# Monitor NBD Metric Procedure

Continuous Performance Enablement

**Purpose**

How to identify and document NBD is meeting it’s SLA target using Aternity. Steps 1 through 4 shows how the dashboard was setup. This is a public dashboard, so it can be brought up and the procedure can be started at step 5; bullet point 2. The report will be run daily, and the Aternity output stored in SharePoint. The Aternity output will be used to update the NBD spreadsheet. Users will show when one of the following activities happen:

* The NBD application is ‘launched’, meaning the application on the desktop is double clicked.
* The NBD application is ‘logged into’.
* One of the tracked work objects is opened.

**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 | Log into Aternity   * Under Analyze select Business Activities (Advanced) * Use your network ID and password (your ID may have to be prefaced with *jnl\_nt\*) |
| 2 | Open the folder Time and drag the element Time to the column to select it. |
| 3 | Open the folder Application and drag the element Application to the row     * Right click on NB Desktop from the applications showing. Choose KEEP ONLY |
| 4 | Open the folder User and drag the element Username to the row     * Click on the down arrow and under measure select count. |
| 5 | Run Daily to capture information   * Set Aggregation Type to Hourly and TimeFrame to Custom      * A Calendar will pop up, you must click on the day once for the from and once for the until, you can then click the ok and it will run the report.   ***NOTE:*** *You will not need to change the times as they are saved once you have accessed this dashboard.* |
| 6 | Save the report twice, once as a PDF and once as an Excel spreadsheet.  Location: [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily SLA Report\Month\](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\YYYY\Daily%20SLA%20Report\Month\)New Business Aternity   * File Name: mm-dd-yyyy NBD |
| 7 | The start and end times shown in the report are to be listed in the *New Business Aternity User Availability YYYY* spreadsheet located at:  [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily SLA Report\Month\](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\YYYY\Daily%20SLA%20Report\Month\)New Business Aternity   * If there is a breach the cause is to be documented in cause column. * If there is no number for a time frame, perform a search in Remedy using the “Service\*+” field to select New Business Tech Service and look for Incident tickets during the time frame in question. Please note that “Expert” and “ServerVal” restarts happen throughout the day and there is normally a collective ticket at the end of the day for these. The restarts do not cause New Business to go down. * If there are no Incident tickets, enter “*NA*” in the cell by the time frame and “*No Incident Tickets reporting an outage in Remedy”* in the comments section. |
| 8 | The Aternity Download (PDF and Excel files) will be loaded to the SharePoint Site each day.  Location: [Daily Reporting\SLM\YYYY\Daily SLA Report\Month\Aternity New Business Desktop](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D) |
| 9 | The NBD Spreadsheet will hold 13 months of data rolling the 13th month off each month.   * The 2nd business day of each month, the latest NBD spreadsheet will be loaded into SharePoint at the same location in Step 8. |
| 10 | The data from the Spreadsheet will be used to update the monthly SLA report for each required day. |

**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: 11/13/2018 Last Modified:  Last Reviewed: |