# Monitor SLA for MyAccess Procedure

Continuous Performance Enablement

**Purpose**

The MyAccess (Remote Access) service is monitored by Pingdom. The vendor checks the availability of the <https://myaccess.jackson.com> website every minute. Every morning they will send an email to Service Level Management that contains the information needed to keep track of the 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 | An email (Subject: [BULK] MyAccess Availability Report YYYY-MM-DD) from the Pingdom vendor to the Service Level Management inbox will arrive each morning between 10:00 AM ET and 10:30 AM ET. The email will contain the “Uptime” percentage and the number of “Outages” from the previous date.  The Pingdom vendor monitors and tests the availability of <https://myaccess.jackson.com> every minute. The percentage is calculated as follows:  Expected Minutes per Day (1440) – Outage Minutes / Expected Minutes per Day (1440) \* 100    The data must be documented in the *My Access YYYY* spreadsheet located at:   1. [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\YYYY\Daily) SLA Report\Month\MyAccess 2. Open the spreadsheet. 3. View the tab for the corresponding month. 4. Enter the percentage under the “Uptime Percentage Provided by Pingdom” column. 5. Enter the number of outages under the “Outages Provided by Pingdom” column.   ***Note:*** *On Mondays you will need to add the data for Friday, Saturday and Sunday, all listed in separate emails.*   1. If the percentage is below 100% and there are outage minutes, create an Investigation ticket and assign to the Network Engineering team to find out what caused the outage.   For more information see:  [Create an Investigation Ticket for Missed Breached SLA Procedure](../SLA%20Reporting%20Procedures/Create%20an%20Investigation%20Ticket%20for%20Missed%20Breached%20SLA%20Procedure.docx)   * + If the outage was during the change window, the Network Engineer must provide the Change number.   + If an Incident or Change ticket is the cause, relate that ticket to the Investigation ticket.   + Add information to the “Comments” field for the corresponding date.   + If an outage was caused by a Change, mark the outage as a “Carve Out” and the percentage as 100%. |
| 2 | File the email:   1. Move the email from Pingdom to the corresponding month’s email folder under Service Level Management Inbox \ 1 YYYY \ Daily SLA \ Month \ MyAccess.      1. Save the email to the following location: 2. [[\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\YYYY\Daily](\\\\jacksonnational.com\\SHARE\\HQ\\vol3\\share\\Service Delivery\\Service Level Management\\Reporting)](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\YYYY\Daily) [SLA Report\Month\MyAccess](\\\\jacksonnational.com\\SHARE\\HQ\\vol3\\share\\Service Delivery\\Service Level Management\\Reporting) |
| 3 | Upload the file to SharePoint:   1. Navigate to the following location in Sharepoint:   [Daily Reporting\SLM\YYYY\Daily SLA Report\Month](http://docs.jackson.local/it/sites/rs/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&FolderCTID=0x012000AF1427B489A1CD4BA12B90F950303DFE&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D)   1. Click the folder for the current year. 2. Click the folder for the current month. 3. Click the “My Access” folder. 4. Click the “Upload” button. 5. Click the “Browse” button and navigate to the location from Step 2 b) and select the email to be uploaded.      1. Click the “OK” button. 2. Click the “Save” button. |

**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: 12/11/2018 Last Modified:  Last Reviewed: |