# Create Incident Ticket with CI Unavailability Record Procedure

Service Level Management

**Purpose**

Services that are manually monitored are done so because a monitor has not been set up yet. Therefore, the SLM Remedy system will not auto-create an Incident ticket with a CI Unavailability record attached to measure the duration of the outage. When an outage is identified for a service that is part of SLA reporting, an Incident ticket with a CI Unavailability record must be manually created.

For more information see:

[Manually Monitor Services Procedure](https://confluence.jacksonnational.com/display/CPENABLE/01+-+Manually+Monitor+Services+Procedure)

**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**

|  |  |
| --- | --- |
| Step | Action |
| 1 | When an outage is identified for a service via manually monitoring, create an Incident ticket with a CI Unavailability record attached.   1. Access Remedy at:   [https://remedy.jacksonnational.com/arsys/forms/remedy](https://remedy.jacksonnational.com/arsys/forms/remedy/SHR%3ALandingConsole/Default+Administrator+View/?cacheid=a926823a)   1. Click the “Applications” tab on the side. 2. Select “Incident Management”. 3. Click “New Incident”.      1. Fill in the general information:  * Customer\*+ - Enter your name.      * **Summary** –*Service Name* Breached SLA *Date (of breach)*   *Example: Faxcore Outage 05/12/2020*   * **Service** – Use the drop-down list to add the breached Service name. * **Notes** – Add the following information:   *This ticket is being created to record an outage for Service Name on Date of Outage.*  *Include the reason for the outage from the Incident ticket that contains*  *information about the outage. Include the Incident ticket number.*   * **Severity:** Event * **Impact** – 2-Significant/Large for Gold / 3-Moderlate/Limited for Silver /   4-Minor/Localized for Bronze   * **Urgency** – 1–Critical for Platinum / 2-High for Gold / 3-Medium for Silver /   4-Low for Bronze   * **Priority** –This will auto populate * **Incident Type** – Infrastructure Event * **Reported Source** – This will auto populate. * **Reported Source** – Direct Input      1. Fill in the “Assigned Group” section.    * **Assigned Group+** - Service Level Management    * **Assignee+** - Your name    * **Status** – Select “In Progress” from drop down list.      1. In the “Categorization” tab, use the drop-down lists to fill in the Operational Categorization information:  * **Tier 1+** - Break/Fix * **Tier 2+** - Application/Service  1. Click the “Save” button. |
| 2 | **Add a CI Unavailability Record**   1. Click on the “Relationships” tab. 2. Click on the “Configuration Item” line. 3. Click the drop-down arrow next to “Quick Actions”. 4. Click “Create New CI Unavailability”.      1. Fill in the following fields:  * **Unavailability Type** – “Unscheduled Full”. If the breach is to be carved out at this time, or later, see **Step 6**. * **Actual Start Date** – Use the calendar icon to select the start date and time. The time frame will have been identified from the original Incident ticket for the outage. * **Actual End Date** – Use the calendar icon to select the end date and time. The time frame will have been identified from the original Incident ticket for the outage.   ***Note:*** *If the Incident Ticket for an outage does not have a time duration listed on the “Major Incident Tab” and a server was restarted, the outage can be made for 15 minutes. This duration was discussed for most server restarts that were not causing a high impact. The 15 minutes is the average time for a server restart. Time frame of the outage added to the CI Unavailability Record should be close to the “Resolved” time found in the Work Detail log.*   * **Actual Duration** – This will auto-populate. * **Assignment Status**: Use the drop-down arrow to select “In Progress”. If “Completed” is selected, you will be unable to edit the record later.      1. Click the “Save” button. |
| 3 | **Add a Comment to the 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) |
| 4 | **Resolve the Incident Ticket:**   1. Click the “Categorization” tab. 2. Click the “Show Resolution Categorization” link.      1. Under “Resolution Categorization” fill in the following fields:  * Tier 1 – Use the drop-down arrow and select “No Action”. * Tier 2 – Use the drop-down arrow and select “No Action Required”.  1. Under “Resolution Product Categorization” fill in the following fields:  * Tier 1 – Use the drop-down arrow and select “Application”. * Tier 2 – Find a product related to the service that had an outage It should always   begin or end with PROD.  *Example: PROD Faxcore App*  Once selected the “Tier 2” and “Tier 3” fields will auto-populate.     1. Use the drop-down arrow to set the “Status” field to “Resolved”. 2. Use the drop-down arrow to set the “Status Reason” field to “No Further Action Required”. 3. Copy and paste the information from the “Note” section into the “Resolution” field. |
| 5 | **Update SLA Report**  In order for the outage to appear on the SLA Report, manually run a Master Refresh.  For more information see:  [Manually Run Master Refresh Procedure](https://confluence.jacksonnational.com/display/CPENABLE/07+-+Manually+Run+Master+Refresh+Procedure)  [Detail Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Detail+Record+Documentation)  [Generate Daily SLA Report Procedure](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Generate+Daily+SLA+Report) |
| 6 | **Apply a Carve Out**  A carve out can be applied in Step 2 if you have been instructed to do so, or it may be decided at a later date to apply a carve out.  For more information see:  [Apply a Carve Out to a CI Unavailability Records Procedure](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Apply+a+Carve-Out+to+CI+Unavailability+Records+Procedure)   * Repeat Step 5 in order for the Carve Out to appear on the SLA Report. |

**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 | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm, Director, IT Service Management | Date Created: 01/23/2019 Last Modified: 05/27/2020 Last Reviewed: |