# Monitor SLA for Commission Checks Procedure

Continuous Performance Enablement

**Purpose**

There are two SLAs for Commission Checks, each with a different Service Target and Business Unit. Commission Checks is not monitored the same as other deliverables because not only does TWS job P99VQ15D have to be completed, but the SLA is only met once the printing and scanning of the checks have been completed. This procedure explains where to obtain the information needed for the Commission Checks SLA.

**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 | When job P99VQ15D completes, the checks will appear in the print queue for Print Services to print. The Riccoh Process Director keeps track of the print jobs from the time it is received until the job has been printed. Print Services will update *SLA Tracking* spreadsheet once the checks have been printed and scanned.  To access the spreadsheet click: [SLA Tracking Spreadsheet](https://sharepoint.jackson.com/sites/PrintServices/_layouts/15/start.aspx" \l "/Reporting/Forms/AllItems.aspx?RootFolder=%2fsites%2fPrintServices%2fReporting%2fSLA&FolderCTID=0x01200078FF819303456243BC05B2716B8433FA)  ***Note:*** *The SLA Tracking Spreadsheet is located on SharePoint.* |
| 2 | The spreadsheet has a tab for each month.   1. Find the correct date for “Commission Checks”. 2. Look at the “Delivered” time. If it is past 8:00 AM, the SLA has been breached. 3. A comment as to what caused the job (P99VQ15D), reporting, or scanning to be late will be listed under the “Details of Missed SLA” column. |
| 3 | If an SLA is breached, create an Incident ticket to reflect the outage so that it appears on the SLM Report. Include the ticket number in the comment. The reason will be found in the aforementioned spreadsheet.  For more information see:  [Create Incident Ticket with CI Unavailability Record for Deliverables Procedure](../SLA%20Reporting%20Procedures/Create%20Incident%20Ticket%20with%20CI%20Unavailability%20Record%20for%20Deliverables%20Procedure.docx) |

**Appendix A**

**Commission Checks SLA Information**

**Commission Checks Oper.**

Business Unit: Operations

Service Target: Monday-Friday 8:00 AM

**Commission Checks FIN.**

Business Unit: Finance

Service Target: Monday-Friday 11:00 AM

P99VQ15D generates the Commission Checks which are used for both SLAs. It is possible that the 8:00 AM SLA could be breached, but the 11:00 AM SLA is met.

**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: 04/17/2019 Last Modified:  Last Reviewed: |