# Add New Jobs to the Access Database Procedure.

Service Level Management

**Purpose**

When a new TWS job is to be monitored for an SLA, the job must be added to the Access Database. The Access Database will be updated each day to collect data from the latest run of the job for SLA reporting.

For more information see:

[Create Daily Cycle Status Report Procedure](https://confluence.jacksonnational.com/display/CPENABLE/01+-+Morning+Cycle+Status+Report)

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/Shared%20Documents/Pre%20December%202019/SLM%20Documents/Policy%2C%20Process%2C%20Procedures/SLM_Service%20Level%20Management%20Process.doc?d=wa1eaba53e1dc4b30abda2a0886981cc9)

**Audience**

The following groups are responsible for adhering to this document:

* Service Level Management

**Procedure**

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| Step | Action |
| 1 | Open the Access Database to be updated.   * Cycle Status Database.accdb – This is the Morning Cycle Report.   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Reporting\Report Generators](file:///O:\share\Service%20Delivery\Service%20Level%20Management\SLA%20Reporting\Reporting\Report%20Generators) |
| 2 | Add New Deliverables to the Access Database.   1. Double click on “App\_Info” under the “Tables” section.      1. If an existing App Description is to be used, take note of the App ID number. 2. If a new App Description is required, begin typing the name in the blank row at the bottom of the the “App\_Desc” column and the App ID will automatically be created. Take note of the ID number. 3. Double click “Job Category” under the “Tables” section.      1. If a new job is being added to the Access Database a new Job Category is required. Begin typing the job description in the blank row at the bottom of the “Job\_Category Desc” column. The Job Category ID will automatically be created. Take note of the ID number. 2. Double click “Job Info” under the “Tables” section.      1. Begin typing the TWS job name in the blank row at the bottom of the “Job\_Name\_X” column. 2. Enter the Job ID from e). 3. Enter the App ID from c). 4. Double click on “SLA\_Time” under the “Tables” section. 5. Begin typing the TWS job name in the blank row at the bottom of the “Job\_Name\_X” column. 6. Type in the Service Target time that the job is expected to be completed by under the appropriate day columns.   ***Note:*** *Service Target data can be reviewed here:*  [Metric Database CPI Data](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/WopiFrame.aspx?sourcedoc=%7b286CA760-ACDC-4B1C-B755-9D4D1E8A3AED%7d&file=Metric%20Database%20CPI%20data.xlsx&action=default)  [Metric Database KPI Data](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/WopiFrame.aspx?sourcedoc=%7bE7D8EBE6-B094-438B-AB70-03647269272F%7d&file=Metric%20Database%20KPI%20data.xlsx&action=default)  The new job that has been added will not appear until the table is updated the following day. |

**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: 01/22/2019 Last Modified: 05/22/2020 Last Reviewed: |