# Create a Business Time Entity Procedure

Service Level Management

**Purpose**

A Business Time Entity is created to relate the required Business Time Segments for an application. It will be used in the creation of the Service Target and on the Master Record form for SLA Reporting.

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/WopiFrame2.aspx?sourcedoc=%7bA1EABA53-E1DC-4B30-ABDA-2A0886981CC9%7d&file=SLM_Service%20Level%20Management%20Process.doc&action=default)

**Audience**

The following groups are responsible for adhering to this document:

* Service Level Management

**Procedure**

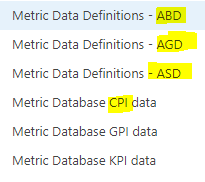
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| --- | --- |
| Step | Action |
| 1 | Identify the Business Time Segment that is required:   1. Review the Metric Data Definition (MDD) spreadsheet (see ***Appendix A***) to identify each application’s Availability Window (the required days and hours when a Service is expected to be operational). Also review if the SLA should be reported on for holidays. |
| 2 | Access the Business Schedules section of Remedy to view or edit existing Business Time Entities:   1. In Remedy, open the “Administration Console” as follows:  * Click the Applications tab on the side. * Click “Administrator Console”. * Select “Application Administration Console”.   cid:image001.png@01D32CA3.A8FED240   1. Go to the Business Schedules section.  * Click the “Custom Configuration” tab. * Click “Service Level Management” drop down-arrow. * Click “Configure Business Time” drop down-arrow. * Double click “Shared Entity/Segments.      1. Click the “Business Time Entity” tab. 2. Click the “Refresh” button to view existing Business Time Entities.      1. Click “Entity Title” on the blue bar to put the Business Time Entities in alphabetical order.      1. If you wish to review an existing Business Time Entity, click once on the Business Entity title. In the “Related Time Segment” section, the Business Time Segments that are currently related to the Business Time Entity will appear. 2. To remove an existing Business Time Segment, click on its description and click the “Unrelate Activity” button under the “Related Time Segment” section. 3. To add a new Business Time Segment, click on its description and click the “Relate Activity” button under the “Related Time Segment” section.      1. A “Search” screen will appear. Find the Business Time Segment that should be related to the Business Time Entity.   ***Note:*** *There are multiple ways to search for the Business Time Segment. Use the exact “Description” name if it known or use the Business Time Segment Code number (see* ***Appendix C****).*  ***Note:*** *There can be more than one Business Time Segment for a single*  *Business Time Entity.*   1. Click the “Search” button. 2. Highlight the required Business Time Segment.      1. Click the “Relate Selected Record” button.      1. To verify that the Business Time Segment is related, look at the Business Time Entity on the “Business Schedules” screen. The Business Time Segment(s) will appear in the lower box.     ***Note:*** *When Business Time Segments with an Availability Status of “Available” are related, they should appear in a chronological order of days, as this is how days and time frames will appear on the SLA report.*  For more information see:  [Create Business Time Segment Procedure](https://confluence.jacksonnational.com/pages/viewpage.action?spaceKey=CPENABLE&title=Create+Business+Time+Segment&preview=/610910965/610910967/Create%20Business%20Time%20Segment%20Procedure.docx)     1. Repeat Step 2 h) through m) until all required Business Time Segments have been related. 2. If you wish to create a new Business Time Entity, continue to Step 3. |
| 3 | **Create a new Business Time Entity:**   1. Inside the Business Schedules screen, select the “Business Time Entity” tab.      1. Click the “Create” button to implement a new Business Time Entity.     In this example, a Business Time Entity is being created for *Book of Business BOB*.   1. Type in the abbreviated department name (JET) followed by the Service name.   *See* ***Appendix B*** *for the standard naming convention.*  ***Note:*** *A hyphen should appear between the department abbreviation and the*  *Service name.*   1. *Type in the full-Service name.*   ***Note:*** *The Service name should match the title of the Metric Data Definition form for*  *the corresponding service.*   1. Change the status from “new” to “enable”. 2. Click the “Save” button.      1. The new Business Time Entity automatically appears in the list. Locate it and click on it once. 2. Relate Business Time Segments to the Business Entity that have been created by following Step 2 h) through m) of this procedure. |

**Appendix A – Metric Data Definition Forms / Availability Window and Holidays**

Locate the correct [Metric Data Definition (MDD](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/start.aspx#/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2Fitsmsd%2Fservicelevelmanagement%2FShared%20Documents%2FPre%20December%202019%2FMDD%20Database%20Files&FolderCTID=0x012000C3EC5FEE7B19F646BACB9A57478C774E&View=%7B527EAB19%2D8D4A%2D47E6%2DACE1%2DCA631A3D99D0%7D)) spreadsheet in SharePoint.

The Level (Bronze, Gold, Platinum, Silver) will already have been provided.

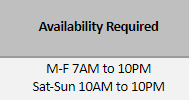
1. Access the correct spreadsheet in which the application falls under.



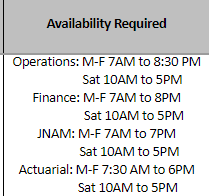
* + **ABD** – Aggregate Bronze Definitions
  + **AGD** – Aggregate Gold Definitions
  + **ASD** – Aggregate Silver Defintions
  + **Metric Database CPI Data** – Platinum definitions

1. Locate the application in the spreadsheet.
2. Review “Column M” (Availability Required) on the specified application’s row.

In this example two Business Time Segments will need to be created.



1. In this example, legacy information is featured which shows when each Business Unit wanted the application available. Business Units are no longer used for SLA Reporting, so now only one Business Time Segment is created for each day and hour range. Review the legacy information and determine which time frames result in the most minutes (the longest duration in which the service should be available). For this example, the “Operations” Availability Window contains the highest number of minutes.



1. If “Holiday = No” is listed with the Availability Windows, then the “Jackson Holidays” time segment should be related as well.

**Appendix B – Business Time Entity Standard Naming Convention**

This is the format that should be used when naming the Business Time Entity.

**JET\_Service Name**

At this time, JET is the only department name being used for new Business Time Entities.

Jackson Enterprise Technology -JET

***Note:*** *A hyphen should appear between the department abbreviation and the Service name.*

***Note:*** *The Service name should match the title of the Metric Data Definition form for the corresponding service.*

***Note:*** *There are several Business Time Entities that begin with Business Unit abbreviations, which were originally created for the legacy applications (ones that were monitored and reported on before JET was established). All NEW Business Time Entities should begin with “JET”.*

**Appendix C – Business Time Segment Codes**

The link below contains current Business Time Segment descriptions and Business Time Segment Codes which can be used to perform searches when relating Business Entities to the Business Time Segments.

[O:\Service Delivery\Service Level Management\SLA Documentation\Business Time Segment Codes](../../../SLA%20Documentation/Business%20Time%20Segment%20Codes/Business%20Time%20Segment%20Codes%20Remedy%209.xlsx)

**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: 08/08/2017 Last Modified: 04/28/2020 Last Reviewed: |