# Create the Incident OLA Service Targets Procedure

Service Level Management

**Purpose**

An Incident OLA Service Target is used to internally measure response and resolution times when an Incident ticket is created. The assignment and resolution measurements are based on the priority of the Incident ticket.

**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**

|  |  |
| --- | --- |
| 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 “Service Targets” tab   This will show existing Service Targets that have been created.     1. To put the Service Targets in alphabetical order, click “Title” on the blue bar.      1. If you need to review an existing Service Target, highlight the specific Service Target name in the list. 2. Click the “View” button.      1. There are twenty Incident OLA Agreements:    * Assignment – Severity 1    * Assignment – Severity 2    * Assignment – Severity 3 Gold    * Resolution – Critical Incident    * Resolution – Critical Major Incident JTS    * Resolution – High Incident JTS    * Resolution – Medium Incident JTS    * Resolution – Low Incident JTS    * Resolution – Severity 1    * Resolution – Severity 2    * Resolution – Severity 3    * Resolution – Severity 4    * Resolution – T1    * Resolution – T2    * Resolution – T3    * Resolution – T4    * Resolution – U1    * Resolution – U2    * Resolution – U3    * Resolution – U4 2. If the Incident OLA Service Targets do not exist, continue to Step 2.   If the Incident OLA Service Targets do exist, you are finished with this procedure. |
| 2 | **Create Incident OLA Service Targets for Assignment:**  Step 1 of 4 tab   1. Click the “Create” button.      1. Enter the information in the following fields: 2. **Title:** Assignment – Severity 1 3. **Applies to\*:** = Incident 4. **Goal Type\*:** Incident Assignment Time 5. Click the “Advanced” radio button in the upper-right corner. 6. Enter the information in the following fields: 7. **Agreement Type:** Operational Level Agreement (use the drop-down menu) 8. **Status\*:** Enabled 9. **Effective From\*:** This date can be left as is, but a future date can be selected if the Service Target is expected to be disabled and used later.      1. Click the “Define” button for Terms and Conditions. 2. Click the “Advanced” radio button. 3. Click the “Custom Qualification” – “Yes” check box.      1. Click “Yes” on the box that pops up.      1. Use the “Define” button to set up qualifications or copy and paste the following information into the “Qualification” field:   'Severity' = "Severity 1" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   1. Click the “OK” button. 2. Click the “Save” button. 3. Click the “Next” button.   Step 2 of 4 tab   1. Click the “Advanced” radio-button in the upper-right corner. 2. Enter “15” into the “Minutes\*” field. 3. Uncheck the “Use Start Time as defined on the Application Form” box. 4. The Business Entity will be left blank for this Service Target. It is only used for Medium and Low Service Targets which are currently not used for Assignment. 5. Click the “Next” button.     Step 3 of 4 tab   1. Click the “Advanced” radio-button in the upper right corner. 2. Under “Use Template for Measurement Criteria”, use the drop-down menu to select “JET Incident Assignment OLA Measurement”. The “Start When\*” and Stop When\*”fields will auto-populate. 3. Check the box for “Link to this template”.      1. Update the following fields: 2. **Reset Goal for Same Request?:** Select “Yes” using the drop-down menu. 3. **Allow Service Target to Re-Open:** Select “No” using the drop-down menu.      1. Click the “Next” button.   Step 4 of 4 tab   1. Under the “Milestones” section, click the “Add” button. 2. Click the drop-down arrow and select “Template”.      1. Select “JET Assignment Milestone 75%” from the list. 2. Click the “OK” button.      1. Under the “Actions” section, click the “Add” button. 2. Click the drop-down arrow and select “Template”. 3. Select “JET Assignment Notification 75%”. 4. Click the “OK” button. 5. For Severity 1, a Breached milestone is added.   