# Create an Investigation Ticket for Missed / Breached SLA Procedure

Service Level Management

**Purpose**

When an SLA is breached or missed, an Investigation ticket is required to find out what caused the outage. The Investigation ticket will be assigned to Application Incident Management, unless requested to be sent to another team. Service Level Management will provide the details of the outage and question if there was a true outage and what caused it. The response will be documented in a Missed SLA Form that will be included within the Investigation ticket. A comment summarizing the cause of the outage will be added to the SLM Incident Ticket in which a CI Unavailability record was attached. The Investigation ticket serves as a point in which all documentation surrounding the outage is kept and corresponding Incident and Change tickets are related.

***Note:*** *If the “Actual %” is less than 100%, but is above the compliance target percentage, the SLA is considered Missed. If the “Actual %” is less than the compliance target, the SLA is considered “Breached”*

**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 | An outage is identified when an email is received from Remedy stating the creation of a CI Unavailability record.  For more information see:  [Working CI Unavailability Record Tickets Procedure](https://confluence.jacksonnational.com/pages/viewpage.action?spaceKey=CPENABLE&title=02+-+Working+CI+Unavailability+Record+Tickets+Procedure) |
| 2 | **Create an Investigation Ticket:**   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** – Investigate *Service Name* Missed SLA *Date*   *Example: Investigate J2K Missed SLA 01/29/2018*   * **Environment** - Production * **Service** – Use the drop-down list to add the service name that is   missed or breached.   * **Notes** – Add the following information:   *Missed SLA: SLA is below the 100% goal*  *Breached: SLA is below the Service Target percentage.*   * **Target date** – Fill in the date to be two days away from current date. * **Severity** – Service Request * **Impact** – 4-Minor/Localized * **Urgency** – 3-Medium * **Priority** – Medium (This will auto populate) * **Incident Type** – User Service Request * **Reported Source** – Direct Input      1. Fill in the “Assigned Group” section. This will be updated later if the ticket needs to be assigned to another team.    * **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+** - Investigate * **Tier 2+** - Application/Service      1. Click the “Save” button. |
| 3 | **Relate the Incident Ticket(s) with CI Unavailability record to the Investigation ticket.**  For more information see:  [Working CI Unavailability Record Tickets Procedure](https://confluence.jacksonnational.com/pages/viewpage.action?spaceKey=CPENABLE&title=02+-+Working+CI+Unavailability+Record+Tickets+Procedure) |
| 4 | **Create a Missed SLA Form**  Information regarding the outage will be entered into this form, as well as the results of the Service Level Management team’s research.  For more information see:  [Create a Missed SLA Form Procedure](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Create+a+Missed+SLA+Form+Procedure)   1. If Service Level Management finds a definite cause of an outage (only a pre-approved scheduled Change or a Major Outage) the Investigation ticket can be resolved after the following steps are completed:  * Complete the bottom half of the Missed SLA form with information from the Change or Major Outage ticket. * Attach the Missed SLA form to the Work Detail log of the Investigation ticket. * Relate Major Outage ticket or Change ticket (when relating to a Change ticket, use the “caused by” relationship). * Add the cause of the outage information to the “Resolution” field of the Investigation ticket. * Once the ticket has been resolved you are finished with this procedure.  1. If Service Level Management does not find a definite cause of an outage, complete the top half of the Missed SLA Form and save the form. |
| 5 | **Assign Investigation Ticket to Application Support**   1. Ensure that the Missed SLA form from **Step 4** is attached to the work log. 2. Question if this is a true outage. Application Support should know if there was an outage with business impact. *Example:* If a server had issues, this does not necessarily constitute that an application was down. 3. Ask them to either update the Missed SLA form with their findings (most people will not do this) or update the work log. 4. Use the “Auto-Assign” feature in Remedy to assign to the correct team.  * The Operational Categorization must be filled out from g) in **Step 2**. * Click “Auto-Assign” under the “Quick Action” box on the right.      * Click the “Save” button.  1. Add a comment to the SLM Incident ticket with a CI Unavailability record that states the following: INCXXXXXX Application Support investigating.   ***Note:*** *XXXXXX = Investigation ticket number.*  For more information see: [Add Comments to the SLM Incident Ticket Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Add+Comments+to+the+SLM+Incident+Ticket+Procedure) |
| 6 | Check the ticket daily:   1. Application Incident Support may update the ticket and resolve it or they may send it back to you. Either way, keep your eye on the ticket and if too many days go by, send email to the TM Hutsell distribution list or to the assignee. 2. Once the investigation ticket is resolved, add the response comment(s) to the “Detailed Cause of Outage” section of the Missed SLA Form and credit who responded. 3. Fill out the remainder of the Missed SLA Form based on any additional information that was given. If fields do not apply, type “NA”. 4. If response states that the service was down:  * Relate any Incident or Change tickets that you found during research, or that were provided as part of the response to the investigation ticket.   ***Note:*** *When relating to a Change ticket, use the “caused by” relationship.*   * Update comment in SLM Incident ticket. * Run Master Refresh. * Verify the Detail Record has been updated.  1. If response states that there was an issue, but service was not down:  * Relate any Incident or Change tickets that you found during research, or that were provided as part of the response to the investigation ticket.   ***Note:*** *When relating to a Change ticket, use the “caused by” relationship.*   * Update comment in SLM Incident ticket. * Apply a full Carve-Out. * Run Master Refresh. * Verify the Detail Record has been updated.  1. If response states that no outage occurred, the outage will be considered a monitoring issue:  * Update comment in SLM Incident ticket. * Apply a full Carve-Out. * Run Master Refresh. * Verify the Detail Record has been updated.  1. Add the “Missed SLA Form” to the Work Detail log of the Investigation ticket, 2. Add the email response that was saved in a) to the Work Detail log of the Investigation ticket. 3. Resolve the Investigation ticket.   For more information see:  [Add Comments to the SLM Incident Ticket Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Add+Comments+to+the+SLM+Incident+Ticket+Procedure)  [Apply a Carve-Out to CI Unavailability Records](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Apply+a+Carve-Out+to+CI+Unavailability+Records+Procedure)  [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) |

**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: 01/18/2019 Last Modified: 05/22/2020 Last Reviewed: |