# SLM Create a Metric Data Definition Procedure

Service Level Management

**Purpose**

A Metric Data Definition (MDD) form is required for all services that have been requested to have a Service Level Agreement. The form contains the information needed to implement the Service Targets for monitoring and reporting, as well as contact, notification, and impact data. Service Level Management works with the Business Owners, SIG, and JTS to gather the necessary information.

**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 | Create a Metric Data Definition form when an SLA is requested for a service.  The MDD form is located at:  [O:\Service Delivery\Service Level Management\SLM Forms](../../SLM%20Forms)  The Service Name must match what is listed in the *Service+* field in BMC Remedy. |
| 2 | Fill in as much information as possible using the tools below:   * <https://confluence.jacksonnational.com/#all-updates> * [O:\Service Delivery\Service Level Management\SLM Forms\AC-SystemCatalog](../../SLM%20Forms/AC-SystemCatalog.xlsx)  1. If the service is found on the Confluence site or in the AC System Catalog spreadsheet, you may be able to complete the following sections:  * **Service Information /** [**Description**](https://confluence.jacksonnational.com/#all-updates) * **Service Information / Service Tier** – use the drop down list. * Tier 1 * Tier 2 * Infrastructure * Reports and Deliveries * **Requirements / Dependencies** * If a “System Support” section is present in the documentation, list the Systems   that state “Upstream” in the Context column.   * If a Roadmap page exists for the service, provide to the Confluence page. The   verbiage must state “Additional Confluence Information”.   * **Contact Information /** [**Business**](file:///\\jacksonnational.com\SHARE\hq\vol3\share\Service%20Delivery\Service%20Level%20Management\SLM%20Forms\AC-SystemCatalog.xlsx) **Owners** * **Contact Information / SIG Owners** * **Contact Information / JTS Owners**  1. If the Business Owner is discovered, use the drop down lists to fill in the following fields:  * **Service Information / Business Units Impact** * Actuarial * Broker Dealer * Finance * JNAM * JTS * Operations * Supporting Service * **Service Information / Related Service Agreements** * Jackson Actuarial * Jackson Finance * JNAM * Jackson Operations * Broker Dealer NPH * **Requirements / Business Unit** * Actuarial * Broker Dealer * Finance * JNAM * JTS * Operations  1. Based on the description you should be able to determine if the service is maintained by Jackson or a vendor and what type of service will be monitored. Use the drop down list to fill in the following fields:  * **Service Information / Jackson or Vendor Supported** * Jackson * Vendor * **Requirements / Fulfillment Type** * Service Availability * File Transmit to Vendor * File Transmit from Vendor * Report Printed * Onlines Available for Update * Website Updated * Internal Document * Infrastructure Availability  1. The following information is used for the current SLA System during set up:  * **Monitoring Specifications / Service Object Class** * The name must match the Service Name from Remedy, but “Production” is not used. * **Monitoring Specifications / Service Object Name:** Use the drop down list to fill in. * Availability * Infrastructure * Deliverable  1. Since the SLA is new, verbiage is needed for the following field:  * **Requirements / SLA Go Live Date** * *Example*: Not reported, no documentation, not in agreement.  1. The following field is used to link to the Service Level Matrix:  * **Service Information / Service Number** * Use the link below to navigate to the Service Level Matrix   [O:\Service Delivery\Service Level Management\Projects\4th quarter project\Forms](file:///\\jacksonnational.com\SHARE\hq\vol3\share\Service%20Delivery\Service%20Level%20Management\Projects\4th%20quarter%20project\Forms\Service%20Level%20Matrix.xlsx)   * View the “Service Number for Service Name” tab to find an available service number. The first two characters are determined as follows: * T1- Tier 1 * T2 – Tier 2 * T3 – Tier 3 * R1 – Reports * F1 - Files * Add the service name and service number to the “Service Number for Service Name” tab. * On the “New Service Request” tab, add the service name and service number. The remaining information on this tab will need to be completed once the information is obtained from the Business Owners, SIG, and JTS. Link the service number to the MDD that is being created. * Add the service number to the MDD and link it to the Service Level Matrix.  1. The following information needs to be added to the Modification section.  * **Created:** Type in the date that the MDD is being created. * **Modification Details:** Type “New SLA” * **New:** Type in the creation date. |
