# Identify and Verify CI Unavailability Record Tickets Documentation

Service Level Management

**Purpose**

When an application with a Service Target created for SLA monitoring experiences an outage, Service Level Management receives an email from Remedy indicating that an SLM Incident ticket has been created. This ticket contains a CI Unavailability Record which is used for recording the duration of the outage. Service Level Management reviews the tickets and conducts an investigation to explain the cause of the outage.

For more information see:

[Working CI Unavailability Record Tickets Procedure](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Working+CI+Unavailability+Record+Tickets+Procedure)

|  |  |
| --- | --- |
|  |  |
| 1 | **Locating email for Incident Tickets with CI Unavailability Records**   * Whenever an outage occurs for an application that is being monitored for an SLA, an email from *ITSMPROD9* will be sent to the inbox of Service Level Management team members. The subject of the email will begin with “CI Unavailability”.   + ***Note:*** *Setting up a personal email rule to automatically move the emails prefaced with “CI Unavailability” in the subject line will help identify the outages easier.* * The email will contain the Service (application) name in the subject line and within the body of the email. * The SLM Incident Ticket number is located within the body of the email on the “Cross Reference ID” line. |
| 2 | **Verification of CI Unavailability Record Tickets**  Emails should be matched up against the CI Unavailability Record tickets to ensure that there are no tickets that were missed in the event of an email error.   * Perform a search in Remedy to verify that no CI Unavailability Record Tickets exist that did not generate an email. Access Remedy at:   [https://remedy.jacksonnational.com/arsys](https://remedy.jacksonnational.com/arsys/forms/remedy/SHR%3ALandingConsole/Default+Administrator+View/?cacheid=a926823a)   * Click the “Applications” tab on the side. * Select “Incident Management”. * Select “Search Incident”. * Use the drop-down men to populate the following fields:   + - **Reported Source** – Select “BMC Impact Manager Event”.     - **Assigned Group+** - Service Level Management      * Click the “Search button.      * A list of Incident Tickets will appear. Click the “Date/System” tab.      * Compare the emails against the Incident Tickets.   ***Note:*** *The “Reported Date” in the ticket and the time of the email may be a minute or two off depending on how long it took to generate the email and send it.*   * If a SLM Incident Ticket exists in which no email was generated, take note of the ticket number and create an Incident ticket for the ITSM Suite Administration team to research why an email was not generated. It is possible that the email is stuck in a queue and could arrive several hours late. |
| 3 | **Save the CI Unavailability Email**   1. Once the email has been reviewed it should be moved to the “CI Unavailability Outages” folder under the Service Level Management Inbox / 1 YYYY / Reporting / Daily SLA / Current Month / CI Unavailability Outages.      1. Save the email to the following location:   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Reporting](../../../SLA%20Reporting/Reporting/2020) \YYYY\Daily SLA Report\Month\CI Unavailability Outage Emails   1. Publish the email to SharePoint at the following location:   [Daily Reporting/SLM/YYYY/Daily SLA Report/Month/CI Unavailability Outage Emails](http://docs.jackson.local/it/sites/rs/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D) |

**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

|  |  |
| --- | --- |
| Service Level Management Process | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm, Director, IT Service Management | Date Created: 01/23/2019 Last Modified: 05/15/2020 Last Reviewed: |