# Create Business Time Segments for Incident OLAs Procedure

Service Level Management

**Purpose**

A Business Time Segment specifies the business hours in which an OLA is enforced, as well as time frames and pre-set days (holidays and weekends) in which the OLA should not be enforced.

**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 Business Schedules section of Remedy in order to verify if the required Business Time Segments already exist or not.   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 Business Schedules section.  * Click the “Custom Configuration” tab. * Click “Service Level Management” drop down-arrow. * Click “Configure Business Time” drop down-arrow. * Double click “Shared Entity/Segments.      1. Click the “Business Time Segments” tab. 2. Click the “Refresh” button to view existing Business Time Segments.      1. Click “Description” on the blue bar to put the Business Time Segments in alphabetical order.      1. There are five OLA Business Time Segments. Each begins with “JTS OLA”.    * JTS OLA – Available 8a – 5p    * JTS OLA – Unavailable 12a – 8a    * JTS OLA – Unavailable 5p – 12a    * JTS OLA – Unavailable Jackson Holiday    * JTS OLA – Unavailable Weekend      1. If any of the five Business Time Segments do not exist, proceed to the corresponding steps (2, 3, 4, 5, or 6).   If the Goal Types do exist, you are finished with this procedure. |
| 2 | **Create a Business Time Segment for “Available 8a- 5p”**   1. Click the “Create” button.      1. Fill in the following fields:  * **Description:** JTS OLA – Available 8a – 5p * **Availability:** Select “Available” * **Enable:** Check the box * **Level:** Enter “1” * **Category:** Type “OLA Business Hours” (optional) * **Action:** Check “Create as Described” * **Duration Type:** Check “Recurring”.   ***Note:*** *The ID field will be populated once the record is saved.*     1. On the “Recurrence” table, fill in the following fields:  * **Start Date:** Use the calendar icon to select the first date of the current month. * **Start Time:** Use the clock icon to select “8:00:00 AM” * **End Date:** Use the calendar icon to select “12/31/2037”. This is the farthest date that can be used at this time. * **End Time:**  Use the clock icon to select “5:00:00 PM” * **Recurrence** Type: Check “Weekly”.  1. A “Weekly” tab will appear. Fill in the following fields:  * **Weekly Frequency:**  Use the arrow keys to select “1”. * **On These Days:** Check “Monday”, “Tuesday”, “Wednesday”, “Thursday”, and “Friday”.      1. Click the “Save” button.      1. Click the back-arrow button at the top of the screen to return to the “Business Schedules” screen. |
| 3 | **Create a Business Time Segment for “JTS OLA – Unavailable 12a – 8a”**   1. Click the “Create” button.      1. Fill in the following fields:  * **Description:** JTS OLA – Unavailable 12a – 8a * **Availability:** Select “Unavailable” * **Enable:** Check the box * **Level:** Enter “2” (a higher number supersedes anything below it) * **Action:** Check “Create as Described” * **Duration Type:** Check “Recurring”.   ***Note:*** *The ID field will be populated once the record is saved.*     1. On the “Recurrence” table, fill in the following fields:  * **Start Date:** Use the calendar icon to select the first date of the current month. * **Start Time:** Use the clock icon to select 12:00:00 AM” * **End Date:** Use the calendar icon to select “12/31/2037”. This is the farthest date that can be used at this time. * **End Time:**  Use the clock icon to select “7:59:59 AM” * **Recurrence** Type: Check “Weekly”.  1. A “Weekly” tab will appear. Fill in the following fields:  * **Weekly Frequency:**  Use the arrow keys to select “1”. * **On These Days:** Check “Monday”, “Tuesday”, “Wednesday”, “Thursday”, and “Friday”.      1. Save and return to “Business Schedules” screen. See Step 2 e) and f) of this procedure. |
| 4 | **Create a Business Time Segment for “JTS OLA – Unavailable 5p – 12a”**   1. Click the “Create” button.      1. Fill in the following fields:  * **Description:** JTS OLA – Unavailable 5p – 12a * **Availability:** Select “Unavailable” * **Enable:** Check the box * **Level:** Enter “2” (a higher number supersedes anything below it) * **Action:** Check “Create as Described” * **Duration Type:** Check “Recurring”.   ***Note:*** *The ID field will be populated once the record is saved.*     1. On the “Recurrence” table, fill in the following fields:  * **Start Date:** Use the calendar icon to select the first date of the current month. * **Start Time:** Use the clock icon to select 05:00:01 PM” * **End Date:** Use the calendar icon to select “12/31/2037”. This is the farthest date that can be used at this time. * **End Time:**  Use the clock icon to select “11:59:59 PM” * **Recurrence** Type: Check “Weekly”.  1. A “Weekly” tab will appear. Fill in the following fields:  * **Weekly Frequency:**  Use the arrow keys to select “1”. * **On These Days:** Check “Monday”, “Tuesday”, “Wednesday”, “Thursday”, and “Friday”.      1. Save and return to “Business Schedules” screen. See Step 2 e) and f) of this procedure. |
