# Create a Business Time Segment Procedure

Service Level Management

**Purpose**

A Business Time Segment specifies the days and hours when a Service is expected to be operational (available) or not operational (unavailable). Business Time Segments can be shared across multiple Business Entities.  This procedure steps through creating the following types of Business Time Segments:

* Support: Normal business hours a service is expected to be operational requirements (recurring time segment(s)). Example:  Service available 7:00 am to 8:30 pm Monday to Friday

***Note:*** *There can be (and usually is) multiple Business Time Segments per Business Entity*

* Holiday: Pre-determined days of the year in which the service is expected to be non-operational. (one-time segment) Example: unavailable on the 4th of July.

**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**

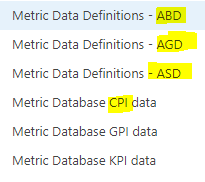
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| --- | --- |
| Step | Action |
| 1 | Identify the Business Time Segment that is required:   1. Review the Metric Data Definition (MDD) spreadsheet (see ***Appendix A***) to identify each application’s Availability Window (the required days and hours when a Service is expected to be operational). |
| 2 | Access the Business Schedules section of Remedy in order to verify if the required Business Time Segments already exist or not.   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 Segments” tab. 2. Click the “Refresh” button to view existing Business Time Segments.      1. Click “Description” on the blue bar to put the Business Time Segments in alphabetical order.      1. Using the standard naming convention found in ***Appendix B***, use the forward or backward-arrow buttons to maneuver through the list until the Business Time Segment is located or not.      1. If there is a Business Time Segment that matches, no action is required. 2. If one does not match, proceed to Step 3. |
| 3 | **Create a Business Time Segment for normal operational business hours:**   1. Click the “Create” button.     In this example, a Business Time Segment of *Sunday – Thursday 12:00 AM to 11:59 PM* is being created.  ***Note:*** *The ID field will be populated once the record is saved.*   1. Fill in the following fields:  * **Description:** Should contain the days of week and time frame that the   service will be monitored for SLA.  ***Note:*** *The format in the Description is what appears on the SLA Report.*  *Ensure that the standard naming convention is used.*  *See* ***Appendix B*** *for the standard naming convention.*  *Example:*     * **Availability:** Select “Available” from drop down menu. * **Enable**: Check the “Yes” box. * **Level:** Hit the up-arrow to select “1”. * **Category:** Type “Business Hours”. * **Action:** Select “Create as Described”. * **Duration:** Select “Recurring”. * **Time Zone:** Select “Eastern Standard Time – America/New York” from drop down list. * **Offset:** Leave blank.      1. On the “Recurrence” tab fill in the following fields:  * **Start Date:** Select the first day of the month. * **Start Time:** Enter the start time of the SLA’s service target. For this   example it is 12:00:00 AM.   * **End Date:** Select a future date that is several years away. Currently   12/31/2037 is the limit.   * **End Time:** Enter the end time of the SLA’s service target. For this example   it is 11:59:00 PM.   * **Recurrence Type:** Select “Weekly”.  1. A “Weekly” tab will appear. fill in the following fields:  * **Weekly Frequency:** Select “1” using the up-arrow button. * **On These Days:** Check each day of the week that the Service should be available according to the Metric Data Definition form.     ***Note:*** *If the service has an SLA for another day of the week with a different*  *time segment, that day should not be selected in this time segment.*  *A new or existing time segment would have to be used for that day of*  *the week.*     1. Click the “Save” button.      1. Click the back-arrow button at the top of the screen to return to the “Business Schedules” screen. |
| 3 | After setting up a Business Time Segment, verify that it has a status of “Published”.   1. In the Business Schedules screen, click the Business Time Segments tab.      1. Click the “Refresh” button to populate the list of Business Time Segments.      1. Click “Description” on the blue bar to put the Business Time Segments in alphabetical order.      1. Find the required Business Time Segment and check the status next to it. If the status is “Published”, no further action required.      1. If the status is in “Draft”, click the “View” button and check the circle next to “Publish” on the “Action” line.      1. Verify that the Business Time Segment now has a status of “Published” by repeating Step 3 a) through d). |
| 4 | **Modify a Business Time Segment for Holidays – Must be done Annually**   1. Use the SharePoint link below to locate the notification of holidays in the new year.   [Holiday Schedule](https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/_layouts/15/start.aspx" \l "/SitePages/Home.aspx?RootFolder=%2Fsites%2Fitsmsd%2Fservicelevelmanagement%2FShared%20Documents%2FPre%20December%202019%2FSLM%20Documents%2FHoliday%20Schedules&FolderCTID=0x012000C3EC5FEE7B19F646BACB9A57478C774E&View=%7B9B9C91F7%2D03BB%2D4B05%2D914F%2D8269C014311D%7D)  The schedule is stored at the following location:  [O:\share\Service Delivery\Service Level Management\SLA Reporting\SLA Working Spreadsheet\Holiday Schedules](../../../SLA%20Reporting/SLA%20Working%20Spreadsheet/Holiday%20Schedules)   1. Follow Steps 2 a) through f) of this procedure to obtain the list of existing Business Time Segments. 2. Locate the ***Jackson Holidays*** Business Time Segment 3. Click the “View” button 4. The fields on the top section of the screen should be left as is.   ***Note:*** *The “Level” field number is set at “2” which is higher than the normal business hours level which is set at “1”. The higher number of a Business Time Segment supersedes anything below it.*  ***Note:*** *The “Availability” field is set to “Unavailable”, thus the SLA will not be reported on a holiday.*     1. Click the “Modify all” button. The data in all of the fields will disappear.      1. Click the “Create as Described” button under “Actions”. 2. Add holiday dates in the “Specific Dates” field. Separate the dates with a semi-colon. Format is MM/DD/YYYY; MM/DD/YYYY   ***Note:*** *The dates for the upcoming year must be entered before December 31st of each year. Depending on when this is performed, any pending holidays for the current year will need to be re-added.*     1. Click the “Save” button. |

