# Reviewing OLA Breached Report Procedure

Service Level Management

**Purpose**

This procedure explains what to look for when reviewing the Daily or 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 | Review the incident ticket information:   1. Use the “Critical Service Target Tickets”, “High Service Target Tickets”, “Medium Service Target Tickets”, and “Low Service Target Tickets” tabs to examine the tickets with breached OLAs.      1. Take note of the “Service Target” field. This will show “Assigned” or “Resolution” based on the type of breach.   **Note:** *A single incident ticket can contain both types of breaches*.     1. Take note of the Summary. When reviewing the report daily, patterns and trends may appear. 2. If an issue continuously appears on the OLA Breached report, create a problem ticket to have the OLA reviewed. | |
| 2 | Verify that the totals add up:   1. Use the “Primary Summary” tab to view the totals.      1. The totals in each column for all four levels (Critical, High, Medium, & Low) should equal the number found in the top row (“All Service Targets”) for that column. 2. The percentage in the last column should be calculated using the following formula;   *Total Tickets Breached / Total Tickets X 100 = Percentage of Tickets Breached*    **Note:** *The numbers in the “Assignment Target Breached” and “Resolution Target Breached” columns will not always equal the number found in the “Total Tickets Breached” column for each row. An incident ticket is only counted once, even if it contains both types of breaches.*  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 | |
| Responsible Party: Anna Carter, Manager, Service Level Management Approving Authority: Abdul Golden, Director, IT Service Management | Date Created: 03/16/2017 Last Modified:  Last Reviewed: |