# Annotate SLA Outages Procedure

Service Level Management

**Purpose**

This procedure explains how to annotate Service Outage Comments for missed SLAs or SLA blackouts.

**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 | Ensure a Remedy Problem or Incident ticket, which documents the reason for the missed SLA, has been opened. |
| 2 | Log in to the SLA website with this URL: <http://cf.jacksonnational.com/SLA/TabMaint.cfm>. |
| 3 | Click on the Maintenance tab and then click on “Edit Service Outage Comments.” |
| 4 | Click the New button to add Service Outage Comments. |
| 5 | In the Service Outage Comments panel, fill in the Description, Service and Outage Date fields for the missed SLA.  **Note:** An Incident ticket related to a missed SLA should be rolled into a Problem ticket if the root cause has not been identified. The Problem ticket will ensure the outage’s root cause has been determined and a permanent fix has been applied.   * Description (A): Enter a brief description, based on one of the following examples (60 characters maximum):  1. INC123456 Multiple P99PK20D abends (use last Incident # created) 2. INC123456 AC Incident Management investigating. 3. PRB473708 Long run of P99JS10D delayed checks 4. PRB123456 Monitor failure, JNLSQLP1 restarted. 5. CHG123456 Scheduled Mainframe maintenance 6. Delay due to long running Monday cycle.  * Service (B): Select the service that had the outage with the pull-down menu. * Outage Date (C): Enter the date the SLA outage was reported on. * Click on the Save button (D), which will record this information in the SLA database.     B  A  C  D |
| 6 | Run the SLA report again. The new comments about the reason for the missed SLA will be shown. Verify that all annotation appears correctly on the SLA report. |
| 7 | To edit an existing Service Outage Comment, identify the Service ID related to the missed SLA.   1. Click on the “SLA Status Report” tab (A). 2. Select the business unit that owns the application, using the drop-down arrow (B). 3. Click the Submit button (C).     A  B    C  The Service ID will be in front of the application. (For example: Service ID 86 for Commission Checks.) |
| 8 | Update or delete an existing Service Outage Comment by clicking the “Maintenance” tab on the main page. Select Edit Service Outage Comments.   1. Use the drop-down arrow next to Select Comment. Click on the Service ID and Date for the annotation that needs to be edited (A). 2. Click on the Edit Selected button (B).   A    B |
| 9 | A  C  B  D   1. On the Service Outage Comments panel, comments can be changed or deleted. 2. Update the annotation in the Description field (A). Click the “Save Changes” button (B). 3. To delete the annotation, click the “Delete” button.   Select the “Back” button to go to the main screen. Any changes will not be saved. |

**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:  Last Modified: 03/03/2017 Last Reviewed: |