# Relate Service to an Aggregate Service Target Procedure

Service Level Management

**Purpose**

There are currently three Aggregate Service Targets (Gold, Silver, & Bronze) in which a service can be related to. The service will appear on the SLA Report, but it will not be reported on as a standalone monthly percentage. It will be part of the sum of the minutes calculation that makes up the monthly percentage for the Aggregate Service Target in which it is related to.

**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**

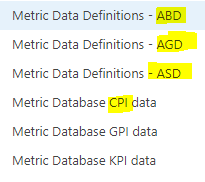
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| Step | Action |
| 1 | To access Service Level Management in Remedy to access the Aggregate Service Targets, follow the instructions below:   1. In the Remedy system, select the Applications tab on the side. 2. Select “Service Level Management” 3. Select “Service Level Management Console”      1. On the “SLM Console” tab, click the “Folders” drop down-arrow. 2. Click “Standard Services” drop down-arrow. 3. Click “Aggregate Service Targets TM”      1. Click on the “Service Targets” tab.   This will show the three Aggregate Service Targets. |
| 2 | **Relate a Service to the Aggregate Service Target**   1. Click the Service Target in which the new service will be related to.      1. Click the “View” button by the “Related CI’s” field.      1. A list of services that are already related to the Aggregate Service Target will appear. Click the “Relate CI’s” button.      1. Perform a search in the “CI Name” field. Type in the name or part of the name of the service you are looking for. 2. Click the “Search” button.      1. Select the correct service name that ends with “Tech Service”.      1. At the bottom of the screen, select the Start Date and Time in the “Start Tracking From” field. It should always be the first date of the month and 12:00:00 AM. 2. For the “Business Entity” field, use the “drop-down” arrow to select the correct Business Entity, which represents the Availability Window in which the service will be monitored and reported on for its SLA. See ***Appendix A*** to determine what the Availability Window is. A Business Time Entity should already have been created.   For more information see:  [Create a Business Time Entity Procedure](https://confluence.jacksonnational.com/display/CPENABLE/Create+Business+Time+Entity?preview=/610910968/610910971/Create%20Business%20Time%20Entity%20Procedure.docx)     1. Click the “Relate” button.      1. The service will now appear in the list of “Related CI’s”.   Verify that the service is linked to the correct Business Entity and has the correct date and time.    ***Note:*** *The date and time sets the “OverallStartTime” field on the Measurement Record.*  For more information see:  [Measurement Record Documentation](https://confluence.jacksonnational.com/display/CPENABLE/01+-+SLM+Measurement+Record+Documentation?preview=/575465542/575465548/Measurement%20Record%20Documentation.docx)   1. Click the “Close” button. 2. Click the “Save” button. 3. Once screen returns to the “Service Targets” tab, ensure that the “Build Status” is “Built Successfully”.      1. If it is not, highlight the Service Target and click the “Build” button at the bottom of the screen. |
| 3 | **Create an Agreement and a Master Record**  Once the service is related to the Aggregate Service Target, an Agreement and Master Record will need to be created.  For more information see:  [Create an Agreement Procedure](https://confluence.jacksonnational.com/display/CPENABLE/Create+an+Agreement?preview=/610910990/610910993/Create%20an%20Agreement%20Procedure.docx)  [Create a Master Record Procedure](https://confluence.jacksonnational.com/display/CPENABLE/Create+a+Master+Record?preview=/610910994/610912849/Create%20a%20Master%20Record%20Procedure.docx) |
| 4 | **Unrelate a Service from an Aggregate Service Target**  If management decides that a service needs to be re-tiered or no longer needs to be monitored and reported on for SLAs, the service will need to be removed from the Aggregate Service Target.   1. Follow **Step 1** and **Step 2** a) & b) of this procedure. 2. When the list of Related CI’s appears, highlight the service to be removed. 3. Click the “Unrelate” button.      1. Follow **Step 2** k) through n) of this procedure. 2. If a Service is to be retired, follow this entire procedure, adding it to the proper Aggregate Service Target. |

**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, or Silver) will already have been provided.

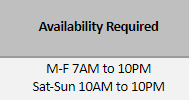
1. Access the correct spreadsheet in which the application falls under.



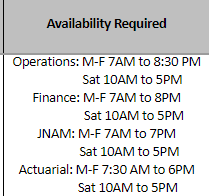
* + **ABD** – Aggregate Bronze Definitions
  + **AGD** – Aggregate Gold Definitions
  + **ASD** – Aggregate Silver Defintions
  + Metric Database CPI Data – Platinum definitions

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.



**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: 05/05/2020 Last Modified:  Last Reviewed: |