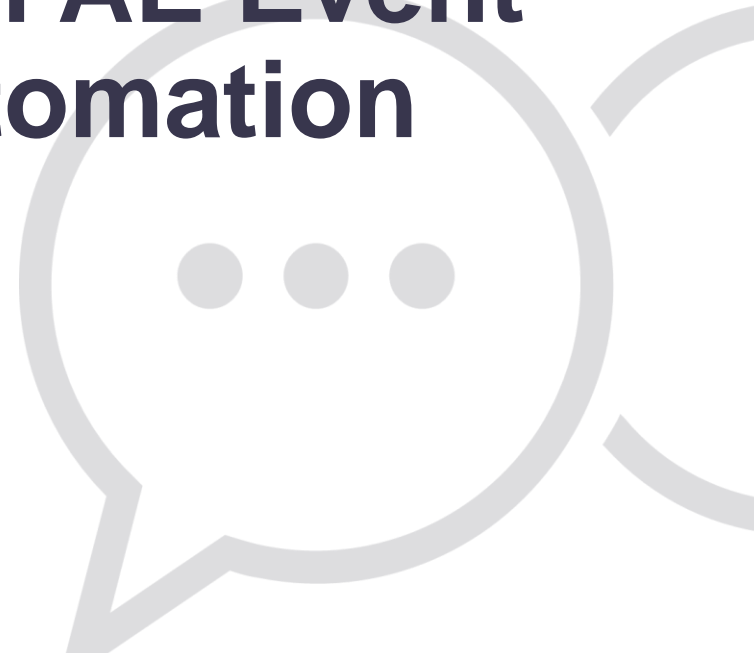# Drive Business Agility With CA Workload Automation AE Event Management and Automation

Michael Woods – CA technologies

October 10,2018

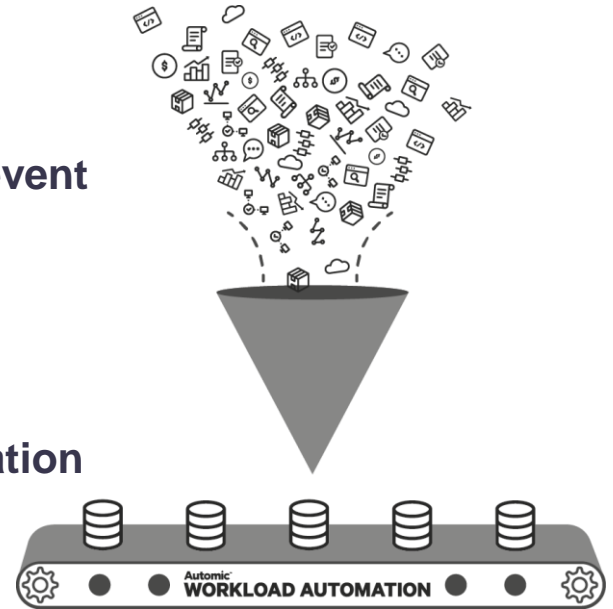# Agenda

1	THE OLD: EVENT MANAGEMENT
2	WHY A NEW SOLUTION?
3	THE NEW: EVENT ENGINE – WHAT IS IT, WHAT VALUE DOES IT PROVIDE?
4	CA WORKLOAD AUTOMATION AE (AUTOSYS) EVENT PROCESSING
5	WHAT'S INCLUDED?
6	GETTING STARTED

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The Old: Event Management

- Based on CA Unicenter NSM Event Management

- Bundled with CA Workload Automation AE

- Process events pushed by CA Workload Automation AE

- Message Record

- Message Record Actions
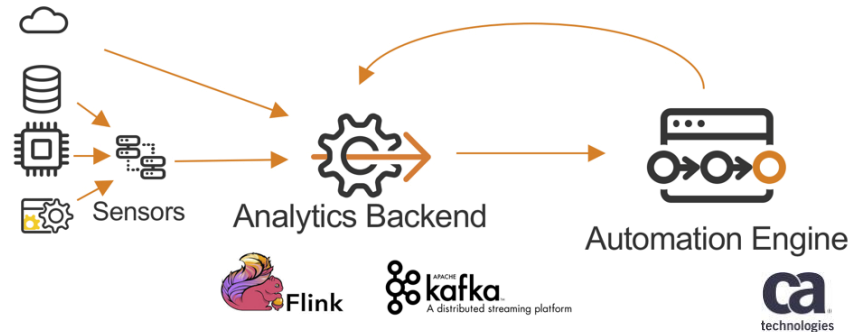
- Used CCI to communicate

Why a new solution?

