# Applying Post Blackouts Procedure

Service Level Management

**Purpose**

This procedure explains how to apply post SLA blackouts. The SLA Monitoring Tools can be used to determine blackout periods for various SLAs.

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**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 | Log in to the SLA System Maintenance Menu with the following URL: <http://cf.jacksonnational.com/SLA/TabMaint.cfm>.  Click on “Setup custom blackout periods for a service” (A).    A |
| 2 | In the Blackout Maintenance window, click the **New** button (B).    B |
| 3 | If an SLA blackout window spans past midnight, create an SLA blackout window for each day.  Example: Request is for an SLA blackout from 2011-02-18 at 9 p.m. until 2011-02-19 at 1 a.m.  1st blackout window:   * Date: 2011-02-18 * Start Time: 9:00 PM * End Time: 11:59 PM   2nd blackout window:   * Date: 2011-02-19 * Start Time: 12:01 AM   End Time: 1:00 AM |
| 4 | * In the Blackout Maintenance window below, enter a brief description of the change in the “Description” field; for example, “EOE Hotfix Deployment” (C). * Enter the start date under “Date” (D). * Enter the blackout window start time under “Start Time” in the following format: 9:00 PM (E). * Enter the blackout window end time under “End Time” in the following format: 11:59 PM (F). * Under the “Select the services that should be included in this blackout” section, check the Blackout box to the left of the appropriate services (G). * Click the “Save” button at the bottom of the window (H).     G  F  E  D  C  H |
| 5 | The new blackout window has been created. Click on the Continue button (I).    I |
| 6 | To view the blackout window that was just created, go to the SLA System Maintenance Menu and select “Setup custom blackout periods for a service” (J).    J |
| 7 | On the Blackout Maintenance page, use the drop-down arrow and select the blackout that was just created: EOE Hotfix Deployment (K). Click on the “View/Edit Selected” button (L).    L  K |
| 8 | The start/end times and dates for all services included in the SLA blackout window will be listed. |
| 9 | In order for the blackout to appear on the SLA Reports, run the SLA Utility.  See the ***Running the SLA Utility Procedure*** for more information. |

**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 | |
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