

Configuring

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Setting up Deadline Tracker

After you read the Deadline Tracker overview topics, set up Deadline Tracker by doing the configuration tasks described in this section.

After the initial configuration is complete, test your Deadline Tracker workflows to make sure they work as you expect them to.

In this section:

[Defining expected work](#)

Expected work represents jobs that are expected to arrive before a specific time or during a particular interval. You set up expected work objects and associate them with input devices so the input devices can monitor for the work that is supposed to arrive and warn you when that work is late.

[Setting deadlines for jobs](#)

You can set a deadline for each job that enters a workflow. To create a deadline, you add a step based on the **SetDeadline** step template to a workflow, specify a deadline date and time (or an offset from another date and time), and select the step that the job must complete to meet the deadline.

[Setting estimated durations for steps in a workflow](#)

You can set the estimated durations for each step in a workflow and use these values to track the progress of jobs through the workflow. Using the estimated durations, the system provides a predicted completion time. The system also provides a predicted path of the job.

[Setting up service policies](#)

Service policies define checkpoints and a deadline for jobs. Checkpoints help you see if jobs are on schedule to meet the performance commitments in a service level agreement (SLA); the SLA deadline represents the ultimate goal of the SLA.

[Setting up no-service periods](#)

No-service periods define the periods of time when your installation does not provide services (for example, holidays and weekends). Each service policy specifies whether all the no-service periods apply to the service policy.

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