

INDUSTRY BRIEF: GOVERNMENT

Make Your IT Organization More Effective

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Table of Contents

Executive Summary

SECTION 1: CHALLENGE 2

Agencies Face Increasing Pressure to Do More with Fewer Workers

Growing Demand for Strategic New IT Services
An Expected Loss of Legacy IT Management Skills
A Need for Automated Solutions

SECTION 2: OPPORTUNITY 3

CA Automated Solutions Reduce Demands on Agency Staff

CA Change, Configuration and Release Management
CA Service Desk Manager
CA Incident & Problem Management
CA Asset Life cycle Management
CA IT Asset Management
CA Data Center Automation Manager
CA Identity Lifecycle Management
CA Governance, Risk & Compliance Manager

SECTION 3: BENEFITS 7

Improve the Effectiveness of Your IT Organization

Create Repeatable, Automated IT Processes
Reduce the Need to Replace Retiring IT Workers
Improve Your Ability to Recruit New IT Employees
Continuously Improve IT
Develop Projects for Consolidating and Sharing IT Resources

SECTION 4: CONCLUSIONS 8

SECTION 5: ABOUT THE AUTHOR 8

Executive Summary

Challenge

Complying with Office of Management and Budget (OMB) demands to consolidate and share resources with other agencies and addressing demands for more online services requires more resources. At the same time, aging staff members are retiring, taking with them their knowledge of legacy systems. Your agency needs to recruit additional staff with the skills to put in place and manage distributed technologies. Yet, budget restraints and the preferences of younger workers are making it difficult to address these human resources issues.

Opportunity

Coping with these demands means that you must use your IT staff more effectively. Automated IT management solutions can capture the knowledge of retiring workers and perform many tasks necessary to manage both legacy and distributed systems. As a result, you may not need as many new IT staff and those you do recruit can be offered more interesting and strategic assignments. CA provides a wide range of solutions that enable knowledge retention and automate the process workflow to provision and maintain IT services.

Benefits

By taking advantage of the wide range of CA solutions for automating your IT management tasks, your agency can benefit from the ability to:

- Create automated, repeatable IT processes
- Reduce the need to replace retiring IT workers
- Improve your ability to recruit new IT employees
- Continuously improve IT
- Develop projects for consolidating and sharing IT resources

Agencies Face Increasing Pressure to Do More with Fewer Workers

As a government IT organization, you are increasingly required to play a strategic role in your agency. You are offering more online services to citizens, businesses and government employees and consolidating and sharing resources with other agencies, greatly extending and enhancing the support functions you provided in the past. To meet these demands, you need IT staff with new skills to put in place distributed technologies. At the same time, you must replace the retiring staff members who have knowledge of legacy systems.

Yet, budget restrictions and the preferences of younger workers make it difficult to address these personnel issues. An automated IT management solution that can capture existing knowledge and automate a multitude of everyday tasks addresses these issues. It allows you to meet your IT human resources requirements with fewer staff members and more easily recruit new employees.

Growing Demand for Strategic New IT Services

In an effort to make government more efficient and effective overall, your agency is being encouraged to embark on a wide range of new IT and other projects. You must execute projects in accordance with the President's Management Agenda (PMA) and in line with OMB's Federal Enterprise Architecture (FEA) and E-Gov initiatives. These compel you to collaborate and share commonly needed services between departments and among multiple agencies, and find more ways to interact with citizens and clients electronically.

As a result of E-Gov government to government initiatives, many government agencies have begun to buy managed services such as human resources, financial management, payroll, and so on from other agencies instead of executing them within their own operations. In accordance with E-Gov government to citizen initiatives, many government agencies are successfully offering services directly to citizens. Examples are the Internal Revenue Service (IRS) and the Social Security Administration. The IRS makes it easy for citizens to download tax forms from its website, and the Social Security Administration has greatly expanded online benefits information and access.

Developing and maintaining these new services demands that you operate complex IT environments with newer, more efficient technologies that require new types of IT operational and management skills. Yet, finding and hiring skilled staff or reallocating existing staff members to support these projects is not always possible for you to do.

