# Create Incident Ticket with CI Unavailability Record for Deliverables Procedure

Continuous Performance Enhancement

**Purpose**

Breached SLAs for deliverables will be identified when the Daily Cycle Status Report is run each morning. Comments will be added to the report to explain why the SLA was breached. Since deliverables are monitored via an Access Database, they are not linked up to BMC Event Manager. To record an outage for the SLA Report an Incident ticket with a CI Unavailability Record must be created manually.

For more information see:

[SLM Daily Cycle Status Report Procedure](../../SLA/Reports/SLM%20Daily%20Cycle%20Status%20Report%20Procedure.docx)

**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 Enhancement

**Procedure**

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| Step | Action |
| 1 | If a deliverable is monitored on both the *Daily Cycle Status Report* and the *Daily SLA Report* create an Incident ticket to record the outage for that deliverable:   1. Access Remedy at:   <https://remedy.jacksonnational.com/arsys/forms/remedy>   1. Click the “Applications” tab on the side. 2. Select “Incident Management”. 3. Click “New Incident”.      1. Fill in the general information:  * Customer\*+ - Enter your name.      * **Summary** –*Service Name* Breached SLA *Date (of breach)*   *Example: Northern Trust Paid Check File Breached SLA 01/23/2018*   * **Service** – Use the drop-down list to add the breached deliverable name. * **Notes** – Add the following information:   *This ticket is being created to record a breached SLA for Deliverable Name on Date of Breach.*  *Include the reason for the breach from the Daily Cycle Status Report.*   * **Impact** – 2-Significant/Large * **Urgency** – 3-High * **Priority** – High (This will auto populate) * **Incident Type** – Infrastructure Event * **Reported Source** – Direct Input      1. Fill in the “Assigned Group” section. This will be updated later if the ticket needs to be assigned to another team.    * **Assigned Group+** - Continuous Performance Enhancement    * **Assignee+** - Your name    * **Status** – Select “In Progress” from drop down list.      1. In the “Categorization” tab, use the drop-down lists to fill in the Operational Categorization information:  * **Tier 1+** - Break/Fix * **Tier 2+** - Application/Service      1. Click the “Save” button. |
| 2 | **Add a CI Unavailability Record**   1. Click on the “Relationships” tab. 2. Click on the “Configuration Item” line. 3. Click the drop-down arrow next to “Quick Actions”. 4. Click “Create New CI Unavailability”.      1. Fill in the following fields:  * **Unavailability Type** – “Unscheduled Full”. If the breach is to be carved out at this time, or later, see **Step 6**. * **Actual Start Date** – Use the calendar icon to select the date and time. The time will be the Service Target time from the Metric Data Definition form. * Requirements * Service Target * **Actual End Date** – Use the calendar icon to select the same date and add one minute to the time. * **Actual Duration** – This will auto-populate to 00:01:00. * **Assignment Status**: Use the drop-down arrow to select “In Progress”. If “Completed” is selected, you will be unable to edit the record later.      1. Click the “Save” button. |
| 3 | **Add a Comment to the Incident ticket:**  For more information see:  [Add Comments to SLM Incident Ticket Procedure](Add%20Comments%20to%20SLM%20Incident%20Ticket%20Procedure.docx) |
| 4 | **Resolve the Incident Ticket:**   1. Click the “Categorization” tab. 2. Click the “Show Resolution Categorization” link.      1. Under “Resolution Categorization” fill in the following fields:  * Tier 1 – Use the drop-down arrow and select “No Action”. * Tier 2 – Use the drop-down arrow and select “No Action Required”.  1. Under “Resolution Product Categorization” fill in the following fields:  * Tier 1 – Use the drop-down arrow and select “Application”. * Tier 2 – Find a product related to the deliverable that is breached. It should always   begin with PROD.  *Example: PROD eFeeds Batch Cycle App*  Once selected the “Tier 2” and “Tier 3” fields will auto-populate.     1. Use the drop-down arrow to set the “Status” field to “Resolved”. 2. Use the drop-down arrow to set the “Status Reason” field to “No Further Action Required”. 3. Copy and paste the information from the “Note” section into the “Resolution” field. |
| 5 | **Update SLA Report**  In order for the outage to appear on the SLA Report, manually run a Master Refresh.  For more information see:  [Manually Run Master Refresh Procedure](Manually%20Run%20Master%20Refresh%20Procedure.docx)  [Detail Record Documentation](../Documentation/Detail%20Record%20Documentation.docx)  [Generate Daily SLM Report Procedure](Generate%20Daily%20SLM%20Report%20Procedure.docx) |
| 6 | **Apply a Carve Out**  A carve out can be applied in Step 2 if you have been instructed to do so, or it may be decided at a later date to apply a carve out.  For more information see:  [Apply a Carve Out to a CI Unavailability Records Procedure](Apply%20a%20Carve%20Out%20to%20CI%20Unavailability%20Records%20Procedure.docx)   * Repeat Step 5 in order for the Carve Out to appear on the SLA Report. |

**Modification**

The following associates can make modifications to this document:

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

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| Continuous Performance Enhancement | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enhancement | Date Created: 01/23/2019 Last Modified:  Last Reviewed: |