# Configure the OLA Measurement Criteria Template Procedure

Service Level Management

**Purpose**

Measurement criteria for Incident OLA Service Targets specify the conditions when measurements should take place, for example, the time taken to respond or resolve incident tickets. Templates are created for continuity purposes when linked to the Incident OLA Service Targets.

**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 Templates section of Remedy to verify if the required Measurement Criteria templates 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 “Configure Application Settings” section.  * Click the “Custom Configuration” tab. * Click “Service Level Management” drop down-arrow. * Click “Configure Applications Settings”. * Click “Templates”      1. In the “Show Templates For” field, select “Measurement Criteria” from the drop-down list.      1. Click “Name” on the blue bar to put the Measurement Criteria templates in alphabetical order.      1. There are two Incident OLA Measurement Criteria templates:    * + JTS Incident Assignment OLA Measurement      + JTS Incident Resolution OLA Measurement   If these templates exist, no action is required.   1. If the Incident OLA Measurement Criteria templates do not exist, continue to Step 2.   If the Incident OLA Measurement Criteria templates do exist, you are finished with this procedure. |
| 2 | **Create the Incident OLA Measurement Criteria:**   1. Click the “Create” button.      1. Fill in the following information on the template:  * **Name** – JTS Incident Assignment OLA Measurement * **Applies To** – Select “Incident” from the drop-down list. * **Measurement-Type:** Select “Request-Based” from the drop-down list. * **Start When** – Type in the following information: * 'Assignee' = $\NULL$ * **Stop When** – Type in the following information: * 'Assignee' != $\NULL$ OR 'Status' >= "Resolved"  1. Click the “OK” button.      1. Click the “Create” button again. 2. Fill in the following information on the template:    * **Name** – JTS Incident Resolution OLA Measurement    * **Applies To** – Select “Incident” from the drop-down list.    * **Measurement-Type:** Select “Request-Based” from the drop-down list.    * **Star When** – Type in the following information:    * 'Status' < "Resolved"    * **Stop When** – Type in the following information:    * 'Status' >= "Resolved"    * 'Status' = "Pending 3. Click the “OK” button. |
| 3 | Once a Measurement Criteria template is linked within the Incident OLA Service Targets, the Measurement Criteria screen will show which Service Targets the template is related to. |

**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: |