# SLM Run & Review the Monthly KPI Report Procedure

Service Level Management

**Purpose**

The Monthly KPI Report must be produced by the third business day of the month. It summarizes the availability percentage of each Tier 1 & Tier 2 services that appear on the Monthly SLM Report. Breached OLA information is also included as well. The report contains thirteen months of data to show trending of met and missed or breached SLA target percentages. The Monthly KPI Report needs to be compared against the Monthly SLM report to ensure accuracy.

**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

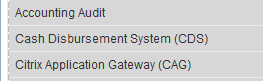
**Procedure**

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| Step | Action |
| 1 | **Access the KPI Report**   1. In Remedy, open Analytics as follows:  * Click the Applications tab on the side. * Click the “Analytics” tab. * Select “Analytics”      1. A logon screen will appear. Click the “Logon” button.      1. Click the “Documents” tab at the top of the screen.      1. Click the “Folders” option at the bottom of the screen.      1. A list of folders will appear. Double click on “BMC Analytics for BSM”.      1. A second set of folders will appear. Double click on “SLM Custom Report”.      1. A list of reports will appear. Double click on “Green and Red Report”.      1. The last version of the report that was saved will appear. |
| 2 | **Run the KPI Report**   1. Click the “Refresh” button      1. A refresh box will appear on the screen for a few seconds.      1. A prompt screen will appear.   If a new Business Unit or Service needs to be added to the report, see the ***SLM Add New Service to the Monthly KPI Report Procedure*** for more information. Using that procedure will also show how to run the report for only a specific Business Unit or Service if necessary.   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. |
| 3 | The report can be saved to a drive as a PDF, Excel, CSV, or test fie.   1. Click the “Export” icon at the top of the screen. 2. Select “Export Document As”. 3. Select “PDF”.      1. Select “Save File” 2. Click the “OK” button.      1. Save to the desired destination. |
| 4 | **Review the Monthly KPI Report**  The Monthly KPI Report is separated by Tier 1 and Tier 2 services. Each page contains the following columns:   * **Application** – contains the service name. * **Service Target** – contains the compliance target percentage for the month. * **Months** – Each month shows the “Percentage of SLA Met” for each service, as found on the SLM Report, for the first date of the month to the last date of the month. Thirteen months will appear on the report in a descending order.     The following is a breakdown of each component of the Monthly KPI Report:   * **Header** – The header on each page indicates the Service Tier.      * **Application** – The service name that is being reported on.      * **SLA Target** – This is the compliance target percentage of availability expected for each service.   ***Note:*** *Services can have different compliance targets based on the Business*  *Unit they are being reported on for.*  *When comparing the Monthly KPI Report to the SLM Report,*  *ensure that the Service Target being reviewed on the SLM Report is one*  *with the same compliance target on the Monthly KPI Report.*    *.*   * **Monthly Percentages** – The monthly percentages should match exactly to the “Percentage of SLA Met” section of the SLM Report for each service, based on the Service Target percentage being reviewed.   *See the* ***SLM Run & Review the SLM Report Procedure*** *for more information.*    ***Note:*** *If the “Actual %” is less than 100% but is above the compliance target percentage,*  *the SLA is considered “Missed” and the box will be green. If the “Actual % is less than the*  *the compliance target, the SLA is considered “Breached” and the box will be red.*   1. Take note of the Service’s percentage for the month. 2. Find the service with the same compliance target percentage on the Monthly SLM Report. 3. Ensure that the percentages match perfectly. |

**Appendix A – Formulas**

The following information shows the formulas being used for each section of the report.

* **Service Names**



=Substr([Service];0;Length([Service])-10)

* **SLA Target Percentage**



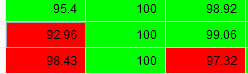
=[ComplianceTarget]

* **Month / Year**



=Substr([Month];1;3)+"-"+[formattedYear]

* **Monthly Percentage**



=[Percentage of SLA Met]

**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: 10-11-2017 Last Modified:  Last Reviewed: |