# Working CI Unavailability Record Tickets Procedure

Service Level Management

**Purpose**

When an application with a Service Target created for SLA monitoring experiences an outage, Service Level Management receives an email from Remedy indicating that an SLM Incident ticket has been created. This ticket contains a CI Unavailability Record which is used for recording the duration of the outage. Service Level Management will review and update the ticket, as well as conduct an investigation to explain the cause of the outage.

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)

[Create an Investigation Ticket for Missed / Breached SLA](https://confluence.jacksonnational.com/pages/viewpage.action?pageId=575465311)

**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 | **Identify and Verify CI Unavailability Record Tickets**  For more information see:  [Identify and Verify CI Unavailability Record Tickets Documentation](https://confluence.jacksonnational.com/pages/viewpage.action?pageId=575465609) |
| 2 | **Review the SLM Incident Tickets**   1. Review the time frame of the CI Unavailability Record in each ticket and identify if the outage took place during the Service Target window. If the time frame of the CI Unavailability Record does fall within the Service Target window, continue to Step 4. 2. If the outage did not occur or extend to be within the required Service Target window, no action is required.   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) |
| 3 | Create an investigation request ticket and a Missed SLA Form.  For more information see:  [Create an Investigation Ticket for Missed Breached SLA Procedure](https://confluence.jacksonnational.com/pages/viewpage.action?pageId=575465311)  [Create a Missed SLA Form Procedure](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Create+a+Missed+SLA+Form+Procedure) |
| 4 | **Add a Comment to the SLM Incident Ticket.**   1. Based on the information discovered while researching the outage, a comment must be added to the SLM Incident Ticket. If the investigation is pending information from another team, the comment should read – “INC###### Team Name investigating”   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 more than one SLM Incident Ticket with a CI Unavailability record exists for the same service on the same date, the same comment must be added to each ticket, regardless if the outage was during the Service Target time frame or not. 2. Each time the comment is updated, it must be updated in each SLM Incident Ticket with a CI Unavailability record for that same service and date. |
| 5 | **Add a Carve-Out to the SLM Incident Ticket if Necessary**  This step may not be needed. Investigation results will determine if there was a true outage or not. If a carve-out is necessary, this step will not be worked until the investigation has been fully resolved.  For more information see:  [Apply a Carve Out to CI Unavailability Records Procedure](https://confluence.jacksonnational.com/display/CPENABLE/06+-+Apply+a+Carve-Out+to+CI+Unavailability+Records+Procedure)   1. A full or partial carve-out will be applied for the following reasons only:    * Pre-Approved Change ticket.    * Monitoring issue.    * Outages reported by monitoring tool in which no user impact was found. 2. A carve-out only needs to be applied to the SLM Incident Ticket(s) that fall within the Service Target window. |
| 6 | **Run the Master Refresh**   1. Once the SLM Incident Ticket(s) with a CI Unavailability record has been updated, a Master Refresh must be run to pull in the information.   For more information see:  [Manually Run Master Refresh Procedure](https://confluence.jacksonnational.com/display/CPENABLE/07+-+Manually+Run+Master+Refresh+Procedure)   1. After the Master Refresh has been performed, verify the outage and comment appear in the Detail Record for that service and date.   For more information see:  [Detail Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/04+-+Detail+Record+Documentation) |
| 7 | **Create the Daily SLM Report**  Once all investigations for missed or breached SLAs have taken place, comments, and carve-outs have been applied to SLM Incident Tickets with CI Unavailability records, run the Daily SLM Report.  For more information see:  [Generate Daily SLM Report Procedure](https://confluence.jacksonnational.com/display/CPENABLE/08+-+Generate+Daily+SLA+Report) |

**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 | |
| Responsible Party: Sharla Piepkow, Manager, Service Level Management Approving Authority: Rob Kolm Director, IT Service Management | Date Created: 01/08/2019 Last Modified: 05/27/2020 Last Reviewed: |