- **Integration with new technologies**

- **Current OS support**

- **Enhance Automation Engine platform to allow easy event processing based on rules and policies**

- **Allow processing of a large number of events**
  - Without putting the load to the Automation Engine

- **Important building block to enable Intelligent Automation**

- **Expand the possibilities of event actions**
  - Service Now: automated Task remediation

The New: Event Engine – What is it?

- **New components to handle Events and Rules**
  - Apache Flink for Rule Processing
  - Apache Kafka as Streaming Platform

- **Seamlessly integrate into AWI / Automation Engine**
  - New AE objects: Event Definitions and Rule templates

- **Rules, Events, Sensors/Collectors and packaged Solutions can be provided as "Content"**
  - Based on use cases, CA Automic can deliver new type of rules and complete packages targeting specific use cases

- **REST API to ingest custom events**
  - Very easy to send events from external applications
  - Automic will provide
    - Generic sensors / collectors (sql, logfile)
    - Use case specific (ServiceNow, CA products, ….)

Sensors   Analytics Backend   Automation Engine

Flink   kafka
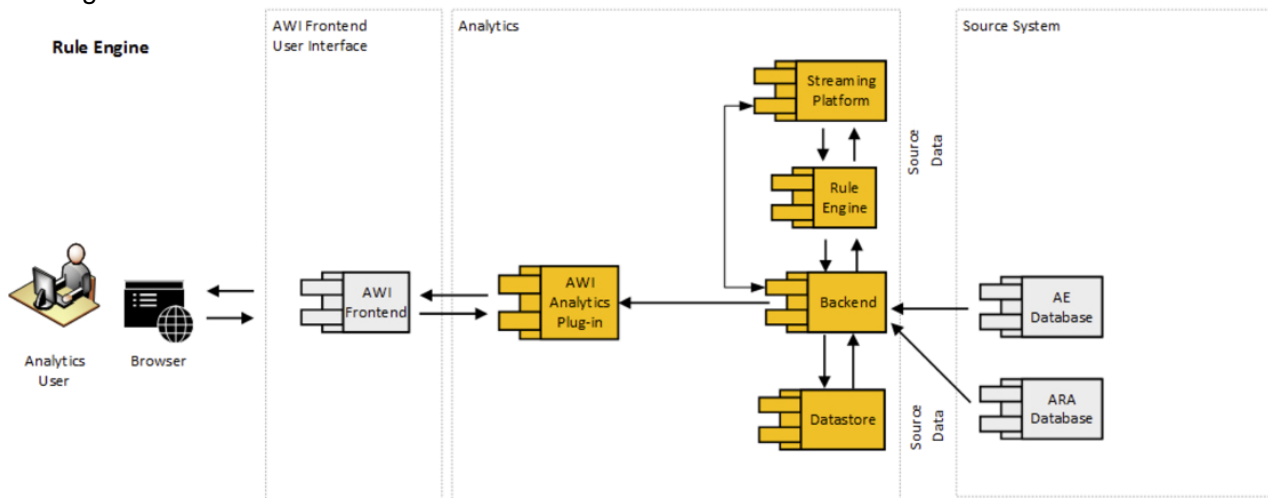A distributed streaming platform

