# Create the Incident OLA Milestone Templates Procedure

Service Level Management

**Purpose**

Milestones are notification mechanisms to ensure that OLAs are being met. Actions are used in conjunction with Milestones to notify personnel when an OLA is in danger of being breached and / or has been breached. The Incident OLA Milestone 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 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 “Milestone” from the drop-down list.      1. Click “Name” on the blue bar to put the Milestones templates in alphabetical order.      1. There are five Milestone templates:    * + JET Assignment Milestone 75%      + JET OLA Breach Assignment      + JET OLA Breached Resolution - Assignee      + JET OLA Breached Resolution – No Assignee      + JET Resolution Milestone 75% - Assignee      + JET Resolution Milestone 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 Incident OLA Milestone templates:**   1. Click the “Create” button.      1. Use the drop-down menus to populate the following fields:  * **Used by:** RequestBased * **Applies to:** Incident      1. Click the “OK” button. 2. Enter the information in the following fields:  * **Title:** JET Assignment Milestone 75% * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 75.00 * **Execute If\*:** 'Assignee' = $\NULL$      1. Click the “OK” button. 2. Repeat a) through c). 3. Enter the information in the following fields:  * **Title:** JET OLA Breached Assignment * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 100.00 * **Execute If\*:** 'Assignee' = $\NULL$  1. Click the ‘OK” button. 2. Repeat a) through c). 3. Enter the information in the following fields:  * **Title:** JET OLA Breached Resolution - Assignee * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 100.00 * **Execute If\*:** 'Status' < "Resolved" AND 'Status' != "Pending" AND 'Assignee' != $\NULL$  1. Click the “OK” button. 2. Repeat a) through c). 3. Enter the information in the following fields:  * **Title:** JET OLA Breached Resolution – No Assignee * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 100.00 * **Execute If\*:** 'Status' < "Resolved" AND 'Status' != "Pending" AND 'Assignee' = $\NULL$  1. Click the “OK” button. 2. Repeat a) through c). 3. Enter the information in the following fields:  * **Title:** JET Resolution Milestone 75% - Assignee * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 75.00 * **Execute If\*:** 'Status' < "Resolved" AND 'Status' != "Pending" AND 'Assignee' != $\NULL$  1. Click the “OK” button. 2. Enter the information in the following fields:  * **Title:** JET Resolution Milestone 75% - Assignee * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 75.00 * **Execute If\*:** 'Status' < "Resolved" AND 'Status' != "Pending" AND 'Assignee' != $\NULL$  1. Click the “OK” button. 2. Enter the information in the following fields:  * **Title:** JET Resolution Milestone 75% - No Assignee * **Execute When\*:** Percentage Of Goal Time From Start (from drop-down menu) * **At\*:** 75.00 * **Execute If\*:** 'Status' < "Resolved" AND 'Status' != "Pending" AND 'Assignee' != $\NULL$  1. Click the “OK” button. The Incident OLA Milestones will now appear in the list. |
| 3 | Once an Incident OLA Milestone template is linked to the Incident OLA Service Targets, the Milestone 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: |