# SLM Apply a Carve Out to CI Unavailability Records Procedure

Service Level Management

**Purpose**

Carve outs are applied to the SLM Incident Tickets when down time minutes appear due to a pre-approved change window, a monitoring issue, or when business users were not actually affected by the outage. A carve out is applied in the SLM Incident ticket after it is resolved. There are two types of carve outs; full and partial.

**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 | **Apply a Full carve out:**   1. Locate the SLM Incident ticket in which the CI Unavailability record exists for the outage. 2. Since the SLM Incident ticket was created and resolved by Event Manager, you will have to update the “Assigned Group” and make yourself the “Assignee” in order to apply a full carve-out.  * **Assigned Group:** Service Level Management * **Assignee+:** Use the down-arrow to locate your name.      1. Click on the “Relationships” tab of the SLM Incident ticket. 2. Double click on the CI Unavailability record.     For more information see:  [Incident Ticket with CI Unavailability Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Incident+Ticket+with+CI+Unavailability+Record+Documentation)   1. Select “Scheduled Full” from the drop-down list at the “Unavailability Type” field. 2. Use the calendar icons next to the “Scheduled Start Date” and “Scheduled End Date” fields.   The time entered into each field must match the information in the “Actual Start date” and “Actual End Date” fields.   1. The “Estimated Duration” will populate automatically when you hit enter in the field. The duration must match the data in the “Actual Duration” field.      1. Click the “Save” button.     ***Note:*** *Leave the “Assignment Status” field as “In Progress”. If this is mark “Completed”, you will not be able to edit the record if necessary.*  For more information see:  [Manually Run 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) |
| 2 | **Apply a Partial carve out:**   1. See **Step 1** a) through d). 2. Do not change any information in the original CI Unavailability record that already exists. Review it and take note of the “Actual Start Date” and “Actual End Date” time frame.      1. Click on the “Close” button.      1. Under the “Relationships” tab, click once on the “Configuration Item”. 2. Select the down-arrow button next to “Quick Actions”.      1. Select “Create New CI Unavailability” .      1. Fill in the following fields:  * **Unavailability Type:** Select “Scheduled Partial” from the drop-down list.   + **Actual Start Date:** Use the calendar icon and pick the date and time in which the carve out of time should start. The start time must fall within the original CI Unavailability record’s time frame.   + **Actual End Date:** Use the calendar icon and pick the date and time in which the carve out of time should end. The end time must fall within the original CI Unavailability record’s time frame.   + **Scheduled Start Date:** Use the calendar icon and update the field to match the information found in the “Actual Start Date” field.   + **Scheduled End Date:** Use the calendar icon and update the field to match the information found in the “Actual End Date” field.   + **Assignment Status:** Select “In Progress” from the drop-down list.   ***Note:*** *If this is mark “Completed”, you will not be able to edit the record if necessary.*   1. Review the following fields:  * **Actual Duration:** This will show the total amount of hours / minutes of the carve out. * **Estimated Duration:** The duration must match the data in the “Actual Duration” field.      1. Click the “Save” button. 2. Click the “OK” button.     ***Note:*** *Once a Master Refresh is performed, check the Detail Record. If a negative number appears in the Detail Record, create a ticket to ITSM Suite Administration to correct. They have a procedure to fix this issue.*  For more information see:  [Manually Run 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) |

**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: 09/07/2017 Last Modified: 05/22/2020 Last Reviewed: |