# Spreadsheet for Manually Monitored Deliverables Documentation

Service Level Management

**Purpose**

Service Target information for deliverables that are manually monitored appear in the *Deliverables Monitoring* spreadsheet. It contains formulas which calculate the daily and monthly percentage of the manually monitored deliverables.

For more information see:

[Manually Monitor Deliverables Procedure](../../Monitoring/Manually%20Monitor%20Deliverables%20Procedure.docx)

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| 1 | Open the *Deliverables Monitoring* spreadsheet located at:  [O:\Service Delivery\Service Level Management\Projects\Building SLAs\Deliverables Monitoring](file:///O:\Service%20Delivery\Service%20Level%20Management\Projects\Building%20SLAs\Deliverables%20Monitoring) |
| 2 | Review the “Details” tab of the *Deliverables Monitoring* spreadsheet:   * The TWS jobs that are being monitored will appear in the “Details” tab of the spreadsheet. * The spreadsheet will contain the following fields: * **Cycle Date:** The cycle date in which the TWS job is ordered up. * **Job Name:** The TWS job name. * **Actual End Date:** The date in which the job completed. Data is entered from the End\_TS and End\_TS Astring fields of the *Cycle Status Monitoring Deliverables Access Database*. * **Actual End Time:** The time in which the job completed. Data is entered from the End\_TS and End\_TS Astring fields of the *Cycle Status Monitoring Deliverables Access Database*. * **Job Category Description:** The description of the TWS job. * **Report Date:** The time in which the Access Database table was updated. Data is entered from the Report\_TS field of the *Cycle Status Monitoring Deliverables Access Database*. * **Application Description:** The application description. * **SLA Date:** The date in which the job is expected to be completed by. * **SLA Time:** The time in which the job is expected to be completed by. * **SLA Status:** A formula has been created to mark the SLA as “Met” or “Missed”.      * This is performed daily until the month is completed. The monthly percentage is calculated in the monthly summary section. * **Monthly Summary:** Will contain the TWS job name that the summary is for. * **Count:** A formula is used to calculate the number of days the SLA was expected to be monitored for. * **Missed:** A formula is used to calculate the number of days the SLA was not met. * **Monthly Percentage:** A formula is used to calculate the percentage in which the SLA was met for the month.     ***Note:*** *The calendar is manually set up each month by copying the calendar from the previous month and inserting it below. The Cycle Dates and the SLA Dates must be updated to reflect what will be used in the new month. The Actual End Dates, End Times, and Report Dates will be removed in the new month to allow the addition of new data.*  ***Note:*** *When a deliverable no longer needs to be manually monitored, a new tab must be created and named “Details V#” (# being a new number). The existing Details spreadsheet should be copied to the new “Details V#” spreadsheet for archival purposes. Once the data has been copied, all of the information for the specific deliverable in the “Details” tab can be removed.* |
| 3 | Review the “Deliverables SLA Report” tab in the *Deliverables Monitoring* spreadsheet:  The “Deliverables SLA Report” shows thirteen months of data for the deliverables that are being manually monitored.   * The report is broken down into two sections: * **Deliverables Legacy Report** – This section is only present when it requested that an existing deliverable be modified. The current Service Target that is being monitored will be shown here. * **Deliverables Report with Requested New/Modified SLAs** – The applications from the “Details” tab will appear here, with their proposed Service Target times. * Each section contains the following information: * **Application:** Name of the application being monitored. * **SLA Target:** The Service Target percentage. * **Time:** The Service Target time-frame that the deliverable is expected to be completed by.      * **Thirteen Months:** The monthly percentages for the past 13 months will appear here.   + Green – The SLA has met the expected monthly percentage.   + Red – The SLA has breached the expected monthly percentage.   + Grey – The SLA was not being tracked yet. * **13 Month Average:** The calculation will add up all of the percentages and divide by the number of months that the SLA was being monitored. * **9 Month Average:** This calculation is used for baselining purposes. * **9 Month Baseline:** This calculation is used for baselining purposes. * **Job Name:** The TWS job name linked to the deliverable. |

**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: 01/22/2019 Last Modified:  Last Reviewed: |