# Create a Business Time Entity for Incident OLAs Procedure

Service Level Management

**Purpose**

One Business Time Entity is created for Incident OLAs. It is related to the OLA Business Time Segments that are set to determine when OLAs should be or should not be measured. The Business Time Entity is only used within the Medium and Low Service Targets so that they are only measured between 8:00 AM ET and 5:00 PM ET.

For more information see:

[Create Business Time Segments for Incident OLAs Procedure](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Create+Business+Time+Segments+for+Incident+OLAs+Procedure)

**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 Entity already exists 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 Entity” tab. 2. Click the “Refresh” button to view existing Business Time Entities. 3. Click “Entity Title” on the blue bar to put the Business Time Segments in alphabetical order.      1. There is only one OLA Business Time Entity. It is titled “JTS OLA – Business Hours”. 2. If the “JTS OLA – Business Hours” Business Time Entity does not exist, continue to Step 2.   If the “JTS OLA – Business Hours” Business Time Entity exists, you are finished with this procedure. |
| 2 | **Create the Business Time Entity for “JTS OLA – Business Hours”**   1. Click the “Create” button.      1. Type JTS – OLA Business Hours in the “Title” field. 2. Select “Enabled” from the “Status” drop down menu. 3. Click the “Save” button.      1. Click the “Refresh” button. The new Business Time Entity will appear in the list. |
| 3 | **Relate the OLA Business Time Segments to the Business Time Entity**   1. Click the “JTS OLA – Business Hours” Business Time Entity in the top box on the screen. 2. The bottom box, entitled “Related Time Segment” will be blank. 3. Click the “Relate Activity” button.      1. There are five OLA Business Time Segments that need to be related to the Business Time Entity. Click the “Search” button and all existing Business Time Segments will appear. See ***Appendix A*** for the list of OLA Business Time Segments. 2. Click “Description” on the blue bar to put the Business Time Segments in alphabetical order.      1. Locate the five OLA Business Time Segments.      1. Hit the CNTRL button and click on each of the five Business Time Segments to highlight them all. 2. Click on the “Relate Selected Record” button.      1. All five Business Time Segments should appear in the “Related Time Segment” box.     For more information see:  [Create the OLA Service Targets Procedure](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Create+the+Incident+OLA+Service+Targets+Procedure) |

**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: 07/07/2018 Last Modified: 05/29/2020 Last Reviewed: |