# Configure the Incident OLA Data Source Procedure

Service Level Management

**Purpose**

The Incident OLA Service Target processing life cycle logic is built into the Data Source filters or rules. If any of the filters are not built, then the rules logic is broken. For the Incident OLA Service Target to process correctly, Data Sources must be configured correctly before Incident OLA Service Targets are created.

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/Shared%20Documents/Pre%20December%202019/SLM%20Documents/Policy%2C%20Process%2C%20Procedures/SLM_Service%20Level%20Management%20Process.doc?d=wa1eaba53e1dc4b30abda2a0886981cc9)

**Audience**

The following groups are responsible for adhering to this document:

* Service Level Management

**Procedure**

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| Step | Action |
| 1 | Access the Data Sources section of Remedy in order to verify if the required Data Source exists.   1. In Remedy, open the “Administration Console” as follows:  * Click the Applications tab on the side. * Click “Administrator Console”. * Select “Application Administration Console”.   cid:image001.png@01D32CA3.A8FED240   1. Go to the “Configure Application Settings” section.  * Click the “Custom Configuration” tab. * Click “Service Level Management” drop down-arrow. * Click “Configure Applications Settings”. * Click “Data Source”  1. A list of Data Sources will appear. 2. Click “Data Source” on the blue bar to put them in alphabetical order. 3. The incident data source is named “HPD:Help Desk”. Continue to Step 2 to configure the data source. |
| 2 | **Configure the Incident OLA Data Source:**   1. Click on the “HPD:Help Desk” data source in the “Configure Service Target Data Source” section at the top of the screen. 2. In the lower section of the screen is the “Data Source Settings” box. Click the “Request-Based” tab.      1. The “Start Time for Request-Based SVTs” field will contain “Reported Date+”.   No change needs to be made.   1. Click the “Define” button. 2. Type “'Priority' != 'DB.Priority'” in the “Qualifications” field. 3. Check the box for “Use Transaction Field Value”. 4. Click the “OK” button. |
| 3 | Modify Fields for Incident Data Source:   1. Click the “1. Modify Fields” button under the “Configure Service Target Data Source” section of the screen.      1. A message will appear at the top of the screen (“The process of creating join forms and fields has started”. This is normal. 2. Click the “Advanced” tab under “Data Source Settings”. 3. The “Fields and Join Form Create Status” may be in “Create in Progress” status or may already state “Created Successfully”.      1. Click the “Refresh” button under “Configure Service Target Data Source” section of the screen. If the “Fields and Join Form Create Status” field remains in “Created Successfully” status, continue to Step 4. 2. If the status is still “Create in Progress”, continue to click the “Refresh” button until the status changes to “Created Successfully”.     ***Note:*** *It may take several hours for this step to process.* |
| 4 | Modify Filter for Incident Data Source:   1. Click the “2. Modify Filter” button under the “Configure Service Target Data Source” section of the screen.      1. A message will appear at the top of the screen (“The process of creating filters and filter guide has started”. This is normal. 2. Click the “Administration” tab. 3. A list of Rule Names will appear. Look at the “Rule Build Status”. Each rule will be in “Built Successfully” or “Build in Progress” status. 4. Click the “Refresh” button until all of the statuses are “Built Successfully”.      1. In the event that a Rule Name has a status of “Could Not Built”, highlight the Rule Name and click the “Build” button. 2. If the Rule Name returns to a status of “Could Not Be Built”, create an Incident ticket for ITSM Suite Administration to investigate. |

**Modification**

The following associates can make modifications to this document:

* Manager, Service Level Management
* Director, IT Service Management
* Vice President, Service Delivery
* Chief Technology Officer, JET

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| Service Level Management Process | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm, Director, IT Service Management | Date Created: 07/17/2018 Last Modified: 05/29/2020 Last Reviewed: |