Repeat w) through z), adding the “JTS OLA Breached – Assignment” milestone template.   1. For Severity 1 and Severity 2, a customized action template will be created for alarm point notifications.   For more information see:  [Add an Alarm Point Action to an Incident OLA Service Target Procedure](https://confluence.jacksonnational.com/display/CPENABLE/10+-+Add+an+Alarm+Point+Action+to+an+Incident+OLA+Service+Target+Procedure)   1. Click the “Finish” button. 2. A box will appear stating “Do you want to build the rules associated with the Service Target now?”. Click the “Yes” button. 3. Under the Service Targets tab, locate the Service Target that has just been created. The Build Status should be “Built Successfully”. If it is “Build in Progress” click the “Refresh” button. If the status is “Could Not Be Built”, click the “Build” button.      1. Repeat a) through ii) with the following updates    * b) **Title:** Assignment – Severity 2    * i) Terms and Conditions Qualification:   'Severity' = "Severity 2" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   1. Repeat a) through ii) with the following updates    * b) **Title:** Assignment – Severity 3 Gold    * i) Terms and Conditions Qualification:   'Severity' = "Severity 3" AND 'Service Priority' = "Gold" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * + ff) Skip. An Alarm Point Action is not required. |
| 5 | **Create Incident OLA Service Targets for Resolution:**   1. Click the “Create” button.      1. Enter the information in the following fields: 2. **Title:** Resolution – Critical Major Incident JET 3. **Applies to\*:** = Incident 4. **Goal Type\*:** Incident Resolution Time 5. Click the “Advanced” radio button in the upper-right corner. 6. Enter the information in the following fields: 7. **Agreement Type:** Operational Level Agreement (use the drop-down menu) 8. **Status\*:** Enabled 9. **Effective From\*:** This date can be left as is, but a future date can be selected if the Service Target is expected to be disabled and used later.      1. Repeat e) through n) of Step 2. 2. Use the “Define” button to set up qualifications or copy and paste the following information into the “Qualification” field:   'Severity' = "Event" AND 'Priority' = "Critical" AND 'PGDS\_Major\_Incident' = "Yes" AND 'Service Type' != "User Service Request" AND 'Service Type' != "Infrastructure Restoration" AND 'Service Type' != "User Service Restoration" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   1. Repeat p) through w) of **Step 2** but enter **2** in the “Hours” field. 2. Under “Use Template for Measurement Criteria”, use the drop-down menu to select “JTS Incident Resolution OLA Measurement”. The “Start When\*”, Stop When\*”, and “Exclude” fields will auto-populate. 3. Update the following fields: 4. **Reset Goal for Same Request?:** Select “Yes” using the drop-down menu. 5. **Allow Service Target to Re-Open:** Select “No” using the drop-down menu.      1. Click the “Next” button. 2. Under the “Milestones” section, click the “Add” button. 3. Click the drop-down arrow and select “Template”. 4. Select “JTS Resolution Milestone 75% - Assignee”. 5. Click the “OK” button.      1. Under the “Actions” section, click the “Add” button. 2. Click the drop-down arrow and select “Template”. 3. Select the “JTS Resolution Notification Milestone 75% - Assignee”. 4. Click the “OK” Button. 5. Repeat p) through x), adding the “JTS Resolution Milestone 75% - No Assignee” milestone template and the “JTS Resolution Notification 75% - No Assignee” action templates. 6. For Critical Major Incident and Critical Incident OLAs, Breached milestones are added.   Repeat p) through w), adding the “JTS OLA Breached – Assignee” milestone template.   1. For Critical Major Incident and Critical Incident OLAs, a customized action template will be created for alarm point notifications.   For more information see:  [Add an Alarm Point Action to an Incident OLA Service Target Procedure](https://confluence.jacksonnational.com/display/CPENABLE/10+-+Add+an+Alarm+Point+Action+to+an+Incident+OLA+Service+Target+Procedure)   1. Repeat p) and s), adding the “JTS OLA Breached – No Assignee” milestone template. 