# SLM OLA Requirements for Metric Data Definitions Process

Service Level Management

**Purpose**

In order for an SLA to be successfully vetted from the beginning of the development lifecycle, a Metric Data Definition form is created as an official document of the service to be monitored and reported on. The appropriate teams should provide the information and return the form as indicated below.

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/integrity/_layouts/15/WopiFrame.aspx?sourcedoc=%7be34fe42a-654a-469a-9d38-6612f00486dc%7d&action=view)

**Audience**

The following groups are responsible for adhering to this document:

* All JTS associates

**Procedure**

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| Step | Responsible | Action |
| 1 | Service Level management | 1. Update the Metric Data Definition form with as much information as possible. 2. Email the form to the Business Owner within 48 hours of an new SLA being requested. |
| 2 | Business Owner | 1. Review and update the sections of the Metric Data Definition that are highlighted in yellow. 2. Return the form via email to Service Level Management within 48 hours. |
| 3 | Service Level Management | 1. Review the form and ensure that the information provided is clear and concise. Verify questionable items with the Business Owner if necessary. 2. Within 24 hours of receiving the Metric Data Definition form from the Business Owner, create a Service Request ticket for SIG. 3. Attach the Metric Data Definition form to the Work Detail log. |
| 4 | SIG | 1. Review and update the sections of the Metric Data Definition form that are highlighted in blue. 2. Return the form via email or re-attach to the Service Request ticket, to Service Level Management within 48 hours. |
| 5 | Service Level Management | 1. Review the form and ensure that the information provided is clear and concise. Verify questionable items with the SIG if necessary. 2. Within 48 hours of receiving the Metric Data Definition form from SIG, create a Service Request ticket for JTS. 3. Attach the Metric Data Definition form to the Work Detail log. |
| 6 | JTS | 1. Review and update the sections of the Metric Data Definition form that are highlighted in green. 2. Return the form via email or re-attach to the Service Request ticket, to Service Level Management within 48 hours. |
| 7 | Service Level Management | 1. Review the form and ensure that the information provided is clear and concise. Verify questionable items with JTS if necessary. 2. SLM Manager will review and approve. 3. Email the completed Metric Data Definition form to the Business Owner, SIG, and JTS representatives that provided the information and request them to review and approve the finished form within 48 hours. 4. Email the completed form to Service Level Management Director within 24 hours upon receipt of all approvals. |
| 8 | Service Level Management Director | 1. Review the completed Metric Data Definition form. 2. Provide Metric Data Definition form to Service Level Management VP to review within 48 hours. |
| 9 | Service Level Management VP | 1. Review the completed Metric Data Definition form. 2. Work with SIG and JTS leadership to obtain approvals. |
| 10 | Service Level Management | 1. Once the Metric Data Definition has been fully approved by Service Level Management VP, create a Service Request for JTS to add the service to the appropriate monitoring tool. 2. If the service is a deliverable (report, file transmit, or job completion) skip to Step 12. |
| 11 | JTS | 1. Add service to monitoring tool within 48 hours. 2. Provide what is being monitored and by what monitoring tool to Service Level Management. |
| 12 | Service Level Management | 1. Set the service up in the SLA Database to begin reporting on it. 2. New services will be monitored for a baseline of nine months. |

**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: Anna Carter, Manager, Service Level Management Approving Authority: Abdul Golden, Director, IT Service Management | Date Created: 10/27/2017 Last Modified:  Last Reviewed: |