# Event Schedule Form Documentation

Service Level Management

**Purpose**

The Event Schedule form is used to generate a new Measurement Record each month in order to report the monthly SLA percentages of a service. It is automatically created after a Service Target is built and is expected to match up against the Measurement Record which is also automatically created. The form will update monthly (currently on the first date of the month with a 12:00:00 AM time stamp) and show when the next update will take place. Whereas a Measurement Record exists for each month that a service is being monitored, there is only one Event Schedule form per Service Target.

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| 1 | To access the Event Schedule form, go to the following URL(s):  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/SLM:EventSchedule](https://remedy.jacksonnational.com/arsys/forms/remedy/SLM%3AEventSchedule/Default+Admin+View/?cacheid=7adc044)  Development:  [https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM:EventSchedule](https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM%3AEventSchedule/Default+Admin+View/?cacheid=33b15ba1) |
| 2 | Search for an Event Schedule form by using the naming convention of the Service Targets.  For more information see:  [Create a New Service for a Platinum Application](https://confluence.jacksonnational.com/display/CPENABLE/Create+a+New+Service+Target+for+Platinum+Application)  [Relate Service to Aggregate Service Target](https://confluence.jacksonnational.com/display/CPENABLE/Relate+Service+to+Aggregate+Service+Target)   * To search for all forms, type “%Service Level name%” (or %Service Name% for Platinum applications) in the SLMEventSchedule\_SVTTitle field of the form. Use the % sign as a wild card.      * Click the “Search” button at the top of the screen.      * Click “SLMEventSchedule\_SVTTitle” in the blue bar to put the Service Target names in alphabetical order. |
| 3 | **Reviewing an Event Schedule form**   * Note the following fields:   + **Instance ID** – This is the ID label of the Event Schedule form.   + **SLA\_Time Scheduled** – Displays the next date in which a new Measurement Record   will be created. This date is derived from the “Effective Date”  field within the Service Target. This field will update at the  start of each month after generating a new Measurement  Record.   * **SLA\_TADReferenceForm** – AST: CI Unavailability.      * + **Lifecycle Interval** – The number will be “1” to reflect that the Measurement Record is   created on a monthly basis. This is derived from the Measurement  section of the Service Target.   * + **LifecycleStartInt** – The Epoch start time of the Measurement Record.   See ***Appendix A*** for more information.   * + **LifecycleEndInt** – The Epoch end time of the Measurement Record.   See ***Appendix A*** for more information.   * + **LifeCycleStartYear** – Displays the year in which the Service Target was created. This   should correspond with the year that is found in the “Effective”  date within the Service Target.   * + **LifecycleStartMonth** – Displays the month in which the Service Target was created.   This should correspond with the month that is found in the  “Effective” date within the Service Target.   * + **LifecycleStartDay** – Displays the first day of the month in which the Service Target was   created. This should correspond with the date that is found in the  “Effective” date field within the Service Target. It should always be  “1”.     * + **Event Status** – “Active”   + **SLA Action Title** – Contains the Service Target name   + **SLMEventSchedule\_SVTInstance ID** – This will match the SVTInstanceID found in the   corresponding Measurement Record.   * + **SLMEventSchedule\_SVTTitle** – Contains the Service Target name.      * + **Submitter** – Displays the ID of the person who created the Service Target.   + **Create Date** – Displays the date and time in which the Service Target was created. |
| 4 | If verifying the Event Schedule form immediately after creating the Service Target, you will see additional forms with a SLA\_Rule EventID called “Update ApplicationUserFriendlyID” for the Service Target. These will disappear within ten to fifteen minutes and only the SLA Rule EventID called “Asset Lifecycle” will remain.  C:\Users\mbn0412\AppData\Local\Microsoft\Windows\INetCache\Content.Word\EVENTSCHEDULE PIC creating.jpg |

**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: 06/28/2018. Last Modified: 05/15/2020 Last Reviewed: |