2. Repeat z). 3. Repeat gg) through ii) of **Step 2**. 4. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Critical Incident JTS    2. i) Terms and Conditions Qualification:   'Severity' = "Event" AND 'Priority' = "Critical" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **3**  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – High Incident JTS    2. i) Terms and Conditions Qualification:   'Severity' = "Event" AND 'Priority' = "High" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **6**   2. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – High Incident JTS    2. i) Terms and Conditions Qualification:   'Severity' = "Event" AND 'Priority' = "High" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **6**   2. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Medium Incident JTS    2. i) Terms and Conditions Qualification:   'Severity' = "Event" AND 'Priority' = "Medium" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **37**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Low Incident JTS    2. i) Terms and Conditions Qualification:   'Severity' = "Event" AND 'Priority' = "Low" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **45**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity 1    2. i) Terms and Conditions Qualification:   'Severity' = "Severity 1" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours:**2**  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity 2    2. i) Terms and Conditions Qualification:   'Severity' = "Severity 2" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **4**   2. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity 3    2. i) Terms and Conditions Qualification:   'Severity' = "Severity 3" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **27**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity 4    2. i) Terms and Conditions Qualification:   'Severity' = "Severity 3" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **45**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity T1    2. i) Terms and Conditions Qualification:   'Severity' = "Severity T1" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **9**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity T2    2. i) Terms and Conditions Qualification:   'Severity' = "Severity T2" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **45**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity T3    2. i) Terms and Conditions Qualification:   'Severity' = "Severity T3" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **90**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity T4    2. i) Terms and Conditions Qualification:   'Severity' = "Severity T4" AND 'Service Type' != "User Service Request" AND 'PGDS\_SLM\_CIOutage\_Flag' = NULL   * 1. m) Hours: **180**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity U1    2. i) Terms and Conditions Qualification:   'Severity' = "Severity U1" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **2**   2. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity U2    2. i) Terms and Conditions Qualification:   'Severity' = "Severity U2" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **4**   2. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity U3    2. i) Terms and Conditions Qualification:   'Severity' = "Severity U3" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **18**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required.  1. Repeat a) through dd) of **Step 3** with the following updates:    1. c) **Title:** Resolution – Severity U4    2. i) Terms and Conditions Qualification:   'Severity' = "Severity U4" AND 'Service Type' != "User Service Request"   * 1. m) Hours: **45**   2. **Add** the JTS OLA – Business Hours Business Time Entity in the “Goal and Cost” tab using the drop-down arrow. This Service Target is only measured for business hours.      * 1. cc) Skip. An Alarm Point Action is not required. |