An Expected Loss of Legacy IT Management Skills

At the same time, you need to continue to maintain your existing mainframe and distributed systems, an effort that is widely recognized to take between 70 and 80 percent of your IT budget. Yet, when your retiring staff members leave, they will likely take with them some of the skills and a lot of the institutional knowledge necessary to support your systems, especially the mainframe applications. These skills promise to be particularly difficult to replace. New employees do not graduate with these skills and can only learn them from existing employees over time and if those employees stay long enough. Additionally, younger workers do not want to work on maintaining legacy or older distributed systems nor do they want to be employed to perform only menial or mundane operational tasks.

A Need for Automated Solutions

Coping with these demands requires your IT organization to use IT staff more effectively. Automated IT management solutions can help capture the knowledge of retiring workers and perform many of the everyday maintenance tasks necessary to sustain both legacy and distributed systems. To illustrate:

- The U.S. Army Reserve installed automated service desk solutions that offer online information about known issues to allow users to resolve many problems on a self-service basis, significantly saving time for technicians.
- Walter Reed Army Medical Center has automated the previously manual processes that it used to update its applications and apply patches across multiple, geographically dispersed sites, thereby saving considerable time and costs and reducing errors.
- Because its data centers are highly automated and capture a broad range of IT management knowledge, the Department of Defense has been able to handle numerous IT management changes without missing a beat.

Automated IT management systems improve IT resource utilization and can help reduce your hiring requirements. Installing automated solutions also makes recruitment easier. By utilizing the latest management applications, you can create better jobs and support opportunities for staff, allowing them to play more strategic roles. In this way, automation can improve both knowledge retention and recruiting efforts.

SECTION 2: OPPORTUNITY

CA Automated Solutions Reduce Demands on Agency Staff

CA provides a wide range of tools that enable knowledge retention and automate all aspects of provisioning and maintaining IT services. As a result, you can reduce daily maintenance activities and devote more time to strategic projects. These solutions include the following:

CA Change, Configuration and Release Management

IT organizations within large agencies must deal with thousands of change requests each month. Poor change management can cost IT and agency personnel time, money and resources. Errant changes can lead to noncompliance, unplanned downtime and system outages. The CA Change, Configuration and Release Management (CCRM) solution provides powerful configuration management tools to review IT configurations, assess the business impact of IT change, and enforce policy and controls to safely implement configuration changes and releases. You benefit from a strategic approach that helps developers get more accomplished in shorter project cycle times. A key component of CA CCRM is the CA Configuration Management Database (CA CMDB). CA CMDB provides comprehensive visibility into the configuration information for your IT systems, including resource attributes, relationships and dependencies. This creates a knowledge base so that when issues arise, your IT organization has a place to go to find documented, correct resolution information. The result is that CA CCRM together with CA CMDB helps reduce the effort required to roll out new capabilities and services and solve problems fast.

CA Service Desk Manager

CA Service Desk Manager is designed to improve the efficiency and effectiveness of your IT support desks. By using CA Service Desk Manager, you can build superior incident and problem management processes. These processes help simplify change management, increase visibility into what's occurring within your IT infrastructure, deliver extensive self-help capabilities and provide detailed, accurate and timely data and dashboards to improve decision making. The result is a highly automated approach to problem management that helps you resolve problems more quickly with fewer staff and verify that services are available and performing with acceptable service levels. Extensive self-service capabilities mean that users often find that their problem is not unique and has already been solved; this means they can find their own solution and quickly get back to productive work. If the problem is new, they can create their own trouble ticket.

CA Service Availability Management

At the core of the CA Service Availability Management Solution are three integrated, industry leading products: CA SPECTRUM® Network Fault Manager (CA SPECTRUM NFM), CA eHealth® Network Performance Manager (CA eHealth NPM), and CA Wily Application Performance Management (CA Wily APM). Together these products enable you to manage service availability by proactively identifying degradations and giving your staff the ability to fix them before they impact users. This is done by pinpointing the root cause of outages and repairing them faster to minimize their impact on users and by optimizing utilization of your IT assets. The result is better service, lower cost of ownership of your IT infrastructure and applications, and significant, continuous ROI. As a result, you can more readily restore services in a timely manner and verify they are performing at acceptable service levels with fewer IT employees.

