Configuring

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Creating service policies

You can create service policies to define job checkpoints. Job checkpoints let you track the progress of jobs as they flow through the system to see if the jobs are on schedule to meet the performance commitments in a service level agreement (SLA). Service policies are not used when tracking to a schedule based on estimated durations or to a deadline set by a **SetDeadline** step or the **Change Deadline** action.

You can create a service policy for each performance commitment. For example, you can create one service policy for jobs that need to be printed in 1 day, and another service policy for jobs that need to be printed in 2 days.

The service policy contains the time zone where jobs are printed. If jobs can be printed in different time zones, you can copy the service policy to create service policies for the other time zones. For example, create one service policy for the US/Eastern time zone, and then copy it to create another service policy for the US/Mountain time zone.

To create a service policy:

1. Click the **Administration** tab.
2. In the left pane, click **Objects ⇒ Service Policies**.
3. Click **Add**.
4. On all the tabs, fill in the required and optional properties. To see information about any of the properties, click the ? icon next to the property name.
5. Click **OK**.

Parent topic: Setting up service policies