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

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.

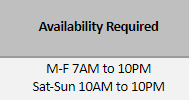
1. Access the correct spreadsheet in which the application falls under.



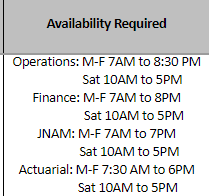
* + **ABD** – Aggregate Bronze Definitions
  + **AGD** – Aggregate Gold Definitions
  + **ASD** – Aggregate Silver Defintions
  + **Metric Database CPI Data** – Platinum definitions

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 amount of minutes.



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

The Business Time Segment is named in the “Description Field”.

The name is what will appear on the SLM Report and must follow a specific format.

DOFW-DOFW TimeAM-TimePM

**Day of Week (DOFW)**

Monday – Mon

Tuesday – Tues

Wednesday – Weds

Thursday – Thurs

Friday – Fri

Saturday – Sat

Sunday – Sun

**Time**

If the time is at the start of the hour, then do not include minutes.

Example: 11AM

If the time includes minutes, then ensure to include a **:** as part of the time.

Example: 11:59PM

***Note:*** *Business Time Segments with an Availability Status of “Available” need to be created in the order that they are expected to appear on the SLA Report. The hierarchy of the Business Time Segments is determined by the Business Time Segment Code (see* ***Appendix C****). The lowest code identity is picked up first when linking to a Business Time Entity. By creating the Business Time Segments in chronological order, the information will appear correctly on the SLA Report.*

For more information see:

[Create Business Time Entity Procedure](https://confluence.jacksonnational.com/display/CPENABLE/Create+Business+Time+Entity?preview=/610910968/610910971/Create%20Business%20Time%20Entity%20Procedure.docx)

***Example of correct order:*** *Mon-Fri 7AM-8:30PM, Sat 10AM-5PM.*

***Example of incorrect order:*** *Sat 10AM-5PM, Mon-Fri 7AM-8:30PM*

*Business Time Segments starting with “Mon” should be created before ones with “Sat”.*

*In the event that the Business Time Segments are created out of order, the following will have to be done to correct the issue:*

1. *Delete the Business Time Segment that is out of order.*
2. *Create a new Business Time Segment using the necessary time frame. This will create a higher Business Time Segment Code identity.*
3. *Relate the Business Time Segment to the Business Time Entity again. The order will be displayed within the Business Time Entity.*
4. *In the Service Target, unrelate the CI (this is where the Business Time Entity is related) and relate the CI and Business Time Entity again.*

For more information see:

[Create a New Service Target for a Platinum Application](https://confluence.jacksonnational.com/download/attachments/610910975/Create%20a%20New%20Service%20Target%20for%20a%20Platinum%20Application.docx?api=v2) or

[Relate New Service to an Aggregate Service Target](https://confluence.jacksonnational.com/download/attachments/610910988/Relate%20New%20Service%20to%20an%20Aggregate%20Service%20Target.docx?api=v2)

**Appendix C – Existing Business Time Segments**

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)

**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: 04/21/2020 Last Reviewed: |
| Updated Links | H. Branham |