| 5 | **Create a Business Time Segment for “JTS OLA – Unavailable Weekends”**   1. Click the “Create” button.      1. Fill in the following fields:  * **Description:** JTS OLA – Unavailable Weekends * **Availability:** Select “Unavailable” * **Enable:** Check the box * **Level:** Enter “2” (a higher number supersedes anything below it) * **Action:** Check “Create as Described” * **Duration Type:** Check “Recurring”.   ***Note:*** *The ID field will be populated once the record is saved.*     1. On the “Recurrence” table, fill in the following fields:  * **Start Date:** Use the calendar icon to select the first date of the current month. * **Start Time:** Use the clock icon to select 12:00:00 AM” * **End Date:** Use the calendar icon to select “12/31/2037”. This is the farthest date that can be used at this time. * **End Time:**  Use the clock icon to select “11:59:59 PM” * **Recurrence** Type: Check “Weekly”.  1. A “Weekly” tab will appear. Fill in the following fields:  * **Weekly Frequency:**  Use the arrow keys to select “1”. * **On These Days:** Check “Saturday” and “Sunday.      1. Save and return to “Business Schedules” screen. See Step 2 e) and f) of this procedure. |
| 6 | **Create Business Time Segment for “JTS OLA – Unavailable Jackson Holiday”**   1. Click the “Create” button.      1. Fill in the following fields:  * **Description:** JTS OLA – Unavailable Jackson Holiday * **Availability:** Select “Unavailable” * **Enable:** Check the box * **Level:** Enter “3” (a higher number supersedes anything below it) * **Action:** Check “Create as Described” * **Duration Type:** Check “Recurring”.   ***Note:*** *The ID field will be populated once the record is saved.*     1. On the “Recurrence” table, fill in the following fields:  * **Start Date:** Use the calendar icon to select the first date of the current month. * **Start Time:** Use the clock icon to select 12:00:00 AM” * **End Date:** Use the calendar icon to select “12/31/2037”. This is the farthest date that can be used at this time. * **End Time:**  Use the clock icon to select “11:59:59 PM” * **Recurrence** Type: Check “Specific Dates”.  1. A “Specific Dates” tab will appear. Fill in the following fields:  * **Specific Dates:**  Type the holiday dates. Separates the dates with a semi-colon. Format MM/DD/YYYY;MM/DD/YYYY   For more information see:  [Holiday Schedule](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/start.aspx#/SitePages/Home.aspx?RootFolder=%2Fsites%2Fitsmsd%2Fservicelevelmanagement%2FShared%20Documents%2FPre%20December%202019%2FSLM%20Documents%2FHoliday%20Schedules&FolderCTID=0x012000C3EC5FEE7B19F646BACB9A57478C774E&View=%7B9B9C91F7%2D03BB%2D4B05%2D914F%2D8269C014311D%7D)     1. Save and return to “Business Schedules” screen. See Step 2 e) and f) of this procedure. |
| 7 | **Modify a Business Time Segment for Holidays – Must be done Annually**   1. Use the SharePoint link below to locate the notification of holidays for the new year.   [Holiday Schedule](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/start.aspx#/SitePages/Home.aspx?RootFolder=%2Fsites%2Fitsmsd%2Fservicelevelmanagement%2FShared%20Documents%2FPre%20December%202019%2FSLM%20Documents%2FHoliday%20Schedules&FolderCTID=0x012000C3EC5FEE7B19F646BACB9A57478C774E&View=%7B9B9C91F7%2D03BB%2D4B05%2D914F%2D8269C014311D%7D)   1. Use Step 1 a) through e) of this procedure to locate the list of existing Business Time Segments. 2. Highlight the “JTS OLA – Unavailable Jackson Holiday” Business Time Segment. 3. Click the “View” button. 4. Click the “Modify all” button. The data in all of the fields will disappear.      1. Click the “Create as Described” Action. 2. Add holiday dates in the “Specific Dates” field. Separate the dates with a semi-colon. Format is MM/DD/YYYY;MM/DD/YYYY   ***Note:*** *The dates for the upcoming year must be entered before December 31st of each year. Depending on when this is performed, any pending holidays for the current year will need to be re-added.*     1. Click the “Save” button. |

**Appendix A – Existing Business Time Segments for OLAs**

The link below contains current Business Time Segment descriptions and Business Time Segment Codes for OLAs which can be used to perform searches when relating Business Entities to the Business Time Segments.

[OLA Business Time Segment Codes](../../SLA%20Documentation/Business%20Time%20Segment%20Codes/OLA%20Business%20Time%20Segment%20Codes.xlsx)

**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: 06/20/2018 Last Modified: 05/29/2020 Last Reviewed: |