# Manually Monitor Deliverables Procedure

Continuous Performance Enablement

**Purpose**

When it is requested to create an SLA for a new or existing deliverable, it may be necessary to manually monitor the deliverable until the SLA is fully approved. SLM updates an Access Database on a daily basis to monitor the TWS jobs that are linked to deliverables.

For more information see:

[Add New Deliverables to the Access Database Procedure](../SLA%20Reporting%20Procedures/Add%20New%20Deliverables%20to%20the%20Access%20Database%20Procedure.docx)

**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:

* Continuous Performance Enablement

**Procedure**

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| Step | Action |
| 1 | **Update the Cycle Status Monitoring Deliverables Access Database**   1. To obtain the end times of the TWS jobs that are being monitored for SLAs, open the *Baseline Deliverables Access Database* located at:   [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\Report Generators\Baseline Deliverables Monitoring](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\Report%20Generators\Baseline%20Deliverables%20Monitoring)   1. Under the “Queries” section, double click on   “1-Load\_To\_Job\_Data\_For\_Date\_Of\_Cycle\_tbl”.     1. Click “Yes” on the “You are about to run an append query that will modify data in your table” box.      1. Enter the cycle date to be run.    * Monday you will enter the previous Friday’s date and Sunday’s date.    * Tuesday through Friday you will enter the previous day’s date.      1. Click the “OK” button. 2. Enter your Mainframe logon credentials. 3. Click the “OK” button.      1. Click the “Yes” button in the “You are about to append X row(s)” box.      1. Under “Tables” double click on “Job\_Data\_For\_Date\_Of\_Cycle”.      1. The job information will appear in the table:  * **Cycle\_D:** The cycle date in which the jobs were ordered up. On Mondays, change Sunday’s date to Friday’s cycle date. * **Job\_Name\_X:** The TWS job name. * **End\_TS:** The time the TWS job completed. * **End\_TS\_Astring:** The time the TWS job completed. * **Job\_Category\_Desc:** The TWS job description. * **Report\_TS:** The time in which the Access Database table was updated. * **App\_Desc:** The application description. This is used for reporting within the   Access Database, but that is not used as part of this procedure.   * **SLA\_TS:** The SLA time that the TWS job is expected to be completed by.      1. This information will be used to update the *Deliverables Monitoring* spreadsheet in **Step 2**. 2. If a new deliverable needs to be added see **Step 4**. |
| 2 | **Update the Deliverables Monitoring spreadsheet**   1. Open the *Deliverables Monitoring* spreadsheet located at:   [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\Report Generators\Baseline Deliverables Monitoring](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\Report%20Generators\Baseline%20Deliverables%20Monitoring)   * **Actual End Date:** The date in which the job completed. Use the corresponding information from the End\_TS and End\_TS Astring columns to fill in the cell. * **Actual End Time:** The time in which the job completed. Use the corresponding information from the End\_TS and End\_TS Astring columns to fill in the cell. * **Report Date:** The time in which the Access Database table was updated. Use the corresponding information from the Report\_TS column to fill in the cell.   For more information see:  [Spreadsheet for Manually Monitored Deliverables Documentation](../SLA%20Reporting%20Documentation/Spreadsheet%20for%20Manually%20Monitored%20Deliverables%20Documentation.docx)   1. The SLA Status field will automatically update to “Missed” if the TWS job ended past its SLA time. 2. The summary section will automatically update if an SLA is missed. |
| 3 | **Update the Deliverables SLA Report Spreadsheet and Monthly KPI Status Report**  This step is performed once the data for the previous month has been completed on the “Details” tab of the “Deliverables Monitoring” spreadsheet.  For more information see:  [Spreadsheet for Manually Monitored Deliverables Documentation](../SLA%20Reporting%20Documentation/Spreadsheet%20for%20Manually%20Monitored%20Deliverables%20Documentation.docx)   1. Select the “Deliverables SLA Report” tab in the “Deliverables Monitoring” spreadsheet. It contains thirteen months of data.      1. Copy the most recent twelve months of data in columns “F” thorough “Q”. 2. Paste the data in columns “G” through “R”. 3. Remove the percentage information in column “F”. 4. Update the YY-MMM header in each section of column “F” to the previous month being reported on. 5. Refer to the Monthly Percentage for each deliverable in the “Details” tab to fill in the data for the previous month being reported on. 6. Verify that the formulas in column “S” for “13 Month Average” are correct. If a row had any grey cells, the formula will have to be updated. 7. Verify that the formulas in column “T” for “9 Month Avg” are correct. If a row had any grey cells in rows “G” through “N”, the formula will have to be updated. 8. Update the calculation in column “U” for “9 Month Baseline”. The baseline formula is:   9 Month Average + the lowest percentage in the 9 month date range (columns “F” through “N”) / 2  **Example:** 97.90+90.48 / 2 = 94.19    ***Note:*** *The baseline information will be used to determine the correct Service Target*  *percentage to use for SLAs.*  For more information see:  [Baseline Applications and Deliverables Procedure](../SLA%20Reporting%20Procedures/Baseline%20Applications%20and%20Deliverables%20Procedure.docx)  *See the* ***Service Level Management Process*** *for more*  *information.*   1. Use the percentages for the previous month being reported on in the Monthly KPI Report. For more information see:   [Create the Monthly KPI Status Report Procedure](../SLA%20Reporting%20Procedures/Create%20the%20Monthly%20KPI%20Status%20Report.docx) |
| 4 | **Add a New Deliverable to the Access Database**  For more information see:  [Add New Deliverables to the Access Database Procedure](../SLA%20Reporting%20Procedures/Add%20New%20Deliverables%20to%20the%20Access%20Database%20Procedure.docx) |

**Modification**

The following associates can make modifications to this document:

* Director, Continuous Performance Enablement
* Vice President, Continuous Performance Enablement
* Chief Technology Officer, JET

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| Continuous Performance Enablement Process | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: 01/11/2019 Last Modified:  Last Reviewed: |