# Running the SLA Utility Procedure

Service Level Management

**Purpose**

This procedure explains how to run the SLA Load Utility to reload the data for a given time period..

**Related Policy**

* IT Service Management Policy

**Audience**

The following groups are responsible for adhering to this document:

* Service Level Management

**Procedure**

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| Step | Action |
| 1 | Map a network drive to the following location: [\\opc5\Prod\VA9940](file:///\\opc5\Prod\VA9940)   1. Go to Tools > Map Network Drive. 2. Using the drop-down arrow, select the drive you want to map to. 3. In the Folder box, type in [\\opc5\Prod\va9940](file:///\\opc5\Prod\va9940). 4. Click Finish.     A    B    D  C |
| 2 | Run the SLA Load Utility from the command line with the following steps:   1. Click the Start button and select Run.     A   1. In the Open box, type in z:\SLALoad.exe –h 2. Click OK as shown below.     C  B |
| 3 | Enter the Start Date and End Date for the data you want to reload.   1. Enter Start Date (mm/dd/yyyy). 2. Enter End Date (mm/dd/yyyy). 3. Click the Start Load button.     B  A  C |
| 4 | 1. When the SLA Load Utility has completed, the Calculate Service Levels box will show 100% and the word “Done” at the bottom of the window. 2. Click Exit.     B  A |
| 5 | Run the SLA report for the time period of the missed SLA, and verify the blackout worked successfully. If the blackout was done correctly, the counts in the Errors column will move into the Blacked Out column. Each numeral in the total represents one minute.  In the example below, the outage was 180 minutes.   * Errors column (A)   A  B   * Blacked Out column (B)     If all counts in the Errors column fail to move into the “Blacked Out” column, re-analyze the outage by running monitor reports again. Multiple outages may have occurred during that timeframe. |

**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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