# Create the Monthly OLA Breached Report Procedure

Service Level Management

**Purpose**

The Monthly OLA Breached Report is generated on the second business day of the month and posted to SharePoint. The information found in the report is from the OLA Dashboard.

**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 “Monthly JTS Incident Tickets OLA Report” dashboard.   1. Connect to Remedy at <https://remedy.jacksonnational.com/arsys> 2. Click the “Applications” tab on the side of the screen. 3. Select “Smart Reporting”. 4. Select “Smart Reporting Console”. 5. Select the “Service Delivery Folder”      1. Select the “Service Level Management Folder”      1. Locate the “Monthly JTS Incident Tickets OLA Report” dashboard and double click on it.      1. When the dashboard opens, click the orange arrow next to the dashboards title tab:      1. Select “Export” from the drop-down list.      1. Click the arrow and select “PDF”. 2. Select “Landscape” 3. Click the “Export” button.      1. A rotating circle will appear at the Dashboard tab while the report is being created.      1. Select “Open” 2. Click “File” at the top of the screen 3. Select “Save as” 4. Save the report to the following location:   [O:\Service Delivery\Service Level Management\Reporting\YYYY\Monthly OLA Breached Reports](\\\\jacksonnational.com\\SHARE\\hq\\vol3\\share\\Service Delivery\\Service Level Management\\SLA Reporting\\Reporting)   1. Repeat h) and i) 2. Click the arrow and select “XLSX”. This version of the report will take several minutes to create. 3. Repeat n) through q). | |
| 2 | Post the PDF and XLSX version of the Monthly OLA Breached Report to SharePoint:   1. Access the Monthly Production OLA Breached Report folder at the following location on SharePoint:   [Monthly Reporting\SLM\Monthly Production OLA Breached Report\YYYY](http://docs.jackson.local/it/sites/rs/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20Production%20OLA%20Breached%20Report&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D)   1. Select the correct year. 2. Click the “Upload” icon near the top of the screen. 3. Click the “Browse” button and navigate to the location of the reports (see Step 1 / q). 4. Select the pdf file. 5. Click the “OK” button. 6. Click the “Save” button. 7. Repeat c) through d) 8. Select the xls file. 9. Repeat f) through g). | |
| 3 | Run the Monthly JTS Breached Ticket Detail by Breach Type:   1. Repeat Step 1 a) through f). 2. Locate the Monthly JTS Breached Ticket Detail by Breach Type report and double click it.      1. Click the “Publish” button near the top of the screen.      1. Select “Export to PDF”. 2. Ensure that “Landscape” is checked. 3. Click the “Export” button. 4. A rotating circle will appear at the Dashboard tab while the report is being created.      1. Select “Open” 2. Click “File” at the top of the screen 3. Select “Save as” 4. Save the report to the following as “Monthly Totals by Priority MM YYYY: at the following location:   [O:\Service Delivery\Service Level Management\Reporting\YYYY\Monthly OLA Breached Reports\Calculated for KPI](\\\\jacksonnational.com\\SHARE\\hq\\vol3\\share\\Service Delivery\\Service Level Management\\SLA Reporting\\Reporting)  ***Note:*** *This report lists the total number of “Assignment” OLA Tickets breached and the number of “Resolution” OLA tickets breached by priority (Critical, High, Medium, & low). This information is not being used at this time but may be needed at a later date.* | |

**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: 12/06/2018 Last Modified: 05/29/2020 Last Reviewed: |