# Create the Incident OLA Agreement Procedure

Service Level Management

**Purpose**

An Incident OLA Agreement is where an Incident OLA Service Level Target’s expected compliance percentage and review period are defined. The Incident OLA Agreement is linked to the Incident OLA Service Target.

**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 | To access Service Level Management in Remedy to verify if a viable Service Target already exists, follow the instructions below:   1. In the Remedy system, select the Applications tab on the side. 2. Select “Service Level Management” 3. Select “Service Level Management Console”      1. On the “SLM Console” tab, click the “Folders” drop down-arrow. 2. Click “Standard Services” drop down-arrow. 3. Click “Incident OLAs” .      1. Click on the “Agreements” tab   This will show existing Incident OLA Agreements that have been created.     1. To put the Agreements in alphabetical order, click “Title” on the blue bar. 2. If you need to review an existing Agreement, highlight the specific Agreement name in the list. 3. Click the “View” button.      1. There are two Incident OLA Agreements:    * JTS Incident Assignment OLA    * JTS Incident Resolution OLA 2. If the Incident OLA Agreements do not exist, continue to Step 2.   If the Incident OLA Agreements do exist, you are finished with this procedure. |
| 2 | **Create an Incident OLA Agreement for Assignment**   1. Click the “Create” button.      1. Enter the information in the following fields:    * **Title:** JET Incident Assignment OLA    * **Expiration Date:** 12/31/2037 12:00:00 AM    * **Notification Date:** 10/31/2037 12:00:00 AM    * **Agreement Type:** Operational Level Agreement    * **Status:** Enabled      1. In the “Related Service Targets” section enter information in the following fields:    * **Compliance Target\*:** 90.00%    * **Compliance At Risk:** 93.00%   ***Note:*** *These numbers were suggested by BMC and are subject to change.*   1. Click the “Relate” button. 2. In the “Title” field type %Assignment%. 3. Click the “Search” button.      1. Select all of the “Assignment” Incident OLA Service Targets. 2. Click the “Relate Selected Record” button. 3. The “Weighted Value” and “Weighted %” are not currently being used, but if it is requested in the future, click the “Update Percentage” button.      1. Click the number in the “Weighted Value” column and type in a number (1-20).      1. Click the “Update Percentage” button again. 2. Click “Save”. |
| 3 | **Create an Incident OLA Agreement for Resolution**   1. Repeat a) through d) of Step 2, but type JET Incident Resolution OLA for the “Title Field”. 2. In the “Title” field type %Resolution%. 3. Click the “Search” button. 4. Select all of the “Resolution” Incident OLA Service Targets. 5. Repeat h) through l) of Step 2. |

**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: 02/28/2019 Last Modified: 05/29/2020 Last Reviewed: |