# Monitor NBD Metric Procedure

Service Level Management

**Purpose**

How to identify and document NBD is meeting its SLA target using Aternity. Steps 1 through 4 shows how the dashboard was setup. This is a public dashboard, so it can be brought up and the procedure can be started at step 5; bullet point 2. The report will be run daily, and the Aternity output stored in SharePoint. The Aternity output will be used to update the NBD spreadsheet. Users will show when one of the following activities happen:

* The NBD application is ‘launched’, meaning the application on the desktop is double clicked.
* The NBD application is ‘logged into’.
* One of the tracked work objects is opened.

**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 | Log into [Aternity](https://aternity.jacksonnational.com/login/#/view/monitorEnterprise?BACCT=0)   * Under Analyze select Business Activities (Advanced) * Use your network ID and password (your ID may have to be prefaced with *jnl\_nt\*) |
| 2 | Open the folder Time and drag the element Time to the column to select it. |
| 3 | Open the folder Application and drag the element Application to the row     * Right click on NB Desktop from the applications showing. Choose KEEP ONLY |
| 4 | Open the folder User and drag the element Username to the row     * Click on the down arrow and under measure select count. |
| 4 | On the shared Dashboard entitled NBD User Manual Monitoring   * At the bottom corner of the screen click “Download”.      * Select “Crosstab” * Click “Download” * Click “Open” |
| 5 | Save the report as an Excel spreadsheet.  Location: [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily SLA Report\Month\](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\YYYY\Daily%20SLA%20Report\Month\)New Business Aternity   * File Name: mm-dd-yyyy NBD   ***Note:*** *The Excel report will show a month’s worth of data. The columns for every date before the date you are reviewing should be deleted*.  **Note**: The SLA Availability window for New Business is M-F 7:00 AM to 8:30 PM and Sat 10:00 AM to 5:00 PM. |
| 7 | The start and end times shown in the report are to be listed in the *New Business Aternity User Availability YYYY* spreadsheet located at:  [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily SLA Report\Month\New Business Aternity](O:\\share\\Service Delivery\\Service Level Management\\SLA Reporting\\Reporting)   * If there is a breach the cause is to be documented in cause column. * If there is no number for a time frame, perform a search in Remedy using the “Service\*+” field to select New Business Tech Service and look for Incident tickets during the time frame in question. Please note that “Expert” and “ServerVal” restarts happen throughout the day and there is normally a collective ticket at the end of the day for these. The restarts do not cause New Business to go down. * If there are no Incident tickets, enter “*NA*” in the cell by the time frame and “*No Incident Tickets reporting an outage in Remedy”* in the comments section. * It is not uncommon for there not to be any NB logins or activity on Saturdays. |
| 8 | The Aternity Download (Excel file) will be loaded to the SharePoint Site each day.  Location: [Daily Reporting\SLM\YYYY\Daily SLA Report\Month\Aternity New Business Desktop](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D) |
| 9 | The NBD Spreadsheet will hold 12 months of data.   * The 2nd business day of each month, the latest NBD spreadsheet will be loaded into SharePoint at the same location in Step 8. |
| 10 | The data from the Spreadsheet will be used to update the monthly SLA report for each required 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 | |
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