# Editing OLA Breached Reports Procedure

Service Level Management

**Purpose**

This procedure explains how to properly edit the existing Daily and Monthly OLA Breached reports.

**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:

* Service Level Management

**Procedure**

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| Step | Action |
| 1 | To locate the *OLA Breached* reports, log on to BMC Remedy.   1. Access BI Launch Pad through BMC Remedy by clicking the “Analytics” tab on the Application side menu.      1. Drill down to the folder in which the report resides by clicking the “Document Tab” and clicking on the “Folder” bar.     The *Daily OLA Breached* and *Monthly OLA Breached* reports are currently kept under the Production Support / SLM folder. |
| 2 | Before editing an OLA Breached Report, make a copy of the report to work on. **Never** edit a live report.   1. Highlight the report you want to edit and click “Organize” from the menu bar. You may also right click on the highlighted report and select “Organize” from there has well.      1. Select “Copy” 2. Right click again and select “Paste” from the same list under “Organize”. 3. The following message will appear. Click “OK”. This will add a [1] to the end of the report name.      1. Rename the new report by right clicking on it and selecting “Properties”. Add the word “testing” to the end of the report name in the title. |
| 3 | Proceed to make any necessary changes to the report by clicking on the “Design” button.    Beware of changing any of the formulas as this may affect the totals and percentages that are being reported on. |
| 4 | After changes are completed and saved, run the report by clicking on the “refresh” icon at the bottom of the screen.     1. Export a PDF and an Excel file of the report by selecting the “Export” icon.      1. Review both the PDF and Excel file to ensure that the formatting of the report looks correct. 2. Verify that all of the totals on the summary pages add up. 3. Send reports to SLM Management to review.   . |
| 5 | Once the updated report is approved by SLM Management, return to BI Launch Pad.   1. Open the updated report 2. Click the “Save” icon and select “Save As”.      1. A list of reports in the folder will appear. Select the report that the copy was created from.      1. Delete the “testing” report by right clicking on the report and selecting Organize / Delete.      1. Click “OK”. |

**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: 02/16/2017 Last Modified:  Last Reviewed: |

## Workflow



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