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Sample Automation Use Cases
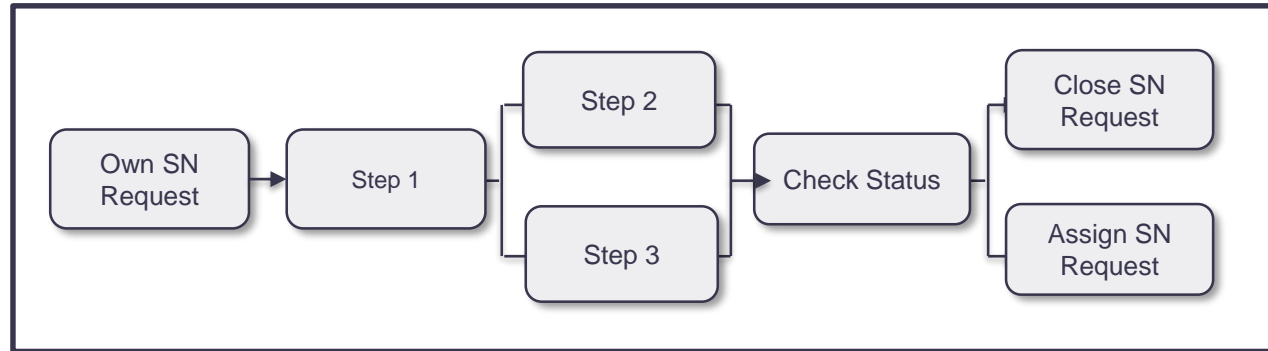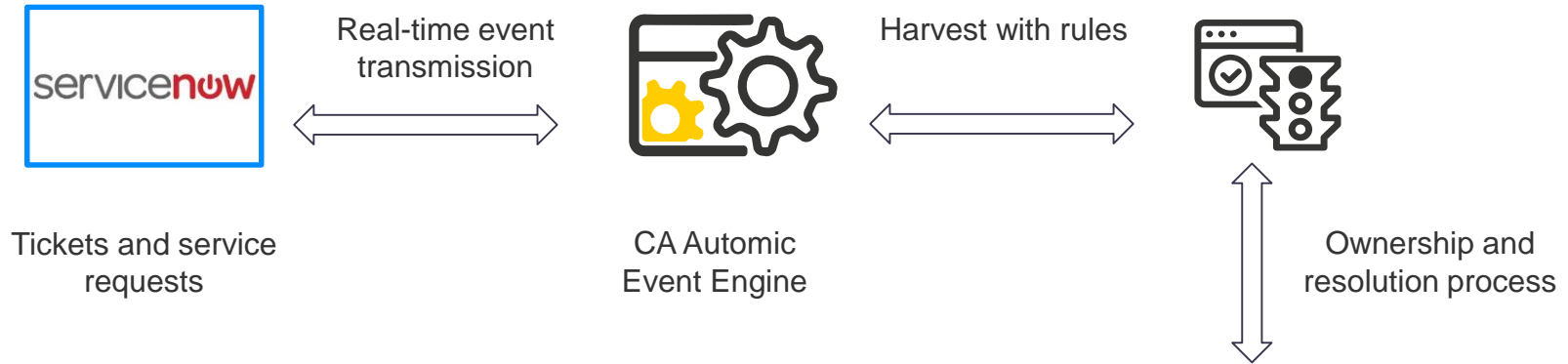
Business Area Notification
- Send notification of business critical events like SLA breach or regular job status updates

Closed Loop Incident Remediation
- Eliminate manual errors
- Enrich events
- Automate configuration

Example: Enabling the Agile Enterprise at Scale

servicenow

Real-time event
transmission

Harvest with rules

Tickets and service
requests

CA Automic
Event Engine

Ownership and
resolution process

Own SN
Request → Step 1

Step 2

Step 3

Check Status

Close SN
Request

Assign SN
Request

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Automation that gets closer to the business

- Event Engine supports third-party sensors and rules

- Add On's are published on Marketplace

- Will extend over time by CA, Partners and the community

Event Engine Collector For Log Files
Scan Log Files And Automatically Trigger Tasks Via Event Engine

Addon
☆☆☆☆☆
0 Ratings
⬇ 31 Downloads

Event Engine Collector For SQL
Scan SQL Tables And Automatically Trigger Tasks Via Event Engine

Addon
☆☆☆☆☆
0 Ratings

Event Engine Rule Simple
React To States/values Indicated Indicated In Events

Addon
★★★★★
1 Rating
⬇ 53 Downloads

Event Engine Rule State Change
React To State/value Changes Indicated By Events
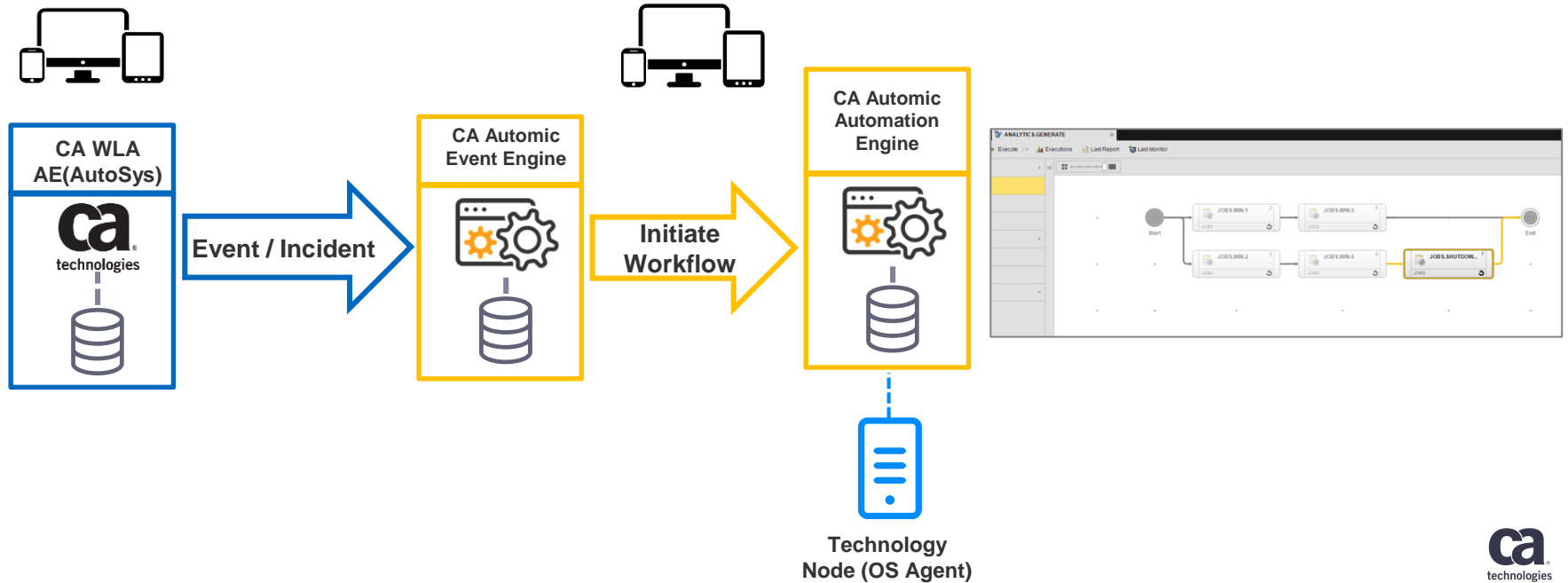
Addon
★★★★★
1 Rating
⬇ 34 Downloads

