

# Releasing the Latent Value of CA Endevor® Software Change Manager r7

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## Table of Contents

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### Product Situation Analysis

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#### Analysis of Problems You May Be Experiencing Today 2

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##### PROBLEM 1 3

I'm concerned that we're not getting as much performance from our mainframe as we're paying for.

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##### PROBLEM 2 4

I can't meet regulatory requirements if the transitions in the development of our applications aren't tracked properly.

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##### PROBLEM 3 5

We need to keep track of enough old versions of our application code to meet regulatory requirements without wasting too much space.

## Product Situation Analysis

When CA Endeavor® Software Change Manager (SCM) r7 was made generally available, it was designed and built as one of the most substantial and significant CA Endeavor® SCM releases in quite some time. The release takes advantage of advancements and abilities of both the z/OS platform as well as CA Endeavor® SCM itself to deliver new and improved integrations, performance, and overall end-user experience.

This document is designed to help you evaluate some of the enhancements of CA Endeavor® SCM against your needs and provide you with effort and benefit information to help you consider when you should upgrade.

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## Analysis of Problems You May Be Experiencing Today

We hope to be able to help you make educated decisions on the right time to be able to upgrade to the latest version of CA Endevor® Software Change Manager. For the vast majority of our customers there is no cost to the upgrade as it is provided as part of the maintenance contract for the product. We recognize that the time and effort that is required to perform an upgrade needs to be justified, and so we have outlined the most common business issues that customers like yourself have faced and how they can be alleviated by either upgrading to a later release or implementing features already in place in your current solution.

We've made this as prescriptive as possible, outlining the following information

1. **The Symptom** A simple description of the problem statement
2. **The Diagnosis** The underlying technical difficulty that leads to the symptom
3. **The Cure** The route to fix the problem
4. **The Treatment** The actual actions that need to be taken to implement the cure
5. **The Cost/Benefit Analysis** A plain and simple explanation of the time and effort that will be involved and the savings that will be made by releasing this latent value.

We hope you find this approach both refreshing and valuable, and that it helps you better prioritize your time and effort.

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## I'm concerned that we're not getting as much performance from our mainframe as we're paying for.

### Symptom

How can I be sure that I am using my mainframe capacity in effective and efficient ways? I know there is a lot of computing power "on my floor", but is there some way to leverage new technology to squeeze even more return for my invested dollars?

### Diagnosis

All previous versions of Endeavor single-spoiled work so that each change was treated as a discrete activity or action. While technicians can make use of the capacity available on the mainframe "on their own", latent power is sometimes overlooked.

### Cure

Activate the new technology provided in the Concurrent Action Processing option of CA Endeavor Software Change Manager r12. This feature allows CA Endeavor SCM to exploit additional capacity on z/OS platforms and execute as many actions as you may require simultaneously. In essence, it allows you to change Endeavor's throughput activity from being handled by a straw to being handled by a fire-hose!

### Treatment

First, upgrade to CA Endeavor Software Change Manager r12. After that, treatment is comprised of modification of a core definition table used to initialize Endeavor. Your on-site solution specialist will complete the following tasks:

- 1) Provide site-specific values for fields that activate Concurrent Action Processing for Endeavor
- 2) Recompile and promote the altered table to your production environment
- 3) Analyze site requirements for restriction of access to the new capability
- 4) Refine access to Concurrent Action Processing based on the results of analyzing the site requirements

Duration of this treatment depends on the site requirements. Effort on the part of the on-site specialist can be as little as a few minutes. However, external influences, such as on-site change control protocols, may require a scheduled date for implementation before the solution is readily available system wide.

### Cost / Benefit Analysis

Increase in throughput is immediate once Concurrent Action Processing has been activated. Generally speaking, throughput has been measured and reported as improving from as little as 68% to as much as 85%. If this has been a problem for you so far, then the effort to upgrade and implement this feature will easily be paid off by the advantages gained.

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## I can't meet regulatory requirements if the transitions in the development of our applications aren't tracked properly.

### Symptom

My auditors are getting fed up with trying to follow how a change made it from my technician's hands to running in production. While they agree that Endeavor provides extensive individual change information, they tell me that every time a developer moves from one point or state in their project to the next, the developer "begins from scratch" and creates a whole new definition of what is moving where and when! Endeavor may not lose anything, but it sure does make it hard to follow the change I asked!

### Diagnosis

All previous versions of Endeavor required a new Package to be created for every discrete set of actions taking place. This required new Packages to be built for each move from state-to-state corresponding to each of those sets of actions i.e. one package to move from Test to QA, and another new package to move from QA to Production.

### Cure

Make use of the Promotion Package feature available with CA Endeavor Software Change Manager r12. This feature allows you to use the same package for as many iterations and movements as may be required in a single package rather than by creating new packages.

### Treatment

Treatment is exceedingly simple. First, upgrade to CA Endeavor SCM r12. Then, you need merely choose to make the package a "promotion package" by responding "Yes" to the question "PROMOTION PACKAGE" whenever you are creating or modifying any package. Time to implement this treatment is immediate. Once CA Endeavor SCM r12 is implemented, no specific action is required by your on-site solution specialist to make this option available.

### Cost / Benefit Analysis

We anticipate that many sites will experience an easier compliance to a standard naming convention for their Packages as well as an ability to exercise greater project control. The new Promotion Package feature allows "single stop shopping" for auditors by provide a complete trail of who did what, when, and where for each iteration of the package and the components that were being changed and included in that package.

The value of regulatory compliance and awareness achieved far outweighs the efforts needed to implement this feature.

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## We need to keep track of enough old versions of our application code to meet regulatory requirements without wasting too much space.

### Symptom

My industry regulators require me to keep all changes that have taken place on my business applications for a fixed period of time; and I have to be prepared to prove to them that I have them! But conversely, I don't want to keep more than I am required to keep since, if I do, I may have to provide the additional information should someone choose to take my company to court!

### Diagnosis

All previous versions of Endeavor kept historical change information based on threshold levels (for a maximum of 96 recorded versions). Once an element had recorded a site-determined threshold number of changes, Endeavor automatically consolidated a site-determined preceding number of levels into a single level and renumbered all subsequent levels, thus providing a continuous roll-over of versions that were date and time insensitive. This could result in some sites having too little history and other sites having too much.

### Cure

Make use of the Version Rolling and Element Retention By Age features available with CA Endeavor Software Change Manager r12.

The Version Rolling feature provides the ability to eliminate threshold levels and instead allow a new maximum of recorded versions up to 9,999 for any single element.

The Element Retention By Age allows you to control how long to retain those change levels. Once your set time limit for maintaining changes has expired, Endeavor can automatically rid the system of those records thus ensuring compliance and protection.

### Treatment

First, upgrade to CA Endeavor SCM r12. Then, after determination of which Endeavor-defined systems fall into the category requiring this treatment, your on-site solution specialist activates the feature by altering fields in the definition of the system.

Time to implement this treatment is immediate. Once CA Endeavor SCM r12 is implemented, the on-site solution specialist need only activate the appropriate fields on affected systems.

### Cost / Benefit Analysis

The cost of litigation to a company as well as maintaining regulatory requirements can be intimidating. These features help ensure the right information is provided for the right reasons in the event it becomes necessary to "prove your case". They also ensure strict adherence to the regulations that may govern your business while also allowing you to apply them to discrete systems within Endeavor's control i.e. you can "pick and choose" which systems make use of this feature and which systems do not!

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CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.