# Spreadsheets for Virtual Desktop Documentation

Service Level Management

**Purpose**

A Virtual Desktop Outage spreadsheet is emailed to Service Level Management each week from Client Services. The information is used to help determine the monthly SLA percentage for Virtual Desktop.

For more information see:

[Monitor SLA for Virtual Desktop Procedure](../../Monitoring/Monitor%20SLA%20for%20Virtual%20Desktop%20Procedure.docx)

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| 1 | Each Monday Client Services will send an email to Service Level Management.  It will contain “VDI Uptime” and the ending date of the previous week in the subject line.     * Open the “*Virtual Desktop Outage Time SLA – Weekly Date*” spreadsheet attached to the email. * The spreadsheet contains four sections of information.   + **VDI Percent of Uptime for Week Ending Graph** * This is informational only.      * + **Sum of Duration – Hours** * This is informational only.      * + **Number of VDIs**     - This section calculates the number of VDIs expected to be available based on a 7.5-hour work day.     - The amount in the “Daily Available” section will be used to update Service Level Management’s tracking spreadsheet.      * + **Hours of Downtime**     - The number in the “Hours of Downtime column shows the amount of minutes in which VDIs were down for the day. This number will be used to update Service Level Management’s tracking spreadsheet.     - The “Percent of uptime” shows the daily percentage. This number will be used to update Service Level Management’s spreadsheet.     ***Note:*** *Weekend numbers are incorporated into Monday’s date.* |
| 2 | Information from the “Virtual Desktop Outage Time SLA – Weekly Date” spreadsheet is used to update Service Level Management’s tracking spreadsheet.   * Open the *“Virtual Desktop YYYY”* spreadsheet located at:   [O:\Service Delivery\Service Level Management\SLA Information\SLA Excell Spreadsheet\Virtual Desktop SLA](O:\\Service Delivery\\Service Level Management\\SLA Information\\SLA Excell Spreadsheet\\Virtual Desktop SLA)   * Information from the “*Virtual Desktop Outage Time SLA – Weekly Date*” is copied into Service Level Management’s spreadsheet.   + **Date** – The days of the week that appear in the spreadsheets sent from Client Services. A tab exists for each month of the year.   + **Expected Daily Hours** – This is the “Daily Available” minutes from the “Number of VDIs” section of the spreadsheet sent from Client Services. This number will most likely change on a weekly basis.   + **Outage Hours** – Contains the amount of minutes in which VDIs were down for the day from the “Hours of Downtime” section of the spreadsheet sent from Client Services.   + **Service Target Percentage** – The Service Target percentage.   + **Percentage of Uptime** – Contains the daily percentage from the “Percent of Uptime” column of the spreadsheet sent from Client Services.      * + The summary at the bottom will show the monthly percentage to be used for the Monthly KPI Status Report.     For more information see:  [Create the Monthly KPI Status Report Procedure](../../SLA/Reports/Create%20the%20Monthly%20KPI%20Status%20Report.docx) |

**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: 01/25/2019 Last Modified:  Last Reviewed: |