CA Asset Lifecycle Management

Your agency needs to manage your IT assets throughout their lifecycle to utilize them effectively. This requires you to keep a careful inventory of what IT assets you have, where they're located, how they're being used and what they require in the form of upgrades and patches. Performing this inventory is typically a time-consuming, manual process. CA offers the following solutions support the asset lifecycle from request to disposal:

CA IT ASSET MANAGEMENT CA IT Asset Management solutions give you instant and comprehensive knowledge about your deployed IT assets. These asset tracking capabilities provide automated discovery, hardware and software inventory, configuration management, software usage, software license management and reporting capabilities. These solutions can reduce the need to perform the laborious process of manual inventory while providing you information that helps reduce the risk of nonconformity with vendor contracts. Better asset management helps you become more efficient and make better decisions about how to spend scarce IT dollars.

CA IT CLIENT MANAGER CA IT Client Manager automates the operational processes needed to manage enterprise-level clients comprised of servers, desktop PCs, laptops and wireless devices. This solution gives you real-time insight into your PC and server inventory, without the need to perform a time-consuming and tedious manual inventory. It also automates critical lifecycle management processes consisting of deployment, patch management, maintenance and migration. Your IT staff can use this solution to define policies that govern the delivery of patches and updates across multiple hardware platforms and inconsistent OS versions. Thus, CA IT Client Manager directly addresses the complexity and volume of system management tasks that continue to drive up the cost of asset ownership and lead to problems with performance, availability, security and compliance.

CA SOFTWARE COMPLIANCE MANAGER CA Software Compliance Manager provides unified software license management capabilities that simplify the complexities associated with managing software licenses. Through automation and embedded domain knowledge of software license models and compliance requirements, CA Software Compliance Manager helps you identify the relevant, licensable software products reported within your infrastructure. It correlates them to their licenses, use rights and supporting purchase data. This helps you mitigate legal, regulatory and public relations risks and reduce the cost and effort for related audits.

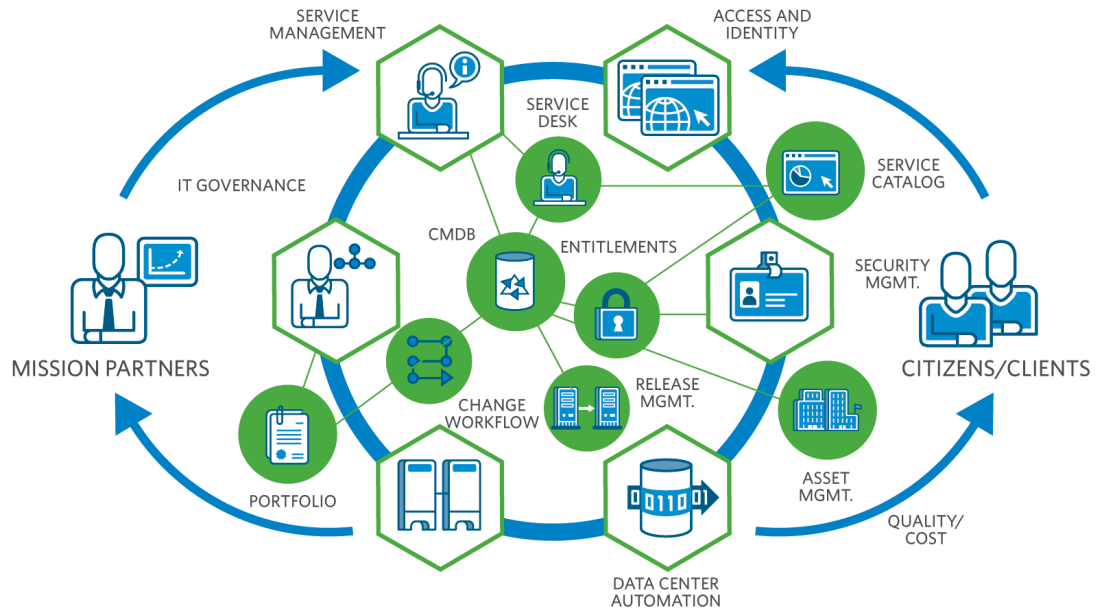
CA Data Center Automation Manager

Virtual systems are attracting considerable interest because they can improve continuity and business availability and respond more quickly to changing traffic patterns during peak times to improve user satisfaction. Capital and operating costs may be lower because fewer physical systems are used. However, managing virtual systems is complex. CA Data Center Automation Manager helps your IT organization manage these systems more easily with fewer staff by automatically provisioning virtual systems, based on a defined policy. When a threshold is detected, the system can be provisioned dynamically. When demand is no longer high and resource utilization and performance within the server group return to normal levels, the resource is automatically freed up. An additional benefit of virtualization is that using fewer physical systems can reduce your energy use, making these systems more efficient than standard systems. This aspect of virtualization makes it exciting for younger workers, which can help your recruitment efforts.

