# Generating OLA Breached Report Procedure

Service Level Management

**Purpose**

This procedure details how to manually create the Daily or Monthly OLA Breached report.

**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 | Click on the appropriate report to be run  or |
| 3 | To create an updated report:   1. Click on the “User Prompt Input” button.      1. Type in the desired date range 2. Click the “Run” button. |
| 4 | To save the report:   1. Click the “Export” button      1. Select “Export Document As” and then the format type.   The report will open as the selected format and can then be saved to: S:\TECHNOLG\Production\_Support\Reports\OLA Daily\YYYY\Month    **Note:** *If only one section of the report is needed, click the appropriate tab and follow b) above, but select “Export Current Report As” instead.* |
| 5 | Post report to SharePoint by 8:00 AM (EST).   * The daily report is posted here:   Report Storage > Daily Reporting > SLM > YYYY > Daily Production OLA Breached Report > Month   * The monthly report is posted here:   Report Storage > Monthly Reporting > SLM > Monthly Production OLA Breached Report > YYYY |
| 6 | See ***SLM Reviewing OLA Breached Report Procedure*** to verify report totals and look for re-occurring issues.  See ***SLM Editing OLA Breached Reports Procedure*** if any format changes need to be made to the report. |

**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 | |
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