**Choose a Service Tier**

**Tier 1** – Applications most critical and require most costly support.

**Tier 2** - Outages not resolved **within the same business day\*** may cause a financial impact to the organization and impact the ability to do business.

**Infrastructure** – Hardware / Software necessary to keep the applications and business running.

**Report and File Deliveries** – Reports created (printed or available for viewing) and file transmissions (to or from vendors) required to conduct business.

**Choose a Business Unit**

**Actuarial** – The business group that requires the service to be available.

**Broker Dealer** – The business group that requires the service to be available.

**Finance** – The business group that requires the service to be available.

**JNAM** – The business group that requires the service to be available.

**Operations** – The business group that requires the service to be available.

**JTS** – Hardware or virtual system needed to support the applications and business needs.

**Supporting Service** –

**Jackson or Vendor Supported:**

**Jackson** – Jackson owns and maintains the service.

**Vendor** – This service is owned and maintained by a vendor. Jackson associates only user the service.

**Choose the fulfillment type:**

**Service Availability** – The service must be up and running in order to be used.

**File Transmitted to Vendor** – A file is transmitted from Jackson to a vendor.

**File Transmitted from Vendor** – A file is transmitted from a vendor to Jackson.

**Reports Printed** – Reports are printed and delivered to the mailroom for distribution.

**Onlines Available for Update** – The business can perform work once online files are in update mode.

**Website Updated** – Information is added to Jackson websites.

**Internal Document** – Reports are made available for viewing, but are not printed. Examples: SharePoint, Mobius View Direct.

**Infrastructure Availability** – Hardware / Software or virtual system must be up and running in order to be used.

**Enter the monitor’s object name:** (used by SLM in the current SLA system)

**Availability** – Indicates that the service must be available during the Service Target window.

**Deliverable** – Indicates that a report or file is needed in order for business to be conducted.

**Infrastructure** – Indicates that hardware or a virtual system must be available to support services and the business.