# SLM Add New Service to the Monthly KPI Report Procedure

Service Level Management

**Purpose**

The Monthly KPI Report summarizes the availability percentage of each Tier 1 and Tier 2 service that appears on the Monthly SLM Report. When a new Service Target is created, the Service needs to be added to the Monthly KPI 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 | Identify the Service Tier and compliance target percentage of the new service that is required to appear on the report:   1. Review the Metric Data Definition (MDD) to identify each Service Tier.  * Service Information section   + Service Tier  1. Review the Metric Data Definition (MDD) to identify the compliance target percentage.  * Requirements section   + Percentage   ***Note:*** *If a Service is used by multiple Business Units, use the highest percentage that*  *appears on the MDD.* |
| 2 | **Add New Services to the Monthly KPI Report:**   1. See the ***SLM Run & Review the Monthly KPI Report Procedure*** to access the report in Analytics. 2. Click the “Refresh” button      1. A refresh box will appear on the screen for a few seconds.      1. A prompt screen will appear.  * **Enter value(s) for BusinessUnit** – All existing Business Units will appear in the middle “BusinessUnit” box.   + At this time, only Operations, Actuarial, Finance, and JNL Asset Management are reported on for the KPI Report.   + If a new Business Unit is to be reported on, click the new Business Unit and use the forward-arrow button to move it into the second box.   + For the monthly report, you must report on all Business Units, but if it is requested to only show items for a specific Business Unit, you can use the backwards-arrow button to move the other Business Units over to the first box. The report will only show Business Units that are in the second box.   ***Note:*** *To put the Business Units in the first box in alphabetical order, click on the “BusinessUnit” tab at the top of the first box.*     * **Enter value(s) for Service** – All existing Services will appear in the middle “Service” box. * Only services that are associated with the Business Units selected under the “Enter value(s) for BusinessUnit’ prompt will appear on the KPI Report. * If a new Service is to be reported on, click the new Service and use the forward-arrow button to move it into the second box. * If a new Service Target has been created and added to the report, it will need to be added to the correct Tier page. See **Step 3** of this procedure. * For the monthly report, you must report on all Services, but if it is requested to only show specific Services you can use the backwards-arrow button to move the other Services over to the first box. The report will only show Services that are in the second box.   ***Note:*** *To put the services in the first box in alphabetical order, click on the “Service” tab at the top of the first box.*     1. Click the “OK” button.      1. An updated report will appear. 2. To save the prompt settings, click the “Save” icon at the top of the screen.     **Note:** The new services will **not** appear on the KPI Report until Step 3 is completed. |
| 3 | **Add New Service to the correct Tier page:**   1. Click the “Design” button      1. Use the “Navigation Map” icon to bring up the Tier 1 and Tier 2 pages of the KPI Report. 2. Click once on the “Tier 1 Business Applications” line. This will open up the Tier 1 page.      1. To add a new service to the report, move the cursor to the right side of a box that contains a service name.      1. The cursor will appear with four arrows on it. Right click and select “Filter”. 2. Select “Edit Filter”      1. A prompt will appear with two items in it.  * **Service In List** * Based on the services selected in **Step 2.C** of this procedure, the Services will appear in “Service” box. * Click “Service” in the first box on the screen to put the service names in alphabetical order. * Locate the Service that needs to be added to the KPI Report. * Use the forward-arrow button to move it over to the “Service in List” box. * Click the “Apply” button. * Click the “OK” button.      * **Service Target In List** * Based on the services selected in **Step 2.C** of this procedure, the Service Target names will appear in “ServiceTarget” box. * Click “ServiceTarget” in the first box on the screen to put the Service Target names in alphabetical order. * Locate the Service Target name that needs to be added to the KPI Report. If a Service has multiple Service Targets, the one with the highest compliance target percentage should be selected. This is indicated in by the last two characters in the Service Target name.   *Example:* “SVT-CIU-OPS-CYB-CRIT-**99**”   * Use the forward-arrow button to move it over to the “ServiceTargets in List” box. * Click the “Apply” button. * Click the “OK” button.      1. The service name will automatically appear in alphabetical order on the report. 2. Continue to repeat this step of this procedure for any services that need to be added to the Tier 1 page of the report. 3. To add services to the Tier 2 page of the report, click once on the “Tier 2 Business Applications” line under the “Navigation Map”. This will open up the Tier 2 page.   Add Tier 2 services to the report by repeating d) through h).     1. Ensure to click the “Save” icon at the top of the screen in order for the new services to appear on the report each time it is run. |

**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: 10/18/2017 Last Modified:  Last Reviewed: |