# Manually Monitor Services Procedure

Continuous Performance Enablement

**Purpose**

When it is requested to create an SLA for a new or existing service, it may be necessary to manually monitor the service until the SLA is fully approved and the monitoring tools are set up. SLM uses the Remedy tool to manually monitor services and report them on the Monthly KPI Report.

**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 | Research outages for services that are manually monitored.   1. Open Tier 1 Tracking YYYY and Tier 2 Tracking YYYY spreadsheets.   For more information see:  [Spreadsheet for Manually Monitored Services Documentation](../SLA%20Reporting%20Documentation/Spreadsheet%20for%20Manually%20Monitored%20Services%20Documentation.docx)   1. Access Remedy to investigate if any outages for the service has occurred during the month so far:   <https://remedy.jacksonnational.com/arsys>   1. In Remedy, click on the “Applications” tab on the side. 2. Click “Incident Management” 3. Click “Search Incident”      1. Set the “Environment” field to “Production”. 2. In the “Service” field, type in the service name or use the drop-down arrow to find the service in the list.        * Services will be suffixed with “Tech Service” or SLM Service”. * Services that are suffixed with “SLM Service” are only used by the SLM Team, mainly in the case of auto-created incidents from Event Manager / True Sight or for testing purposes. See q) below.  1. Click the “Advanced Search” button.      1. Click the “Fields” button at the bottom of the screen.      1. Select “Fields” 2. Select “Reported Date+” 3. Select the “>=” button.      1. Type in the first date in which to perform a search: Example: “12012018”.   This will show all tickets for the service starting at the date that was typed in.   1. If an outage is found, click the “Date/System” tab.      1. Use the date in the “Reported Date” field as the start time of the outage. 2. When reviewing Incident tickets look over the following fields:  * **Incident Type** – “Infrastructure Restoration” and “Infrastructure Event” most likely indicate that there was an actual issue with the service. “User Service Restoration” could be linked to a bigger issue, but these ticket are normally individual problems. “User Service Request” can be ignored. * **Resolution** – Read the comments in this field. This is usually a good indicator if a server was rebooted or if there was a more widespread issue. Statements regarding “VDI reboots” or “Cleared Cache” indicate an individual issue. * Click on the “Relationships” tab. If there are other incident tickets related, review them as well to get a clearer picture if this was a true service outage or not. * Click on the “Work Detail” tab to see if any additional comments appear that will help determine if this was a true service outage. * In the event that you cannot determine if this was a true outage, contact the person who resolved the incident ticket (Found in the “Assignee+” field) and / or discuss with SLM management. * If it is determined that there was a true outage, use the start time of the Remedy incident ticket from the “Date/System” tab and look at the times in the “Work Detail” tab to calculate how long the outage occurred. In many cases, comments and the resolution of the ticket may not have been documented in real-time so contacting the person who worked on the incident will be necessary to determine the true outage time frame. * Ask Incident Management to send you the “Near Miss” report at the beginning of the following month to compare outage minutes. The amount of minutes on this report will be the most accurate and should be used. Please note that not every outage will be represented on this report. Continue to r).  1. Services suffixed with “SLM Service” will need to be searched for differently. See ***Appendix A*** for the list of SLM Services. Instead of using the “Service+” field do the following:  * Click the “Categorization” tab. * Click the “Show Resolution Categorization” link.      * At the “Tier 1” field of the “Product Categorization” section, select “Application” from the drop-down list. * At the “Product Name ®+” field, type in PROD and the start of the service name. Select the correct service from the list. If no results are found, just type in a part of the service name to produce a list, but you must select the service that is prefixed with PROD. * Repeat f) through n) above to search and review tickets.  1. If no results are found from either type of searches, it should be considered that there were no outages during the period you are researching. 2. If an outage is found, type in the Incident ticket number and the summary of the issue under the “Missed SLA Reason” column of the spreadsheet for the corresponding date. Any additional information can be noted under the “Missed SLA Impact”. 3. Once the outage minutes are known, type the amount in the “Difference in Minutes” column for the corresponding date. All corresponding fields will automatically re-calculate. 4. Once you have reviewed all of the tickets that exist so far for the current month, make a note in the spreadsheet to indicate which date you performed the research. If no tickets or outages were discovered, then comment that, and the date range that was researched to avoid you or anyone else performing research again for those dates that have already been reviewed. |
| 2 | Repeat steps 2 and 3 for each service that must be manually monitored and update the Tier 1 and Tier 2 spreadsheets accordingly.  At the beginning of the following month, repeat Step 3 again to review incident tickets for the remainder of the month from where you left off.  The percentage found in the “% Available” section needs to be recorded in the Monthly KPI Report.  For more information see:  [Create the Monthly KPI Status Report](../SLA%20Reporting%20Procedures/Create%20the%20Monthly%20KPI%20Status%20Report.docx) |
| 3 | When a monitor has been built for a service, or if it is deemed that the service is no longer needed during the period in which it is being manually tracked, all of the information from that service tab should be cut and pasted into the “Obsoleted Not Needed” tab of the Tier 1 or Tier 2 spreadsheet. |
| 4 | Once the Tier 1 and Tier 2 spreadsheets have been completed for the month and the information has been recorded in the KPI Monthly Status Report, load the spreadsheets to SharePoint at the following location:  [Monthly Reporting/SLM/Monthly Emailed Reports/Monthly SLA Report/YYYY/MM/Information and Correspondence](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20SLA%20Information%2FMonthly%20SLA%20Report&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D) |

**Appendix A – SLM Services**

The list below are Services that are suffixed with SLM Service in Remedy. Please note that not all of these are manually tracked.

Accounting Audit SLM Service

Actuate Reporter SLM Service

Agent EFT SLM Service

Arcval Desktop SLM Service

Clip Monitor SLM Service

Clip Server SLM Service

Electronic Filing Cabinet (Producer Filing Cabinet) SLM Service

Email Exchange External SLM Service

Email IN/OUT SMTP SLM Service

Escheat Tracker SLM Service

Forms Database SLM Service

GEMS Batch SLM Service

Global Get Next (GGN) SLM Service

Jackson Architect External SLM Service

Jackson Optical Character Recognition (JOCR) SLM Service

JDS Search SLM Service

JDS Viewer SLM Service

JNAM Sharepoint SLM Service

Journal Entry Application (JEApp) SLM Service

Mobile Webservice Repto Client SLM Service

MS Exchange (Outlook) SLM Service

Mutual SLM Service

Reconciliation Account Maintenance (RAM) – VB6 SLM Service

Secure File Transfer SLM Service

Spot Scan SLM Service

Trade Authorization Table SLM Service

Verimove SLM Service

**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 | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: 11/16/2018 Last Modified:  Last Reviewed: |