# SLA Report Generation Procedure

Service Level Management

**Purpose**

SLA reports are generated daily, weekly, and monthly. The purpose of the Daily SLA Report is to have all services reviewed in order for research to be conducted in the event that an SLA is missed or breached. A Weekly SLA Report is created for the SIG, JTS, and the Business to review the status of the SLAs for the previous week. The Monthly SLA Report is the official document that provides the official SLAs 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 | Access the SLA system with the following URL:  <http://cf.jacksonnational.com/SLA/SLAReports.cfm?Action=Options> |
| 2 | To run the report:   1. Click on the “Reports” tab.      1. Select the date range.   ***Note:*** *For Daily reports select the first of the month to the current date.*  *For Weekly reports select the previous Monday to the previous Sunday.*  *For Monthly reports select the first of the month to the last date of the month*.     1. Click “SLA Status” to run the report for all services.     ***Note:*** *See* ***Appendix A*** *for an alternate way to run the SLA Report.*   1. When the report is completed, it will be displayed in the same window. 2. Click on the “Download” tab to export the report. 3. Choose the format to export the report, based on the type of report:  * **Excel Data** – Service Level Management’s review for outages. This   format enables simple cut & paste functionality to be used  during research.   * **PDF** – For Daily and Weekly that will be published on Sharepoint, and   Monthly Reporting that will be distributed via email and published on  Sharepoint. This format ensures that the report looks professional.   1. Choose the print range option:  * Daily Report – All * Weekly - All * Monthly - All |
| 3 | Click on Save Report.   * For **Daily Report**, save to:   [O:\Service Delivery\Service Level Management\Reporting\Daily SLA](../../../Reporting/Daily%20SLA%20Report)  [Report\month](../../../Reporting/Daily%20SLA%20Report)   * For **Weekly Report,** save to:   [S:\TECHNOLG\Production\_Support\Reports\Weekly SLA\yyyy](S:\\TECHNOLG\\Production_Support\\Reports\\Weekly SLA)  [Reports\month](S:\\TECHNOLG\\Production_Support\\Reports\\Weekly SLA)   * For **Monthly Report,** save to:   [O:\Service Delivery\Service Level Management\Reporting\Monthly SLA](../../../Reporting/Monthly%20SLA%20Report)  [Report](../../../Reporting/Monthly%20SLA%20Report)  ***Note:*** *Part of reviewing the Daily SLA Report is to check the status and information in investigation incident tickets for missed or breached SLAs that have already been discovered. When information is provided by SIG or JTS, the Daily SLA Report should be updated to reflect the most current data before being saved to the O: drive. See the* ***SLM Reviewing the Daily SLA Repot Procedure*** *for more information.* |
| 4 | After the report has been exported, close all windows associated with that report.  ***Note:*** *If you do not close the download window, your next download attempt will be linked to the prior report.* |
| 5 | Save the report to Sharepoint under the following locations:   * **For Daily Report:**   [Daily Reporting / SLM / Current Year / Daily SLA Report](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&FolderCTID=0x012000AF1427B489A1CD4BA12B90F950303DFE&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D)   * **For Weekly Report:**   [Weekly Reporting / Current Year / Weekly SLA / Current Month](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Weekly%20Reporting/Forms/current.aspx)   * **For Monthly Report:**   [Monthly Reporting / Current Year / Monthly SLA](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Monthly%20Reporting/Forms/current.aspx)  ***Note:*** *Part of reviewing the Daily SLA Report is to check the status and information in investigation incident tickets for missed or breached SLAs that have already been discovered. When information is provided by SIG or JTS, the Daily SLA Report should be updated to reflect the most current data before being saved to Sharepoint. See the* ***SLM Reviewing the Daily SLA Repot Procedure*** *for more information.* |

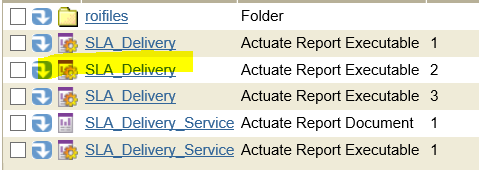
**Appendix A – Use Actuate to Run SLA Report**

An alternative to using the SLA Status option is to use Actuate. <http://actuate/acadmin/login.jsp>

1. In Actuate click on “SLA Reports”

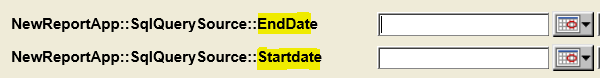


1. Hover over the down arrow next to any one of the “SLA Delivery” options.



1. Select “Run”.
2. Use the calendar drop down options to select the date range.

***Note:*** *Select the “End Date” in the first field and the “Start Date” in the second field.*



**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: 07/13/2011 Last Modified: 03/03/2017 Last Reviewed: |