

Device / App / Location-aware
workspace access, plus self-service
 provisioning and management

Presentation

Network

Thin Clients

Mobile and Employee-owned Devices

Thick Clients

uses multiple devices

uses a service

uses a device

consumes a service

uses multiple devices

Device - aware, location-aware
workspace access, plus self-service
 provisioning and management

Presentation
Questions