# Manually Run Master Refresh Procedure

Service Level Management

**Purpose**

When a Master Refresh is run it creates or updates a Detail Record for the specified date. The automatic Master Refresh that runs each morning at 12:30 AM will create a Detail Record for the previous date. In the event that a Master Refresh was run manually for the previous date, the automatic Master Refresh will only update (if updates were made) the existing Detail Records for that date. A Master Refresh is run manually to incorporate carve outs that are applied to the CI Unavailability record and comments that are applied to the SLM Incident ticket. This information from the Detail Record will appear on the daily, weekly, and monthly SLA Reports.

For more information see:

[Add Comments to 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 Record Procedure](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Apply+a+Carve-Out+to+CI+Unavailability+Records+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)

**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 | To access the Master Record form, go to the following URL:  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:APP\_Master](https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:SVC:APP_Master)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/JNL:SVC:APP_Master> |
| 2 | **Run the Master Refresh**   1. Search for the application that needs to be refreshed.    * Type service name, or partial service-name in the “Service” field.    * Add Service Level Tier name to “Business Unit” field to narrow the search.      1. Highlight the Master Record(s) in the “Results” section of the screen that is to be refreshed.     ***Note:*** *If search criteria featured only text to find more than one Master Record, multiple records can be highlighted for modification at the same time.*  *Example****:*** *“Jackson” entered in the Service field would show numerous results.*   1. Click the “Modify all” button      1. All of the fields in the lower part of the screen will go blank. Fill in the following fields:  * **“z1D Action”** – Select “Start” from the drop-down menu. * **“TrDate”** – Use the calendar icon to select a date (always the follow date of   the date to be refreshed) and enter 11:30:00 PM as the time.  ***Note:*** *The SLA report only shows date entries up to the prior day. To show today’s information on the report, run a Master Refresh using tomorrow’s date.*     1. Click the “Save” button.      1. Click the “Yes” button.      1. The spinning icon will disappear when the refresh has been made.      1. If additional dates need to be refreshed for the same Service(s), select the next date to be updated and click the “Save” button again. 2. Click the “Refresh” button. The information in the fields will now reappear.      1. In each individual Master Record that is to be updated, fill in the following fields:  * **“z1D Action”** – Select “Start” from the drop-down menu. * **“TrDate”** – Use the calendar icon to select a date (always the following date   of the date to be refreshed) and leave the time at 12:00:00 AM.   1. Click the “Save” button. 2. Click “Refresh” button in the first “Table has not been loaded” box.   A list of all associated Incident Tickets that have a CI Unavailability record for the service on the specified date will appear.     1. Click the “Refresh” button in the second “Table has not been loaded” box.   This will show the comment that was added to the incident ticket(s).  ***Note:*** *If more than one incident ticket with a CI Unavailability record is generated for the same service on the same date, the same comment must be added to each of the incident tickets.*  For more information see:  [Add Comments to SLM Incident Ticket Procedure](https://confluence.jacksonnational.com/display/CPENABLE/05+-+Add+Comments+to+the+SLM+Incident+Ticket+Procedure)     1. If an incident ticket(s) does not appear in the list, ensure that the refresh has been performed for the correct date. 2. If a comment does not appear, review the incident ticket to ensure that the comment was added correctly. 3. Once the date has been verified and / or the comment has been corrected, repeat this step. |
| 4 | To see the results of the Master Refresh, view the Details Record form for the updated Services.  For more information see:  [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: 08/24/2017 Last Modified: 05/27/2020 Last Reviewed: |