# Detail Record Documentation

Service Level Management

**Purpose**

A daily Detail Record is created for each Service Target once a day when a Master Refresh is run against the Master Record. It contains the information for each Service that will appear on the SLA Report. This includes the total number of expected, available, error, and / or carve out minutes per day. Also included are the compliance target, the SLA availability window, the daily percentage of the target met, and comments. The fields on the form must be understood in relation to how they appear on the SLA Report.

For more information see:

[Manually Run Master Refresh Procedure](https://confluence.jacksonnational.com/display/CPENABLE/07+-+Manually+Run+Master+Refresh+Procedure?preview=/575465346/575465348/Manually%20Run%20Master%20Refresh%20Procedure.docx)

[Incident Ticket with CI Unavailability Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Incident+Ticket+with+CI+Unavailability+Record+Documentation)

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| 1 | To access the Details Record form, go to the following URL(s):  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:SVC:APP\_Details](https://remedy.jacksonnational.com/arsys/forms/remedy/JNL%3ASVC%3AAPP_Details/Administrator+View/?cacheid=5adbf55c)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/JNL:SVC:APP_Details> |
| 2 | **Search for Detail Record**  A search for a Detail Record can be performed for an individual Service, Service Target, or Service Level Tier.   * **Service Name Search** * Type information in the “Service” field to look for one or more services. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **%Service Name%** - Displays a list of all Detail Records for a single Service.   ***Note****: For legacy services this will produce a long list of Detail Records that will include previously used Business Units and currently used Service Level Tiers. To shorten the list, type %Service Level Tier%” into the “Business Unit” field.*  See ***Appendix A*** for more information on Service Level Tiers.    ***Note:*** *To put any of the columns in alphabetical or numerical order, click the heading*  *(Date / Business Unit / Service / Service Target) on the blue bar.*    .   * **Service Target Search** * Type information in the “Service Target” field to look for one or more Service Targets. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **SVT%** - Displays a list of all Detail Records for all Platinum Service Targets. * **SVT%Service Name%** - Displays a list of Detail Records for the specified Platinum Service.      * **%Service Level Tier%** - Displays a list of all Detail Records for the specified Service Level Tier.     See ***Appendix A*** for more information on Service Level Tiers.  ***Note:*** *To put any of the columns in alphabetical or numerical order, click the*  *Heading (Date / Business Unit / Service / Service Target) on the blue bar.*     * **Service Level Tier Search** * Type information in the “Business Unit” field to look for one or more Service Level Tier names. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **%Service Level Tier Name%** - Displays a list of all the Detail Records for the specified Service Level Tier.      * To narrow the search, also type in a service name.     See ***Appendix A*** for more information on Service Level Tiers.  ***Note:*** *To put any of the columns in alphabetical or numerical order, click the*  *Heading (Date / Business Unit / Service / Service Target) on the blue bar.* |
| 3 | **Review the Detail Record**  A new Detail Record is created each day when the Master Refresh automatically runs at 12:30 AM or if a Master Refresh is run manually during the day. Subsequent refreshes will update the Detail Records in the event that comments or carve outs are applied to the Incident ticket for the specified date.  Note the following fields:   * **Date**: The date and time in which the Detail Record begins. The time should always be   12:00:00 AM.   * **Business Unit:** Displays the Service Level Tier name in which the data will appear under on the   SLA report based on the “Business Unit” field in the Master Record.   * **Service Target Name:** The full name of the Service Target from the Master Record. * **Service:** The full name of the Configuration Item associated with the Service Target from the   Master Record. It should match the name of the service being monitored within  Remedy. The name will be suffixed with “Tech Service”.   * **TimeDuration:** The expected number of uptime minutes for the service on the specified date   in the “Date” field. It is derived from the availability time frames located on the  Master Record.   * **Error Duration:** The number of minutes the service was down based on the CI Unavailability   Record. If a “Full” carve out was applied, the minutes will be zero. See  “Blackout Duration” below.   * **Blackout Duration:** Displays the minutes that were carved out in the CI Unavailability Record.   If a “Full” carve out was applied, the total amount of minutes from the CI  Unavailability record will appear here. If a “Partial” carve out was applied,  only the minutes in the second CI Unavailability record will appear.  For more information see:  [Apply a Carve Out to CI Unavailability Records Procedure](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Apply+a+Carve-Out+to+CI+Unavailability+Records+Procedure).   * **BTS\_Description**: The Availability Window time frame for the specified date in the “Date” field.   It willmatch the availability time frame for the specified day of the week  on the Master Record, which is derived from the Business Time Entity.   * **Compliance Target:** The Service Target percentage based on what is set in the   “Compliance Target” field of the Master Record.   * **OverAllStartTime:** Displays the start date and time of the Measurement Record. The   expected date should always be the first of the month and the expected  time should always be 12:00:00 AM.   * **Error Note:** This is not being used at this time. * **Blackout Note:** This information is pulled from the Incident Ticket Work Detail log   when a comment is added and the “Work Type Info” is set to “SLA  comment”.  For more information see:  [Add Comments to SLM Incident Ticket Procedure.](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Add+Comments+to+the+SLM+Incident+Ticket+Procedure)   * **Verified:** Displays the available minutes that will appear on the SLA Report. It is the result   of “TimeDuration” minutes minus the “Error Duration” and “Blackout Duration”  minutes also found on the Detail Record.   * **Error:** This is the number of error minutes that will appear on the SLA Report. It is the total of   “Error Duration” minutes minus the “Blackout Duration” minutes.  ***Note:*** *If a negative number appears in the Detail Record, sometimes due to a partial*  *carve-out, create a ticket to ITSM Suite Administration to correct. They have a*  *procedure to fix this issue.*   * **Actual Percentage:** This is the percentage of available minutes that will appear on the SLA   Report. It is the result of the “TimeDuration” minutes minus the “Error  Duration” minutes multiplied by 100%.      ***Note:*** *An automatic Master Refresh runs at 12:30 AM each morning, which creates a new daily Detail Record. A Master Refresh is run manually to update the Detail Record. This is to incorporate carve outs and comments that are applied to the CI Unavailability record and SLM Incident ticket.* |

**Appendix A – Service Level Tier Names**

The Service Level Tier Names must appear exactly as listed in the “Business Unit” field of the Master Record.

Bronze Applications Aggregate

Gold Applications Aggregate

Platinum Applications

Silver Applications Aggregate

***Note:*** *This field has been repurposed for the Service Level Tier name. Applications are no longer reported by Business Unit.*

**Appendix B – Missing Detail Records**

It is possible that the Master Refresh which runs nightly at 12:30 AM EST may be interrupted if there is a Remedy issue at that time. Although this is rare, if it is discovered that Detail Records are missing for a specific date, the Detail Records can be created at any time.

Follow the ***Manually Run Master Refresh Procedure*** to create Detail Records for the missing date.

It is recommended to search for applications by Tier name and highlight the Master Records for each application in the Tier and perform the Master Refresh for the specified date.

***Note:*** *Gold and Silver Tiers will take a long time to refresh since there are so many of those applications. You may refresh only a certain amount of these applications at a time if you wish.*

**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, PGDS

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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: 08/24/2017 Last Modified: 12/22/2020 Last Reviewed: |