# Add Comments to the SLM Incident Ticket Procedure

Service Level Management

**Purpose**

Comments are added to the SLM Incident ticket with a CI Unavailability record to provide a brief description why an application experienced an outage. If a Carve Out is applied, the reason is noted as well. The comment provides a reference to an Incident or Change ticket related to an issue that affected the Service Level Target on the specified date.

For more information see:

[Identify and Verify CI Unavailability Record Tickets Documentation](https://confluence.jacksonnational.com/pages/viewpage.action?pageId=575465609)

**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 | A comment is added to the SLM Incident ticket:   1. In the SLM Incident ticket in which the CI Unavailability record resides, click the “Work Detail” tab.      1. In the lower half of the screen under “Add Work Info”, click the arrow next to “More Details”. 2. Select “SLA Comment” in the “Work Info Type” field. 3. Type in the comment in the “Notes” field. It should be preceded by an Incident or Change number.      1. Click the “Add” button      1. The comment will now appear in the Work Detail log.     ***Note:*** *If more than one incident ticket with a CI Unavailability record is generated for the same application on the same date, the same comment must be added to each of the incident tickets or it will not be picked up.* |
| 2 | In order for the comment to appear on the SLM Report, a Master Refresh must be run. The Master Refresh updates the Master Record and the Detail Record which feeds the information to the SLM Report:  For more information see:  [Manually Run a Master Refresh Procedure](https://confluence.jacksonnational.com/display/CPENABLE/07+-+Manually+Run+Master+Refresh+Procedure)  [Master Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/03+-+Master+Record+Documentation)  [Detail Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Detail+Record+Documentation)  If an outage spans more than one day, the comment will only appear for the date in which the Incident was created. In order to have the comment appear for each day that was affected by the outage, you will have to manually copy the information in the Detail Record to the other affected dates:   1. In the Detail Record in which the comment appears, copy the comment in the “Blackout Note” field. 2. In the Detail Record for the following date(s) in which the outage continued, paste the comment into the “Blackout Note” field. 3. Click the “Save” button at the top of the screen.     ***Note:*** *If a Master Refresh is run for the specified dates after the comments have been pasted into the “Blackout Note” field, the comments will disappear and have to be recopied.*  ***Note:*** *If an incident ticket with a CI Unavailability record is created on a day in which there is no SLA for an application but extends into the SLA window of the following day, the comment will not be picked up by the Master Refresh. It will have to be manually entered into the “Blackout Note” field of the Detail Record.* |

**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 Process | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm Director, IT Service Management | Date Created: 09/06/2017 Last Modified: 05/22/2020 Last Reviewed: |