# Incident Ticket with CI Unavailability Record Documentation

Service Level Management

**Purpose**

A SLM Incident ticket is automatically created by the BMC Event Manager when an application outage is recognized by various monitoring tools. The ticket will contain a CI Unavailability Record when certain flags are set. The record is used to calculate the duration of the outage and supplies information to the Detail Record via a Master Refresh (runs daily and can be run manually). The data found in the Detail Record will 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)

[Detail Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Detail+Record+Documentation)

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| 1 | When an SLM Incident ticket is automatically generated by BMC Event Manager, note the following fields:   * In the corner a symbol will appear to identify the Service Level Tier.   Platinum Gold Silver Bronze   * **Incident ID:** Displays the Incident number. When adding a comment to appear for   the SLA Report, the ID number should be used.   * **Company:** The company that owns the service will appear in this field. * **Customer:** “ApplicationID, Event Manager” is expected when an incident is   created by BMC Event Manager.   * **Notes:** A detailed description of the issue will appear here. * **Environment:** This will be “Production” as only Production services are currently   monitored for SLAs.   * **Summary:** Displays a brief description of the issue.      * **Service+**: Displays the Business Service name, which is linked to the   Service Target that is used for measuring and reporting outages. The name  will be suffixed with “Tech Service”.   * **Impact / Urgency / Priority:** These fields show the priority of the ticket. * **Incident Type:** In order for a CI Unavailability record to be created within the   ticket, this field must always be “Infrastructure Event”.     * **PGDS-SLM-CIOutage\_Flag:** This field is set to “Y” when there is an Infrastructure Event affecting a Business Service that is being monitored for SLAs, in turn creating the CI Unavailability record that attaches itself to the Incident ticket. The flag changes to “Completed” once the SLM Incident is resolved. This field is only visible to SLM team members.     The CI Unavailability Record is located on the “Relationships” tab of the SLM Incident ticket.   * When the SLM Incident ticket has a status of “Assigned”, “Work in Progress”, or “Pending” under the Assignment section of the ticket, the status on the “Relationships” tab will show “In Progress”. * When the SLM Incident ticket has a status of “Resolved” or “Closed”, the status on the “Relationships” tab will show “Completed”.   The ID number of the CI Unavailability record is featured in the “Request Summary” column.    To open up the record, double click on the CI Unavailability entry on the “Relationships tab.  ***Note:*** *See* ***Appendix A*** *for an alternate way to view CI Unavailability Records.* |
| 2 | When an Incident ticket is active, take note of the following fields:   * **CI Name:** The name will match the Service name selected in the Service+ field of   Incident the ticket.   * **CI Type:** “Business Service” will appear in this field. * **Priority:** This data will match the priority of the ticket * **Unavailability Type:** The type will automatically populate to “Unscheduled Full”. * **Unavailability Status:** While the Incident ticket is in an “Assigned”, “Work in   Progress”, or “Pending” status, this will always state “Current  Unavailability”   * **Description:** The Description will match the Summary field of the Incident ticket. * **Actual Start Date:** Displays the date and time in which the CI Unavailability record   was created and should match up to the start time of the Incident ticket.   * **Assignment Status:** This field will always be “In Progress” * **Assignment is set from:** This will always be “Configuration Item” |
| 3 | After the incident is resolved, be aware of the following updates automatically made within the CI Unavailability record:   * **Unavailability Status:** Updates to “Restored” * **Actual End Date:** This field will populate with the date and time that the ticket was   resolved.   * **Actual Duration**: Displays the total amount of hours, minutes, and seconds in which   The CI Unavailability record was open.   * **Assignment Status**: This will remain “In Progress”. If the status is manually   Changed to “Completed”, you will not be able to edit the  record for a carve-out at a later time.  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) |

**Appendix A**

The CI Unavailability records can also be viewed at the following URL:

Production:

[https://remedy.jacksonnational.com/arsys/forms/remedy/AST:CI+Unavailability](https://remedy.jacksonnational.com/arsys/forms/remedy/AST%3ACI+Unavailability/Default+User+View/?cacheid=7eac1e8d)

Development:

[https://remedytest.jacksonnational.com/arsys/forms/remedytest/AST:CI+Unavailability](https://remedytest.jacksonnational.com/arsys/forms/remedytest/AR+System+Mid+Tier+Object+List/Default+Admin+View/?olserver=AST:CI%20Unavailability&cacheid=3beac277)

**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: 09/13/2017 Last Modified: 05/15/2020 Last Reviewed: |