# Create the Incident OLA Milestone Action Templates Procedure

Service Level Management

**Purpose**

Incident OLA Milestone Actions are used in conjunction with Incident OLA Milestones to define the notification process when an OLA is in danger of being breached or has been breached. The Incident OLA Milestone Action templates will be 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 Milestone Action 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 “Action” from the drop-down list.      1. Click “Name” on the blue bar to put the Milestones Action templates in alphabetical order.      1. There are three Milestone Action templates:    * + JET Assignment Notification 75%      + JET Resolution Notification 75% - Assignee      + JET Resolution Notification 75% – No Assignee 2. If the Incident OLA Milestone templates do not exist, continue to Step 2.   If the Incident OLA Milestone templates exist, you are finished with this procedure. |
| 2 | **Create the Incident OLA Milestone Action templates:**   1. Click the “Create” button.      1. Use the drop-down menus to populate the following fields:    * **Used by:** RequestBased    * **Applies To:** Incident    * **Action Type:** Alert or Email      1. Click the “OK” button. 2. Enter the information in the following fields:  * **Title:** JET Assignment Notification 75% * **Delivery Method:** Email (use the drop-down menu) * **To\*:** $Assigned Group$ * **Subject:** Incident $Incident Number$ has not been assigned. * **Message:**   Greetings $Assigned Group$,  Incident $Incident Number$ has not been assigned and is in danger of breaching the Assignment OLA. Please ensure this is assigned as soon as possible.  Customer: $First Name$ $Last Name$  Summary: $Description$  Priority: $Priority$  Thank you,  Remedy   1. Uncheck the “AR Task” and “Web URL” shortcut boxes. 2. Click the “OK” button.      1. Repeat a) through c). 2. Enter the information in the following fields:  * **Title:** JET Resolution Notification 75% - Assignee * **Delivery Method:** Email (use the drop-down menu) * **To\*:** $Assignee Login ID$ * **Subject:** Incident $Incident Number$ has not been resolved. * **Message:**   Greetings $Assignee$,  Incident $Incident Number$ has not been resolved and is in danger of breaching the Resolution OLA. Please ensure this is resolved as soon as possible.  Customer: $First Name$ $Last Name$  Summary: $Description$  Priority: $Priority$  Thank you,  Remedy   1. Repeat e) and f). 2. Repeat a) through c). 3. Enter the information in the following fields:  * **Title:** JET Resolution Notification 75% - No Assignee * **Delivery Method:** Email (use the drop-down menu) * **To\*:** $Assigned Group$ * **Subject:** Incident $Incident Number$ has not been resolved. * **Message:**   Greetings $Assigned Group$,  Incident $Incident Number$ has not been resolved and is in danger of breaching the Resolution OLA. Please ensure this is resolved as soon as possible.  Customer: $First Name$ $Last Name$  Summary: $Description$  Priority: $Priority$  Thank you,   1. Repeat e) and f). |
| 3 | Once an Incident OLA Milestone Action template is linked to the OLA Service Targets, the Milestone Action screen will show which Service Targets the template is related to.    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: 02/26/2019 Last Modified: 05/29/2020 Last Reviewed: |