**OLA REQUIREMENTS FOR METRIC DATA DEFINITIONS**

1. Service Level Management will update the Metric Data Definition form with as much information as possible within 48 hours of an SLA being requested. The form will be emailed to the Business Owner.
2. The Business Owner will review and update the sections of the Metric Data Definition form that are highlighted in yellow. The form should be returned to Service Level Management within 48 hours.
3. Service Level Management will create an Incident Request ticket with the Metric Data Definition form attached and assign it to SIG. SIG will review and update the sections of the Metric Data Definition form that are highlighted in blue. The form should be returned to Service Level Management within 48 hours.
4. After the updated form is returned from SIG, Service Level Management will create an Incident Request ticket with the Metric Data Definition form attached and assign it to JTS. JTS will review and update the sections of the Metric Data Definition form that are highlighted in green. The form should be returned to Service Level Management within 48 hours.
5. Service Level Management will review the completed form and email it to the Service Level Management director within 48 hours.
6. The Service Level Management will review and give to the Service Level Management VP within 48 hours.