CA Process Automation enables enterprise organizations to design, deploy and administer automation of manual, resource-intensive and often inconsistent IT operational procedures.

Business value

Most organizations operate in silos and the lack of integration between departments and IT systems prevents many processes from being automated. Without automation, companies are burdened with manual, slow and inconsistent processes that take too long and cause service delivery to be delayed.

CA Process Automation is designed to speed the delivery of IT services while helping to remove manual errors. By defining, automating and orchestrating processes across organizational silos that use disparate systems, CA Process Automation helps improve productivity while also enforcing standards.

With CA Process Automation, you can:

- Automate IT processes that span multiple organizations and systems
- Reduce the time it takes to deliver services
- Enforce standards and compliance policies across departments

Automating common IT procedures—Run Book Automation

The most immediate benefits of process automation often result from automating routine IT procedures, which is also known as “Run Book Automation” (RBA). RBA reduces the need for IT personnel to manually complete routine tasks. Common examples of RBA include:

**Full stack provisioning**

Automate all aspects of provisioning a "system" into a physical, virtual, or cloud environment. Extend other CA Technologies products to provide automated process flow for bare metal deployment, configuring storage, assigning network infrastructure dependencies, and configuring applications. This can be extended to include managing operational settings of the database and applications.
Problem remediation
Automate the routine tasks associated with responding to common events and alarms without requiring human intervention. For example, automatically restart an operating system process or service when it stops running. Leverage process automation to gather additional information from disparate systems that will help diagnose a reported problem. For example, automatically gather diagnostics and log information from devices when a server outage is detected.

Audit reporting
Automate the process of retrieving all the server and application logs needed for an IT audit. For example, schedule a reoccurring process to automatically retrieve all the logs from the applications, network devices, and servers currently being audited.

Taking process automation beyond the Run Book
Process automation can provide even more value when it orchestrates a business or IT process that spans multiple organizational boundaries across different domains. Below are just two examples of how process automation can be deployed more broadly.

From job applicant to productive employee
Use process automation to automate the entire recruitment, interview and hiring process. For example, automate the collection of resumes from online job sites into your central HR systems. Automate the entire interview process and reduce the time it takes to extend job offers to selected candidates. Upon acceptance, initiate the employee on-boarding process ensuring the new employee is productive on their first day.

Integrating acquired companies
Acquisitions almost always result in having redundant customer support systems. Use process automation to quickly integrate multiple service desks from different vendors. Automate the process of migrating tickets between customer support systems to ensure customers are receiving the highest possible service.

Benefits
CA Process Automation helps you automate IT processes to:

• Reduce operational expenses
• Increase staff productivity
• Speed IT service delivery
• Improve service quality
• Enforce compliance policies
CA Process Automation includes three main components: design, integration and orchestration.

**Design**
Using the automation library, designers can quickly create and test new processes. The library consists of several hundred automation objects enabling rapid design. Process designers use a graphical drag and drop user interface to automate new processes. Existing legacy automation scripts may also be imported into the version controlled library for re-use.

**Integration**
A standard set of connectors provide integration to a wide variety of common IT systems. These connectors provide the ability to read and write data and launch tasks within applications, operating systems and other IT components. Custom connectors can be built for connecting to IT systems using generic APIs such as Web services or command line interfaces.

**Orchestration**
Once in production, all processes execute in a highly-scalable and fault-tolerant environment. The Web-based interface allows administrators to quickly see the status and state of each process being executed. As processes execute, each step is automatically recorded into an audit log.

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**Product overview**

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**INTEGRATE**
- Visual authoring environment
- Extensible operations suite
- Robust design constructs
- Dynamic datasets
- Active swim lanes

**AUTOMATE**
- Scalable, fault tolerant engine
- Intelligent touch points
- Runtime visibility
- Runtime Interaction
- Visual exception handling

**ACCELERATE**
- Centralized management
- Audit trail
- Security
- Version control
- Reporting

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**CA Process Automation—user interface**

Only CA Process Automation uses “swim lanes” to visualize, optimize and organize complex processes across functional and organizational boundaries. Running processes can be monitored and modified at any step.
Product features

**Visual designer**
Process designers may use a drag and drop interface to develop new processes. Designers can organize processes into smaller subcomponents known as “swim lanes.” Swim lanes simplify design and increase readability by allowing large processes to be broken down into smaller more manageable sections.

**Connectors**
Over 50 standard connectors provide rapid integration with many common IT systems including operating systems, service desks, business applications and many others. Using the Custom Operator wizard customers can extend the standard connectors and also develop their own connectors for integration to additional systems via generic APIs.

**Visual exception handling**
When a process enters an unknown state, it will automatically stop and wait for a resolution. This allows IT personnel to be notified of exceptions, given contextual information needed to solve the issue, and then to remediate the situation without having to restart the entire process.

**Role-based access control**
Control exactly who has access to create and manage processes using role-based access controls. The fine-grained access controls ensure only approved users may add or modify process workflows.

**Scalability and availability**
A highly scalable architecture provides the ability to execute hundreds of processes simultaneously. High availability configurations provide fail-over in the event of an infrastructure outage.

Automation and integration

**Common integration functionality**
CA Process Automation is designed to facilitate integration with a broad selection of common IT infrastructure management systems and applications. We have developed a selection of pre-built connectors and integrations that make it easier to implement CA Process Automation in your environment. With over 100 operators for process, workflow, logic, and protocols including: SNMP, XML, SOAP, REST, SSH, FTP, JDBC, SMTP/POP, LDAP, and JMX you have the ability to rapidly create custom integrations using common CLI or standard Web services.
Using the CA Custom Operator wizard customers can extend our more than 50 pre-developed connectors covering common integrations to:

- Collaboration
- Configuration and CMDB
- Databases
- Event Managers
- Networking
- OS, Virtualization and Cloud
- Service Accounting
- Service Catalog
- Service Desks
- Workload Automation, and many more...

Any way your business takes you, we are delivering the pre-built tools and development functionality to allow you to craft a solution that directly meets your organization’s individual technical requirements and business goals.

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**Related products**

- CA Automation Suite for Data Centers
- CA Client Automation
- CA Configuration Automation
- CA Server Automation
- CA Virtual Automation
- CA Workload Automation

For more information visit: [ca.com/itpam](https://ca.com/itpam)