# Manually Monitor Services Procedure

Service Level Management

**Purpose**

When an SLA is required for a service, it may be necessary to manually monitor the service until the SLA is fully approved and the monitoring tools are set up. Service Level Management uses the Incident Management dashboard and Smart Reporting within the Remedy tool to manually monitor services and report them on the Monthly CPI / KPI Reports.

**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 | Access the Major Incident dashboard in Remedy:   1. In Remedy, click the “Applications” tab on the side. 2. Click on “Smart Reporting”. 3. Click on “Smart Reporting Console”.      1. Click the box with three orange lines in it.      1. Click on “Major Incident” under the “Dashboards” section.   ***Note:*** *The Major Incident team will have to grant you access to this dashboard.* |
| 2 | Review the ticket information:   1. The dashboard is broken down into sections. Review ticket information in each section. There may be duplicate information between the different sections.    * Major Incident PMR S1    * Major Incident PMR S2    * Major Incident PMR S3 & S4    * Major Incident Monthly    * Major Incident Time    * Incident Resolved NIGO Major Engaged    * Major Incident All Engagement   ***Note:*** *Information will be displayed for the current month. To view information for the previous month, click “Previous Month” at the top of the screen.*     1. Take note of the following data:  * **Product Name:** The service in which an issue occurred. If the service is not one that is monitored for SLA Reporting, no action is required. * **Actual Start Date/Time:** The date of the incident ticket. * **Duration:** The total minutes in which the outage caused a business impact. * **Description:** The summary of the outage. * **Resolution:** What action was taken to resolve the issue and sometimes the cause of the issue.      1. Based on the information displayed, determine if this was a true outage. If there is any uncertainty, send an email to Incident Management to verify. Some entries may just be an issue that occurred and should not be recorded as an outage. 2. If it is determined that an actual outage occurred, create an Incident ticket with a CI Unavailability record attached.   For more information see:  [Create an Incident Ticket with CI Unavailability Record Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Create+Incident+Ticket+with+CI+Unavailability+Record+Procedure)   1. Continue to **Step 5** of this procedure to record the outage in the Manual Monitoring spreadsheet. |
| 3 | Each Thursday morning, and on the first of the month, a report is auto generated to capture Incident tickets that should be reviewed for manual monitoring of applications that do not yet have a monitor set up for them. The report can also be manually generated at any time.   1. An email will appear in your inbox from Smart Reporting. It will contain a spreadsheet entitled “Service Month to Date Potential Outage Report… Current Date”.     ***Note:*** *To have your name added to the distribution list, contact the SLM Team.*   1. Save the report to the following location:   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Manually Monitored Services](file:///O:\share\Service%20Delivery\Service%20Level%20Management\SLA%20Reporting\Manually%20Monitored%20Services)  To manually create the report:   1. Repeat a) through c) in **Step 1** of this procedure. 2. Type “Service Month to Date Potential Outage Report” in the search box.     ***Note:*** *The report is in the “Tech M” / “Service Level Management” folder.*   1. When the screen updates look for the “Service Month to Date Potential Outage Report”. 2. Double click on the report name.      1. Click the “Export” button near the top of the screen.      1. Select “Export to XLSX”.      1. The spreadsheet will appear at the bottom of the screen. Double click on it.      1. Save the report to the following location:   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Manually Monitored Services](file:///O:\share\Service%20Delivery\Service%20Level%20Management\SLA%20Reporting\Manually%20Monitored%20Services) |