Use cases beyond…

- **Incident Management**

  – Utilizing action packs to minimize scripting

- **Lifecycle Management**

- **Customer On-boarding**

- **Disaster Recovery**

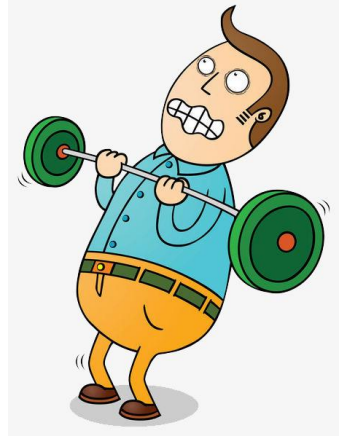 – Utilizing action packs to minimize scripting

Benefit

- Allows automation policies to run when the business requires them

- Reduces the need for manual job submissions

- Allows you to automate more of the business functions that drive company success

- Delivers results faster to the business with a better quality of service (accuracy)

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CA WLA AE (AutoSys) Event Processing

CA WLA AE(AutoSys)

Event / Incident

CA Automic Event Engine

Initiate Workflow

CA Automic Automation Engine

Technology Node (OS Agent)
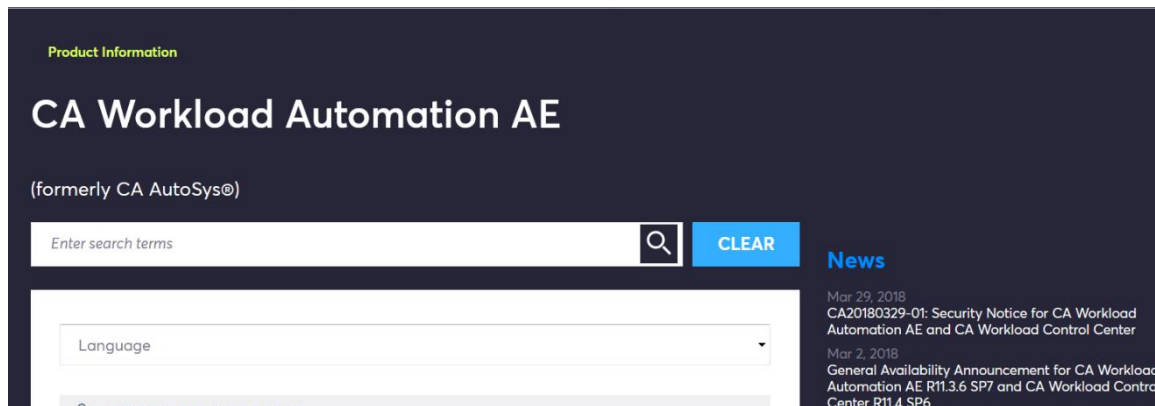
What is included?

> - **1 Event Engine**
>
> - **1 Automation Engine**
>
> - **1 Technology Node (OS Agent)**

- Ability to run scripts from one defined server – all integration work will be done by the customer

- Limited access to Marketplace and pre-built integrations

- Limited native web service or database support.

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Getting started

- Watch the support.ca.com site for upcoming information ("News") on the product information page.

https://support.ca.com and choose "**Product Information**"

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Questions?

Thank You!