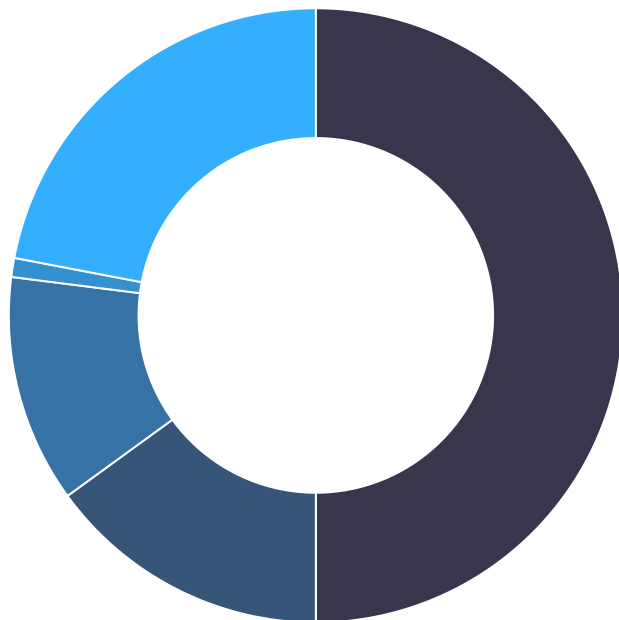


Do you create your own business services in CA SOI or import them?



- We create our own business services in CA SOI: **50%**
- We import business services from CA Spectrum: **15%**
- We import business services from a CMDB (CA, BMC, HP or ServiceNow): **12%**
- We import business services from CA Application Performance Management (APM): **1%**
- Other: **22%**

Source: TechValidate survey of 78 users of CA Service Operations Insight (SOI)



TechValidate
by SurveyMonkey