# SLM Monthly SLA Report Procedure

Service Level Management

**Purpose**

There are three different versions of the Monthly SLA Report. The reports show the status of the SLAs for each service for the previous month (the reporting period is the first date of the previous month to the last date of the previous month).

* The Monthly SLA Report is created on the first business day of the month and sent to Service Level Management for review.
* The Monthly SLA Report is re-created with updates on the third business day of the month and sent to SIG and JTS for review.
* The finalized version of the Monthly SLM Report is created on the seventh business day of the month and is published on Sharepoint. It is the official document on the SLA status of each service for the previous month.

**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 | Before creating the first draft of the Monthly SLA Report, ensure that the **SLM Reviewing Daily SLA Report Procedure** has been followed in order for all information in the report to be as current as possible. *Note: For missed / breached SLAs that have occurred over the past few days, some in which you may have just opened up an investigation ticket on, it is not expected that you will have a reason for the error minutes at this stage. If this is the case, you must indicate that the error minutes are being investigated as stated in the SLM Reviewing Daily SLA Report Procedure and SLM Annotate SLA Outages Procedure.* |
| 2 | Create the first draft of the Monthly SLA Report:   1. Use the ***SLM SLA Report Generation Procedure*** to create the monthly report, using the date range of the first date of the previous month to the last date of the previous month. 2. Color code each instance in which a service shows error minutes or blacked out minutes.  * Use the cursor to highlight the entire line * Click the “highlighter” icon at the top of the screen.      * Yellow is the default color unless you have changed it. * If another color is needed, right click on the highlighted row and select “Properties”. * Click inside the color box that appears.      * Select the appropriate color. * **Yellow** – SLA is not 100%, but is above compliance target. * **Green** – SLA is 100%, due to carve out. * **Red** – SLA is breached. * To set the correct shade of red, select red. * Set the opacity to 40%          1. If the “Percentage of SLA Met” for the month is below 100%, also color code it as well, using the same color code from Step 2 b).      1. Additional comments can be added if necessary to this version of the Monthly SLA Report.      * Right click anywhere that an additional comment is needed. * Select “Add Sticky Note” * Type in the additional comment  1. Once the entire Monthly SLA Report has been reviewed and color coded, email the report to the Service Level Manager. 2. The Service Level Manager will review and notify you if any updates are required. Once any necessary changes are made, the manager will email the first version of the Monthly SLA Report to the Director of IT Service Management. 3. The Director of IT Service Management will notify you if any updates are required. Once any necessary changes are made, the director must let you know by the third business day of the month if it is OK to send the second draft of the report to SIG & JTS for review. |
| 3 | Create the second version of the Monthly SLA Repot on the third business day of the month, after the Director of IT Service Management has approved sending the report to SIG & JTS for review:   1. Ensure the any outstanding issues that appeared on the first version of the Monthly SLA Repot have been resolved, or are being addressed. 2. Also ensure that comments have been updated and blackouts have been applied if necessary in lieu of information that has been provided in the investigation tickets. 3. Use the ***SLM SLA Report Generation Procedure*** to create the monthly report, using the date range of the first date of the previous month to the last date of the previous month. 4. Review the second version of the Monthly SLA Report to make sure that all updates appear.   ***Note:*** *It is possible for some investigation tickets to still be outstanding at this point. If SIG did not find any issues, the ticket may have just been transferred to Technical Services to verify if there was an actual outage or if it was a monitoring issue. Technical Services may have transferred the ticket to another team as well. Pay close attention to the status of the ticket and contact teams via email or phone to ensure that someone is looking into the issue.*   1. Send email as Service Level Management to the following distribution list: **SLA** 2. Use the following as the Subject: **MONTH YEAR** Monthly SLA Repot for Review 3. Use this verbiage as the body of the email, replacing with the correct days and dates.   We have worked with SIG and JTS staff to validate the outages and analyze the data to determine the causes.  The information has been added to the report as comments along with any Incident/Problem/Change numbers that are identified as being involved with the outages.  Please review this PDF document that contains the outages and comments for the month of **MONTH YEAR** and provide any required changes to the report by COB on **DAY6** **XX/XX/XXXX**. We will be publishing the official report on **DAY7** **XX/XX/XXXX.**   * **MONTH** – Previous month * **YEAR** – Year in which the previous month was in.   If reporting for December, it would be the previous year.   * **DAY6** – 6th business day of the month * **XX/XX/XXXX** – date of the 6th business day of the month. * **DAY7** – 7th business day of the month * **XX/XX/XXXX** – date of the 7th business day of the month  1. SIG or JTS may contact you with updates that should be made to comments or they may have questions. Work with SIG or JTS and involve Service Level Manager if necessary to ensure that any comment updates are accurate. |
| 4 | Continue to follow up on any pending or outstanding investigation tickets that have not been answered. All comments and blackouts must be finalized by the seventh business day of the month.*.* |
| 5 | Create the final version of the Monthly SLA Report on the seventh business day of the month.   1. Use the ***SLM SLA Report Generation Procedure*** to create the monthly report, using the date range of the first date of the previous month to the last date of the previous month. 2. Save the report to:   [O:\Service Delivery\Service Level Management\Reporting\Monthly SLA Report](file:///O:\Service%20Delivery\Service%20Level%20Management\Reporting\Monthly%20SLA%20Report)   1. Upload the Monthly SLA Report to [Sharepoint](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20SLA%20Report&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D) in the appropriate Year folder. 2. Send the Sharepoint link to the following distribution lists: **Service Level Management** and **SLA Monthly Reports**. The email will also include a link to the Monthly KPI Report.   ***Example:***  *Please follow the link below for the March 2018 SLA Report.*  [*http://docs.jackson.local/it/sites/rs/Monthly%20Reporting/SLM/Monthly%20SLA%20Report/2018/March%202018%20SLA%20Monthly%20Report.pdf?d=w22c875abe09d48cbb274a9a3f5e46e13*](http://docs.jackson.local/it/sites/rs/Monthly%20Reporting/SLM/Monthly%20SLA%20Report/2018/March%202018%20SLA%20Monthly%20Report.pdf?d=w22c875abe09d48cbb274a9a3f5e46e13)  *Please follow the link below for the March 2018 KPI (red/green) Report.*  [*http://docs.jackson.local/it/sites/rs/Monthly%20Reporting/SLM/Monthly%20KPI%20Report/2018/Service%20Level%20Management\_March%202018.pptx?d=w90df6525f6a042bc9064f1045c7ccd73*](http://docs.jackson.local/it/sites/rs/Monthly%20Reporting/SLM/Monthly%20KPI%20Report/2018/Service%20Level%20Management_March%202018.pptx?d=w90df6525f6a042bc9064f1045c7ccd73)  *Thank You.* |
| 6 | For each service that has a breached SLA for the month, a problem ticket must be created.  ***Note:*** *If the “Actual %” is less than 100% but is above the compliance target percentage, the SLA is considered “Missed”. If the “Actual %” is less than the compliance target, the SLA is considered “Breached”.SL* |

**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: 02/16/2018 Last Modified:  Last Reviewed: |