# Generate Weekly SLA Report Procedure

Service Level Management

**Purpose**

The Weekly SLA Reports are run from the first date of the current month to the most recent Wednesday. Comments and carve-outs will already appear on the detail report, based on the daily review of the SLA Report throughout the month.

There are sixteen reports created. A PDF and Excel version of the Weekly Percentage Summary reports for each Service Level Tier (Platinum, Gold, Silver, and Bronze) and the same for the Weekly Applications Detail reports. These reports are used as the raw data for the CPI and KPI reports which are published to Jackson each Friday. Work on the Daily SLA Report should be completed on Thursday morning before beginning this procedure.

For more information see:

[Working CI Unavailability Record Tickets Procedure](https://confluence.jacksonnational.com/display/CPENABLE/02+-+Working+CI+Unavailability+Record+Tickets+Procedure)

[Manually Monitor Services Procedure](https://confluence.jacksonnational.com/display/CPENABLE/01+-+Manually+Monitor+Services+Procedure)

[Generate Daily SLA Report](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Generate+Daily+SLA+Report)

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/integrity/_layouts/15/WopiFrame.aspx?sourcedoc=%7be34fe42a-654a-469a-9d38-6612f00486dc%7d&action=view)

**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. Double click each report (one at a time) to open the report.   There are four “Weekly SLA Percentage Reports” – one for each Service Level Tier (Platinum, Gold, Silver, and Bronze) . Double click on one of the reports to open. These four reports represent the accurate monthly percentage for the month to date as the percentage is calculated by row.          There are four “SLA Weekly Reports” (featuring the details of each day of the month, including comments and carve-outs). These reports feature a monthly percentage at the bottom, but it is calculated by column and should not be used for the official month to date percentages.           1. The SLA Percentage Report will appear on the screen.      1. Continue to Step 2 to set up the date range of the Monthly SLA Report upon creating the first draft. |
| 2 | **Set the date range of the SLA 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. Select first date of the month in the first field and the most recent Wednesday date in the second field.      1. Click the “Submit” button. This will generate the Weekly SLA Report. |
| 3 | **Publish the Weekly 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 Weekly SLA 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 PDF version of the report to the following location:   [O:\share\Service Delivery\Service Level Management\SLA Reporting\Reporting\YYYYY\Weekly SLA Report\Month\MM-DD-YYYY to MM-DD-YYYY](\\\\jacksonnational.com\\SHARE\\hq\\vol3\\share\\Service Delivery\\Service Level Management\\SLA Reporting\\Reporting)   1. Close the PDF file. 2. Click the “Export” button near the top of the screen. 3. Select “Export to XLSX”.      1. Repeat c) through e). 2. Save the Excel versions of the report to the same location in g). 3. Repeat **Step 1** f) through h). **Step 2**, **Step 3**, and **Step 4** a) through j) until a PDF and Excel version of the following reports have been created:    * CPI APP 1.1-1.3 and 1.5-1.6 Weekly Platinum SLA Percentage Summary Report    * CPI APP 1.7 Weekly Gold SLA Percentage Summary Report    * KPI APP 1.5 Weekly Silver SLA Percentage Summary Report    * KPI APP 1.6 Weekly Bronze SLA Percentage Summary Report 4. Repeat **Step 1** f) through h). **Step 2**, **Step 3**, and **Step 4** a) through j) until a PDF and Excel version of the following reports have been created:    * CPI APP 1.1-1.3 and 1.5-1.6 Weekly Platinum SLA Detail Report    * CPI APP 1.7 Weekly Gold SLA Detail Report    * KPI APP 1.5 Weekly Silver SLA Detail Report    * KPI APP 1.6 Weekly Bronze SLA Detail Report   These reports will be used to populate the raw data tabs in the CPI and KPI reports each week. |
| 9 | Save reports to SharePoint   1. Once Weekly reporting has completed, publish all of the weekly reports to the following location:   [SharePoint](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Weekly%20Reporting/Forms/current.aspx) – Weekly Reporting – Year – Month – SLM – Weekly Folder  ***Note:*** *If the weekly folder is not present, create one under the SLM folder for the month. The name of folder should be the most recent Wednesday date:*  *Example:* |

**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 | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm, Director, IT Service Management | Date Created: 05/29/2020 Last Modified:  Last Reviewed: |