# Create a Customized Goal Type for Incident OLAs Procedure

Service Level Management

**Purpose**

Goal Types are used to measure agreements. They are linked to the Incident OLA Service Targets that are created for OLAs.

**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 “Goal Types” section of Remedy in order to verify if the required Goal Type 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” drop down-arrow. * Double click “Goal Types”.      1. A list of Goal Types will appear. Click “Display Label” on the blue bar to put the Goal Types in alphabetical order.      1. There are two Goal Types associated with OLAs:  * Incident Assignment Time * Incident Resolution Time.      1. If the Goal Types do not exist, continue to Step 2 and Step 3.   If the Goal Types do exist, you are finished with this procedure. |
| 2 | **Create the “Incident Assignment Time” Goal Type:**   1. At the top of the screen above the list of the Goal Types is “Configure Service Target Goal Types”. Enter / Select the following information for the corresponding fields:    * **Display Label\*** - Incident Assignment Time    * **Goal Type\*** - Select “Request Based” from the drop-down menu    * **Status\*** - Select “Active” from the drop-down menu.      1. Click the “Save” button. The fields will clear out and the Goal Type will appear in the list below. |
| 3 | **Create the “Incident Resolution Time” Goal Type:**   1. Enter / Select the following information for the corresponding fields:    * **Display Label\*** - Incident Resolution Time    * **Goal Type\*** - Select “Request Based” from the drop-down menu    * **Status\*** - Select “Active” from the drop-down menu.      1. Click the “Save” button.   For more information see:  [Create Incident OLA Service Targets Procedure](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Create+the+Incident+OLA+Service+Targets+Procedure) |

**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: 06/21/2018 Last Modified: 05/29/2020 Last Reviewed: |