# SLM\_Create CI Unavailability Record Manually

Service Level Management

**Purpose**

This procedure explains how to manually create a CI Unavailability record if BMC Remedy does not automatically trigger one when the correct criteria is set in an Infrastructure Event Incident Ticket.

**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 | In the ITSM Remedy tool, access the Incident Ticket that was expected to have created a CI Unavailability Record.   1. Click on the “Relationships” tab 2. Click on the “Quick Actions” drop down menu 3. Select “Create New CI Unavailability” |
| 2 | A window will pop up for “Configuration Item Unavailability”.   1. Set the “Unavailability Type” to “Unscheduled Full”   **Note:** This can be changed upon closing the CI Unavailability record.   1. Change the time to when the outage started.   **Note:** The default time is 12:00 AM.     1. Click the “Save” button at the bottom of the window. |
| 3 | Access the ITSM Measurement screen to verify that the creation of the CI Unavailability record caused the Measurement record to become “Unavailable”.   * ITSM Prod: <https://itsm.jacksonnational.com/arsys/forms/itsm/SLM:Measurement> * ITSM Test: <https://itsmtest.jacksonnational.com/arsys/forms/lid245a1/SLM:Measurement>  1. Type in SVT-CIU% to look at the Measurement records, or narrow the search by selecting part of the Service Target name   Example:    The Measurement record(s) will appear and should have a Measurement Status of “Unavailable”.  **Note:** Each application may have multiple service targets / measurement records.     1. Click on the “Availability” tab of the Measurement record. 2. In the “Cross Reference ID” field, the latest Incident ticket containing a CI Unavailability record will appear. 3. The “DownStartTime” field should match the time that was entered into the “CI Unavailabilty record.     Add Information as to what should be done if the Measurement Status is not “Unavailable”. |
| 4 | Once the service / application is available, the CI Unavailability record must be closed.  Ensure that the CI Unavailability record is closed before resolving the Incident ticket.   1. Under the “Relationships Tab” of the Incident ticket, double click on the “CI Unavailability” record. 2. In the “Actual End Date” field, enter the time in which the outage completed. 3. Enter the “Unavailability Type”  * Unscheduled Full * Unscheduled Partial   When either of these two options are selected, the “Actual Duration” minutes in the CI Unavailability record will appear in the “Errors” column of the SLA Report.   * Scheduled Full - * Scheduled Partial   When either of these two options are selected, the “Actual Duration” minutes in the CI Unavailability record will appear in the “Blacked Out” column of the SLA Report.  Upon selecting the “Scheduled…” options, the “Scheduled Start Date” and “Scheduled End Date” times need to be entered. These should match the “Actual Start Date” and “Actual End Dates” that were entered. |
| 5 | On the ITSM Measurement screen, search for the Measurement record.  The “Measurement Status” should now be “Available. |

**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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