| 4 | Review the report:   1. The report will be separated by each service that has an incident ticket(s) which met specific criteria for the report creation.      1. Take note of the ticket number (to be used in g) below).   ***Note:*** *Not every entry in the spreadsheet constitutes a true outage. You will have to determine if there was an outage via g) through i) below.*  ***Note:*** *Do not worry about entries which refer to batch job issues (example above for Business Objects). These do not constitute system outages.*  ***Note:*** *If the outage was already discovered in* ***Step 2*** *of this procedure, no further action is required for the entry in the spreadsheet.*   1. Take note of information in the resolution column. Look for any mention of a server or service being restarted. 2. In Remedy, click on “Applications” tab on the side. 3. Select “Incident Management”.      1. Click “Search Incident”. 2. Type in the Remedy ticket number found on the report. 3. Click the “Search” button.      1. Review the entries on the “Work Detail” tab. Look for any mention of a server or service being restarted.      1. If information appears in c) or i) in which a restart was performed, continue to l). 2. If there is no reference in c) or i) regarding a restart, type in “No Restart” at the end of the row (column “G”) in the spreadsheet. The information in this column will be transferred to the next iteration of the spreadsheet throughout the month. This will avoid reviewing the same Incident tickets more than once. See **Appendix A** for more information. 3. If a restart is discovered, create an Incident ticket with a CI Unavailability record attached.   For more information see:  [Create an Incident Ticket with a CI Unavailability Record](https://confluence.jacksonnational.com/display/CPENABLE/09+-+Create+Incident+Ticket+with+CI+Unavailability+Record+for+Deliverables+Procedure)   1. Continue to **Step 5** of this procedure to record the outage in the Manual Monitoring spreadsheet. |
| 5 | Update the “*Manually Monitored Services Spreadsheet – YYYY”* spreadsheet:   1. Access the spreadsheet at:   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Manually Monitored Services](file:///O:\share\Service%20Delivery\Service%20Level%20Management\SLA%20Reporting\Manually%20Monitored%20Services)   1. Every application that needs to be manually monitored will appear in the spreadsheet in a tab for the application’s Service Level Tier (Platinum, Gold, Silver, or Bronze). Locate the application’s entry in the spreadsheet.      1. Once an Incident ticket with a CI Unavailability record has been created, log the information in the spreadsheet.  * **Outage Information / Comments:** Add the comment that was used for the SLA Report (from the Incident ticket with CI Unavailability record). * **Date of Outage / Issue:** The date in which the outage occurred. * **CI Unavailability Ticket #:** Type in the Incident ticket with CI Unavailability record that was created for the outage. * **Outage Duration Minutes:** For any general restart of a server or service, use “15” minutes. This was pre-determined by Incident Management. If an outage was found on the Incident Management dashboard, use the actual duration minute in which the business was impacted.      1. Update the “Last Date Checked” column for all applications listed in the spreadsheet each time the “Service Month to Date Outage Report… Current Date” is reviewed in **Step 4** of this procedure. |
| 6 | After the “Service Month to Date Potential Outage Report – Current Date” is reviewed and comments are made in column g) (see **Appendix A** for more information) close the report.  [O:\share\Service Delivery\Service Level Management\SLA Reporting\Manually Monitored Services](file:///O:\share\Service%20Delivery\Service%20Level%20Management\SLA%20Reporting\Manually%20Monitored%20Services)     1. Leave the report in the folder location above. 2. When a new report is auto generated or manually created, transfer the comments from column g) from the previous report to the current report for each corresponding line entry. This will avoid you having to review the same Incident tickets over and over. 3. Move the previous report into the current year folder. |

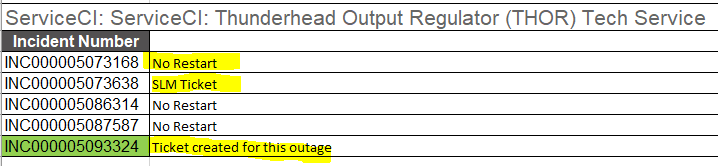
**Appendix A – Comments for Service Month to Date Potential Outage Report Spreadsheet**

Below is a list of comment examples that can be used in column g) for the “*Service Month to Date Outage Report – Current Date*” spreadsheet from **Step 3** and **Step 4** of this procedure. The comments indicate that these entries have been reviewed.

**No Restart:** There was no mention of a restart in the Incident ticket’s “Resolution” or “Work Detail Log”. No further action was taken by SLM.

**SLM Ticket:** This entry is for the Incident tickets with CI Unavailability records that was created as a result of steps done within this procedure.

**Ticket Created for this outage:** This means an Incident ticket with CI Unavailability record was created to record an outage. Information was logged into the “*Manually Monitored Services Spreadsheet – YYYY”* from **Step 5** of this procedure.



**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: 11/16/2018 Last Modified: 05/19/2020 Last Reviewed: |