| 3 | Set up a meeting with the Business Owner to discuss the SLA information needed. The Business is expected to review and provide information for the sections highlighted in yellow. Do not attach the Metric Data Definition form to the meeting invite   1. If you have been unable to identify the Business Owner at this point, continue to Step 4 or Step 5 to work with SIG and JTS. They should be able to provide a business contact to work with and may also be able to supply some of the information in this step as well. 2. The Business Owner should be able to provide information for the following fields on the MDD form and any fields that you were unable to obtain information on when using Confluence and the AC System Catalog spreadsheet:  * **Service Information / Data Owner** * **Requirements / Service Target** * **Requirements / Percentage** * **Requirements / Does SLA apply on weekends / holidays / non-market day?** * If “Yes”, an explanation of why is required. * If “No”, replace the explanation section with “N/A”. * **Contact Information / Business Unit** * This should be a group name or email address, not an individual name. * **Notifications / Business Unit** * Explain that this section is the milestone point in which the SLM system will send a notification if the SLA is in danger of being breached for the month. The Business Owner can decide if they want to be notified at 50%, 75%, or 90%.  1. In addition to providing the necessary information, the Business Owner is expected to review the information that was already added to the form and verify that it is correct. |
| 4 | Set up a meeting with SIG to discuss the SLA information needed. SIG is expected to review and provide information for the sections highlighted in blue. Do not attach the MDD form to the meeting invite.   1. SIG should be able to provide information for the following fields on the Metric Data Definition form and any fields that you were unable to obtain information on when using Confluence and the AC System Catalog spreadsheet. They may be able to assist with some of the information needed for the fields from Step 3 as well:  * **Contact Information / SIG Support Group** * This should be a group name, alarm point group, or email address, not an individual name. * **Notifications / SIG Support Group** * Explain that this section is the milestone point in which the SLM system will send   a notification if the SLA is in danger of being breached for the month. The SIG  contact can decide if they want to be notified at 50%, 75%, or 90%.   1. In addition to providing the necessary information, SIG is expected to review the information that was already added to the form and verify that it is correct. |
| 5 | Set up a meeting with JTS to discuss the SLA information needed. JTS is expected to review and provide information for the sections highlighted in green. Do not attach the MDD form to the meeting invite.   1. SIG should be able to provide information for the following fields on the MDD form and any fields that you were unable to obtain information on when using Confluence and the AC System Catalog spreadsheet. They may be able to assist with some of the information needed for the fields from Step 3 as well:  * **Contact Information / JTS Support Group** * This should be a group name, alarm point group, or email address, not an individual name. * **Notifications / JTS Support Group** * Explain that this section is the milestone point in which the SLM system will send   a notification if the SLA is in danger of being breached for the month. The JTS  contact can decide if they want to be notified at 50%, 75%, or 90%.   1. JTS will not need to supply information for the following field until after the MDD has been approved by management and the monitor has been built.  * **Monitoring Specifications / Details on the monitor that will feed the SLM System**  1. In addition to providing the necessary information, JTS is expected to review the information that was already added to the form and verify that it is correct. |
| 6 | Once the information is gathered:   1. Service Level Manager reviews and submits to the Director of IT Service Management. 2. The Director of IT Service Management submits the form to the Service Delivery Vice President 3. The Service Delivery Vice President reviews the Metric Data Definition with the appropriate SIG and JTS leadership. 4. If the MDD is approved, Service Level Management will create an Incident request to have a monitor built to track the availability of the service. 5. Once the monitor has been set up, Service Level Management will create a Service Target and implement the service on the SLM 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: 02-06-2018 Last Modified:  Last Reviewed: |