**Appendix A**

Components that are used within the Incident OLA Service Targets are built in separate procedures. See the following for more information:

[Create a Customized Goal Type for Incident OLAs Procedure](https://confluence.jacksonnational.com/display/CPENABLE/01+-+Create+a+Customized+Goal+Type+for+Incident+OLAs+Procedure)

[Create Business Time Segments for Incident OLAs Procedure](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Create+Business+Time+Segments+for+Incident+OLAs+Procedure)

[Create a Business Time Entity for Incident OLAs Procedure](https://confluence.jacksonnational.com/display/CPENABLE/03+-+Create+a+Business+Time+Entity+for+OLAs+Procedure)

[Configure the Incident OLA Data Source Procedure](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Configure+the+Incident+OLA+Data+Source+Procedure)

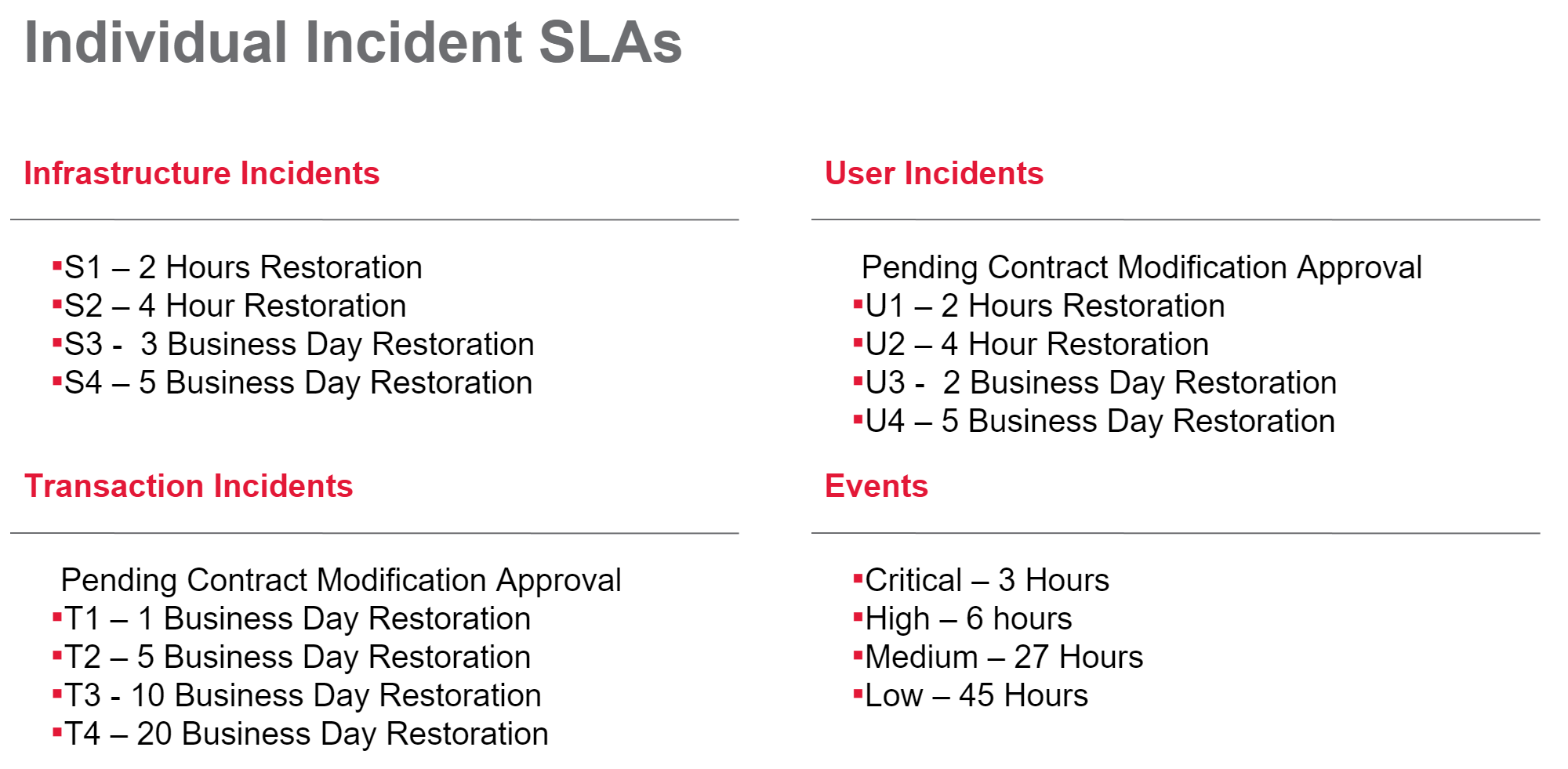
[Create the Incident OLA Measurement Criteria Template Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Create+the+Incident+OLA+Measurement+Criteria+Template+Procedure)

[Create the Incident OLA Milestone Templates Procedure](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Create+the+Incident+OLA+Milestone+Templates+Procedure)

[Create the Incident OLA Milestone Action Template Procedure](https://confluence.jacksonnational.com/display/CPENABLE/07+-+Create+the+Incident+OLA+Milestone+Action+Templates+Procedure)

**Appendix B**

Resolution Time Duration for OLA Service Targets



**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: 02/27/2019 Last Modified: 10/26/2020 Last Reviewed: |