# Master Record Documentation

Service Level Management

**Purpose**

A Master Record exists for every Service that is to be reported on for SLAs. It contains the necessary Service Target information (Service Level Tier, Service name, the Service Target availability window, and Service Target compliance percentage) that will appear on the SLA Report. If a SLM Incident ticket with a CI Unavailability Record exists for a service, the Master Record will also contain that information as well. The data is processed via a Master Refresh to create or update a Detail Record that is used by the SLA Report.

For more information see:

[Create a Master Record Procedure](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Create+a+Master+Record)

[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)

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

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| 1 | To access the Master Record form, go to the following URL:  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:APP\_Master](https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:SVC:APP_Master)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/JNL:SVC:APP_Master> |
| 2 | **Search for Master Record**  A search for a Master Record can be performed for an individual Service Target, Service Level Tier, or Service using the specified fields on the Master Record form:   * **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: * **%Service Level Tier%** - Displays a list all Master Records for the specified Service Level Tier      * **SVT%Service Name%** - Displays a list of Master Records for the specified Platinum service.     ***Note:*** *To put any of the columns in alphabetical order, click the heading (Business Unit /*  *Service / Service Target) on the blue bar.*     * **Service Level Tier Name Search** * Type information in the “Business Unit” field to look for Master Records that fall under a specified Service Level Tier. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **%** - Displays a list of all Master Records for all Service Level Tiers that exist. * **%Service Level Tier%** - Displays a list of all Master Records for the specified Service Level Tier. See **Appendix A** for more information.     ***Note:*** *To put any of the columns in alphabetical order, click the heading (Business Unit /*  *Service / Service Target) on the blue bar.*     * **Service Search** * Type information in the “Service” field to look for one or more Services. * Use the % sign as a wild card. * Use the following example of word combinations to help find what you are looking for. * **%Service Name%** - Displays a list of all the Master Records that contain the specified Service name.   *.*  ***Note:*** *To put any of the columns in alphabetical order, click the heading (Business Unit /*  *Service / Service Target) on the blue bar.* |
| 3 | **Review the Master Record**  A Master Record exists for each Service Target. Note the following fields:   * **Business Unit:** The name of the Service Level Tier. For more information see   **Appendix A.**   * **Service Target:** The Service Target Name. * **Service:** The Service name that is used in Remedy. It will be suffixed with “Tech   Service”.   * **Business Entity:** Selected from the drop-down list, the entity contains the Service   Target availability window in which the service will be monitored for an SLA.   * **BTS\_Description:** Displays the Service Target availability window information as it will   appear on the SLA Report.   * **Compliance Target:** The Service Target percentage. This field is populated by the   last two characters of the Service Target name.   * **StartDT:** Displays the start date and time of the Master Record being viewed.   The Master Record will always appear for the previous date. Different dates  can be viewed by using the “z1D\_Action” and “TRDate” fields.  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)   * **EndDt:** Displays the end date and time of the Master Record being viewed. * **VarifiedTimeDuration:** The total number of minutes the service is expected to be   available per day.    The lower section of the Master Record contains two tables. If a SLM Incident ticket with a CI Unavailability Record exists, information from the ticket will appear.   * To view the information, manually run the Master Refresh.      * Click the “Refresh” button for each table.      * The first table will show the SLM Incident ticket(s) that were created on the date that is being viewed. * The second table will show the comment that was added to the SLM Incident ticket.   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)  The side section will display the “Availability” tab. The times in each field show the start and end time for each day that the service is expected to be available to meet the Service Target requirements. The times must match the time frame featured in the “BTS\_Description” field. |

**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.*

**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: 08/23/2017 Last Modified: 05/15/2020 Last Reviewed: |