

CA Clarity™ PPM

Release Notes - On Premise

Service Pack 03.0.02



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Contact CA Technologies

Contact CA Support

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- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

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Chapter 1: Welcome to BRM Accelerator

Welcome to the CA Clarity PPM Business Relationship Manager Accelerator add-in (BRM Accelerator) release notes. This document can help you get started with this add-in.

For information on installing add-ins, see the *Installation Guide*.

For information about add-in version compatibility with CA Clarity PPM, see the *Change Impact and Upgrade Guide*.

Note: The removal of old Portfolio features affected the BRM Accelerator. This add-in had portfolio-related portlets that were removed. The pages that displayed the portlets were left in place. The pages were left to accommodate customers who placed custom portlets or other valid portlets on the pages. If no custom or other portlets are present, the pages appear blank. Review your Studio portlet pages and delete any that are empty.

Chapter 2: Documentation

The *IT Service Management User Guide* contains product overview information for the BRM Accelerator. It includes detailed processes and procedures on how to use the add-in.

The most recent version of the guide and release notes are available from the Documentation page on [CA Support](#) (see page 3). Visit this web site periodically for the latest editions of the documentation.

Chapter 3: Additional Resources

Contacting Technical Support

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, contact CA Support.

Web address:

<http://www.support.ca.com>

Telephone numbers:

North America: 1 888 550 6458

Europe: 44 08459 888788

Asia Pacific: 61 3 9821 3000