# Measurement Record Documentation

Service Level Management

**Purpose**

A monthly Measurement record exists for every Service Target. It is automatically created when a Service Target is built. The record works in conjunction with the Event Schedule form which allows a new Measurement Record to be created on the first day of each month at 12:00 AM. The Measurement Record contains the data that measures the availability of the service that is being monitored which includes the following:

* The percentage of availability for the service for the month, which prompts milestone action emails to be sent if the percentage is in danger of being breached or is breached based on the compliance target set in the Agreement.
* The total amount of hours, minutes, and seconds in which the Service was unavailable for the month, based on the Service Target time frame.

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| 1 | To access the Measurement Record form, go to the following URL(s):  Production:  <https://remedy.jacksonnational.com/arsys/forms/remedy/SLM:Measurement>  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM:Measurement> |
| 2 | **Search for Measurement Record**  Searches can be done by Service Target names.  **Platinum Applications**   * Click on the “Availability” tab. * Type information in the “SVTTitle” field. * Use the % sign as a wild card. * Use the following example to help find the Platinum application you are looking for: * **%Service Name%** - Displays a list of Measurement Records for a single Service that is a Platinum application.      * The “ApplicationUserFriendly ID” field can also be used to long for a single Service. * Use the % sign as a wild card. * Use the following example to help find the Service Level Tier you are looking for:   **%Service Name%** - Displays a list of Measurement Records for a single Service.    **Gold, Silver, & Bronze Applications**   * Click on the “Availability” tab. * Type information in the “SVTTitle” field. * Use the % sign as a wild card. * Use the following example to help find the Service Level Tier you are looking for: * **%Service Name%** - Displays a list of Measurement Records for the specified Service Level Tier.     ***Note:*** *This will produce a large list of Measurement Records, as each individual application that is related to the specified Service Target will have an individual measurement record for each month that it has been monitored for.*   * To narrow the search down to a specific Service, type information in the “ApplicationUserFriendly ID” field. * Use the % sign as a wild card. * Use the following example to help find the Service Level Tier you are looking for:   **%Service Name%** - Displays a list of Measurement Records for a single Service. |
| 3 | **Reviewing a new Monthly Measurement record (Pre-Incident ticket)**   * Click on the “Availability” tab. * Note the following fields: * **SVTInstanceID –** This is the ID label of the Measurement Record. It will match the “SLMEventSchedule\_SVTInstance ID” in the Event Schedule Form.   For more information see:  [Event Schedule Form Documentation](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Event+Schedule+Form+Documentation)     * **ApplicationUserFriendlyID** – The service name. It will be suffixed with “Tech Service”. * **SVTTitle** – This is the name of the Service Target. * **AppObjectNameDisplay** – AST:CI Unavailability which indicates a service outage that will affect other fields within the Measurement Record. * **MeasurementStatus** - This field is expected to state “Available”, unless a current CI Unavailability record exists that has carried over from the previous month. * **OverallStartTime** – This shows when the Measurement record is created. It should always be the first of the month with a 12:00:00 AM time stamp. The original date and time are derived from where the CI relation is set up within the Service Target. A new record is generated at midnight on the first day of each month via the Event Scheduled Form.   For more information see:  [Create a Service Target Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Create+a+New+Service+Target+for+Platinum+Application)  [Event Schedule Form Documentation](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Event+Schedule+Form+Documentation)   * **UpStartTime** – Until there is a CI Unavailability record created for the service, this field will match the “OverallStartTime” field. * **Available %** - This will remain 100% until a CI Unavailability record is created for the service.   ***Note:*** *A carve-out applied to the CI Unavailability records / SLA Report does not*  *affect any information within the Measurement record.*   * **LifecycleTotalTimeSeconds** – Represents the months that have been defined for the “Lifecycle Interval”, converted into seconds. The Life Cycle Interval measurement is currently set up for one month during the creation of the Service Target.   For more information see:  [Create a Service Target Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Create+a+New+Service+Target+for+Platinum+Application)   * **Cross Reference ID** - This field contains the most recent Incident ticket number in which a CI Unavailability record was created for the service. |
| 4 | **Reviewing a Measurement while Incident ticket with a CI Unavailability record is Active**  Note the updates made in the following fields:   * **MeasurementStatus** – The status becomes “Unavailable”. * **DownStartTime** - Features the start time of the CI Unavailability record that is active. * **Down Count** - The current number of CI Unavailability tickets for the month. This will increment by one. * **AvailabilityDownCount** - The current number of CI Unavailability tickets. This will increment by one. * **Available %** - The percentage will not change until after the Incident ticket is resolved. * **Cross Reference ID** – This field will update with the current Incident ticket number. |
| 5 | **Reviewing a Measurement Post Incident Resolution**  Note the updates made in the following fields:   * **MeasurementStatus** – The status becomes “Available”. * **UpStartTime** - Features the end time of the CI Unavailability record that was most recently active. * **UpElapsedTime** –The number of seconds in which the service has been available during the month. * **DownElapsedTime** - The number of seconds in which the service was unavailable during the month. * **DownTime** – The number of seconds in which the service was unavailable during the month. * **Available %** - The available percentage of time in which the service has been   available during the Service Target window. This number is expected to decrease when outages occur. The percentage controls the milestone emails that are set up within the Service Target to send notifications when the compliance target is in danger of being breached, as well as when the compliance target is breached.  ***Note:*** *A carve-out applied to the CI Unavailability records / SLA Report does not*  *affect any information within the Measurement record.*   * **AvailabilityDownTimeHr** - This represents the number of hours that the service was unavailable during the month. * **AvailableDownTimeMin** - The number of minutes in which the service was unavailable during the month. |

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|  | **APPENDIX A – FORMULAS**  Below are the formulas provided by BMC to explain how the times are calculated for the percentage and time fields.   |  |  | | --- | --- | | **FIELD** | **Calculation Formula** | | Available % | =(LifecycleTotaltimeInSeconds-Down Time)/ LifecycleTotaltimeInSeconds | | AvailabilityDownTimeHr | =Quotient of (Down Time/3600) | | AvailabilityDownTimeMin | =Remainder of (Down Time/3600) | | DownElapsedTime | =Total time in seconds when the CI was unavailable | | UpElapsed Time | =Total time in seconds when the CI was available | | DownTime | =Total time in seconds when the CI was unavailable | |

**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: 10/27/2017 Last Modified: 05/15/2020 Last Reviewed: |