FIGURE A

Automated Repeatable Solutions Reduce Demands on Traditional Agency Services and Simplify Complexity.

AUTOMATION MAKES YOUR IT ORGANIZATION MORE EFFECTIVE



CA Identity Lifecycle Management

CA's Identity Lifecycle Management solutions simplify the task of provisioning secure access mechanisms for each new application and reduce help desk calls when employees or other users forget their passwords by automating ID management tasks. They automate the task of managing IDs so that system users can gain access to the applications they need more quickly. They also improve security by automatically canceling IDs across all systems when each person's employment terminates. Role-based access efficiently manages the access privileges of new employees and allows for easy deactivation or modification of permissions for employees who leave the agency or otherwise change roles. Single sign-on provides seamless access to applications and services. These solutions also collect auditing and compliance data to help you efficiently produce Federal Information Security Management Act (FISMA) and other information assurance reports.

CA Governance, Risk & Compliance Manager

When complying with FISMA, OMB A-123 and other regulations, IT organizations typically use multiple systems and on-demand spreadsheets, charts and documents to keep track of existing risks and controls and to manage remediation projects. CA Governance, Risk & Compliance Manager eliminates these manual processes. It provides a repository of all your risk and control information and gives you visibility and reporting on the risks and controls across your agency. Included portfolio management tools help you more effectively and productively manage any necessary remediation projects.

Improve the Effectiveness of Your IT Organization

With the wide range of CA solutions for automating your IT management tasks, your agency can reduce the need to replace retiring workers, more easily recruit new workers and ultimately devote more time and resources to meeting strategic mission objectives. Specifically, you benefit from the ability to:

Create Repeatable, Automated IT Processes

Automated processes can create repeatable practices within your IT organization, eliminating the need for your staff to define the process anew each time they perform an IT management operation. By following standard, automated best practices, your IT organizations can become more productive and thus add extra value because more work is being done with fewer resources.

Reduce the Need to Replace Retiring IT Workers

Automated processes can help capture the knowledge of systems and associated processes from retiring workers, reducing the need to replace these employees directly. Instead, you can leverage new employees to create and support newer technologies and methods.

Improve Your Ability to Recruit New IT Employees

By putting in place the latest IT management tools, you can reduce the need for new employees to perform manual maintenance processes. This frees their time, allowing them to work on more interesting projects. At the same time, employees also gain the opportunity to learn about the latest IT management tools. As a result, it is easier to recruit new IT employees.

Continuously Improve IT

As IT is increasingly expected to do more with fewer resources, updated IT management capabilities and methods standardize IT management processes. Standard processes are easier to manage, evaluate and modify as circumstances change, allowing your staff to continuously improve your IT operations.

Develop Projects for Consolidating and Sharing IT Resources

By reducing the time that you currently devote to maintaining existing systems, you have more available resources to devote to developing new projects and cost efficiencies such as the consolidation and sharing of IT services. Ultimately this means you will be more able to deliver better services to citizens at a lower cost.

SECTION 4: CONCLUSIONS

By employing CA solutions for automating your IT management tasks, you can better meet the challenges of addressing strategic mission objectives despite retiring staff members and gaps in your in-house skill sets. As a result, you can:

- Create automated, repeatable IT processes
- Reduce the need to replace retiring IT workers
- Improve your ability to recruit new IT employees
- Continuously Improve IT
- Develop projects for consolidating and sharing IT resources

SECTION 5: ABOUT THE AUTHOR

William F. Clark is the vice president of technical sales and public sector chief technology officer for CA, Inc. In his role as public sector CTO, Mr. Clark works with CA customer and partner executives to help ensure that business and IT objectives are realized through their investments in CA solutions. Mr. Clark manages an enterprise architect team, a proposal team and a business development team. These teams help drive public sector IT investments in CA products and services. He is responsible for representing the certification requirements of the public sector to the CA product business units.

Mr. Clark has over 30 years of IT experience working with government and business customers. He has hands-on experience and management experience across multiple business systems, IT platforms and architectures used to deliver services. He focuses on the use of technology to enable high performing business processes and critical IT processes within large agencies and enterprises.

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