# Generate Daily SLA Report Procedure

Service Level Management

**Purpose**

The Daily SLA Report is created to show application outages and comments that give a brief explanation of what caused the outage. This procedure should be followed each day after the [Working CI Unavailability Record Tickets Procedure](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Working+CI+Unavailability+Record+Tickets+Procedure) and has been completed.

**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 Remedy at the following location: <https://remedy.jacksonnational.com/arsys>   1. Expand the “Applications” tab on the side of the screen.      1. Select “Smart Reporting”. 2. Select “Smart Reporting Console”. 3. Select the “Service Delivery” folder.      1. Select the “Service Level Management” folder.      1. A list of reports and dashboards will appear. Click on “SLA Report Daily”.     ***Note:*** *For the last few days of the month, use the “SLA Report – Daily Platinum & Gold” and “SLA Report – Daily Silver & Bronze” to generate two daily reports. This is required due to the size of the “SLA Report-Daily” at the end of the month. The last few dates of the month drop off for several applications. Running two separate reports fixes this issue*.     1. The SLA Report will appear on the screen, with tabs separating each Service Level Tier.      1. The date range of the report will depend on how the dates were set up in Step 2.    * If date is not set to the last date of the month, continue to Step 2.    * If date is set to the last date of the month (this can be identified if yesterday’s date appears on the report), continue to Step 4. |
| 2 | Set the date range of the SLM Report:   1. Click the “Edit” button at the top of the screen. 2. Select “Data”.      1. Click the “OK” button.      1. Under the “Filters” box, hover over “TrDate”. A down arrow will appear.      1. Select “Value (Defined Value)”.      1. Select “Define Value”. 2. Check the “Defined Value” circle. 3. Use the calendars to set the date range. The format is DD/MM/YYYY.     ***Note:*** *If the last date of the month is selected in the second calendar field, this step will only need to be performed at the beginning of each month.*   1. Click the “Submit” button. This will generate the Daily SLM Report. |
| 3 | Publish the Daily SLM Report:   1. Once the SLM Report has been generated from Step 2, click the “Publish” button.      1. To save the report and the date range which has been selected, click the “Save” button. |
| 4 | Export the Daily SLM Report:   1. Click the “export” button near the top of the screen.      1. Select “Export to PDF”.      1. Select “Landscape”. 2. Click the “Export” button.      1. A report will generate and appear at the bottom of the screen. Double click to open it.      1. Click the “Download” arrow at the top of the screen to save the report.      1. Save the report to the Daily SLA Report folder located at:   [O:\Service Delivery\Service Level Management\Reporting\YEAR\Daily SLA Reporting\MONTH](\\\\jacksonnational.com\\SHARE\\hq\\vol3\\share\\Service Delivery\\Service Level Management\\SLA Reporting\\Reporting)  Navigate to the current month and save the report as SLA Daily Report MMDDYYY.pdf |
| 5 | Publish Daily SLA Report to SharePoint:   1. Navigate to [Daily Reporting/SLM](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&FolderCTID=0x012000AF1427B489A1CD4BA12B90F950303DFE&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D) in SharePoint. 2. Select the current year. 3. Click the “Daily SLA Report” folder. 4. Click the current month’s folder. 5. Click the “Upload” button.      1. Click the “Browse” button and navigate to where the Daily SLA Report is located. 2. Click the “OK” button. 3. Click the “Save” button. |

**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, JET

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| Service Level Management | |
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