# Monitor SLA for Virtual Desktop Procedure

Continuous Performance Enablement

**Purpose**

The Virtual Desktop service has many variables that do not allow it to be monitored using conventional tools. Client Services gathers data and sends Service Level Management a spreadsheet via email each week to review. The data is added to the *Virtual Desktop YYYY* spreadsheet and the total monthly percentage is then added to the Monthly KPI Status 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**

|  |  |
| --- | --- |
| Step | Action |
| 1 | Every Monday Client Services will email the “Virtual Desktop Outage Time SLA – Weekly Date” spreadsheet. Open and review the spreadsheet.  For more information see:  [Spreadsheet for Virtual Desktop Documentation](../SLA%20Reporting%20Documentation/Spreadsheets%20for%20Virtual%20Desktop%20Documentation.docx) |
| 2 | Data from the Client Services spreadsheet must be copied into the *Virtual Desktop YYYY* spreadsheet located at:  [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting)\YYYY\Monthly SLA Repot\Month\Virtual Desktop   1. Copy the number in the “Daily Available” column of the “Number of VDIs” section of the spreadsheet sent from Client Services. 2. Paste the number in the “Expected Daily Hours” column of the *Virtual Desktop YYYY* spreadsheet for each date represented in the Client Services spreadsheet. 3. Copy the numbers in the numbers in the “Hours of Downtime” column of the spreadsheet sent from Client Services. 4. Paste the numbers in the “Outage Hours” column of the Virtual Desktop YYYY spreadsheet. 5. Copy the percentages from the “Percent of Uptime” column of the spreadsheet sent from Client Services. 6. Paste the percentages in the “Percentage of Uptime” column in the *Virtual Desktop YYYY spreadsheet*. 7. Once all of the dates for the month have been populated with data in the *Virtual Desktop YYYY* spreadsheet for the month, use the monthly percentage (highlighted in green) on the summary line to update the Monthly KPI Status Report.   For more information see:  [Create the Monthly KPI Status Report Procedure](../SLA%20Reporting%20Procedures/Create%20the%20Monthly%20KPI%20Status%20Report.docx) |
| 3 | Save the email and spreadsheet:   1. Save the spreadsheet sent from Client Services to the following location as:   *MM-DD-YYYY Virtual Desktop Outage Time SLA – Weekly.xlsx*  [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting)\YYYY\Monthly SLA Repot\Month\Virtual Desktop  ***Note:*** *Once the spreadsheet is completed it should be copied to the following month’s Virtual Desktop folder..*   1. When the spreadsheet has been completed for the month, save the report on SharePoint at the follow location:   [Monthly Reporting/SLM/Monthly SLA Information/Monthly SLA Report/YYYY/Month/Virtual Desktop](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&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF0)   1. Move the email to the following folder in Outlook:   *Service Level Management-1 YYYY--Virtual Desktop-Month* |

**Modification**

The following associates can make modifications to this document:

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

|  |  |
| --- | --- |
| Continuous Performance Enablement Process | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: 01/25/2019 Last Modified:  Last Reviewed: |