# Detail Record Documentation

Service Level Management

**Purpose**

A Detail Record is auto-generated for each service that is linked to a Service Target, via a scheduled or manual Master Refresh of the Master Records. It contains the data for each service that will appear on the SLA Report. This includes the total number of expected minutes, unavailable minutes, and / or carve-out minutes per day. The Detail Record also contains additional information that will appear on the SLA Report, including the Service Target windows, the daily SLA percentage, and comments. The fields on the Detail Record form must be understood in relation to how they appear on the SLM Report.

For more information see:

[Manually Run Master Refresh Procedure](../SLA%20Reporting%20Procedures/Manually%20Run%20Master%20Refresh%20Procedure.docx)

[Incident Ticket with CI Unavailability Record Documentation](Incident%20Ticket%20with%20CI%20Unavailability%20Record%20Documentation%20.docx)

**Related Policy**

* [IT Service Management Policy](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx" \l "/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20SLA%20Information%2FMonthly%20SLA%20Report%2F2020%2F03%2DMarch&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D)

**Audience**

The following groups are responsible for adhering to this document:

* Service Level Management

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| 1 | To access the Details Record form, go to the following URL(s):  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:SVC:APP\_Details](https://remedy.jacksonnational.com/arsys/forms/remedy/JNL%3ASVC%3AAPP_Details/Administrator+View/?cacheid=8a27e4a4)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/JNL:SVC:APP_Details> |
| 2 | **Search for Detail Record**  A search for a Detail Record can be performed for an individual Service Target, Level (aka Business Unit), and Service, or all Service Targets, Business Units, and Services using the specified fields on the Detail Record form:   * **Service Target Search** * Type information in the “Service Target” field to look for one or more Service Targets. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **SVT%** - Displays a list of all Detail Records for all Service Targets. * **SVT%Business Unit Abbreviation%** - Displays a list all Detail Records for the specified Business Unit (example, SVT%OPS% will display all of the Detail Records for all Service Targets associated with the Operations Business Unit. See **Appendix A** for more information on Business Unit abbreviations). * **SVT%Service Name%** - Displays a list of Detail Records for a single Service, and all of the Business Units it is associated with. (example, SVT%CDS% will display a list of all Detail Records for the CDS service and its corresponding Business Units). * **SVT%Business Unit Abbreviation%Service Name%** - Displays a list of all Detail Records for a single Service for the specified Business Unit. (example, SVT%OPS%CDS% will display the Detail Records for the CDS service that is associated with the Operations Business Unit. See ***Appendix A*** for more information on Business Unit abbreviations).     ***Note:*** *Every single Detail Record for the specified search will appear.*  ***Note:*** *To put any of the columns in alphabetical or numerical order, click the heading*  *(Date / Business Unit / Service / Service Target) on the blue bar.*    .   * **Business Unit Search** * Type information in the “Business Unit” field to look for one or more Business Units. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **%** - Displays a list of all Detail Records for all Business Units that exist. * **%Business Unit Name%** - Displays a list of all the Detail Records for the specified Business Unit (example, %Finance% will display all of the Detail Records for the *JNL Finance SLA* Business Unit. See ***Appendix B*** for more information). * **%Partial Business Unit Name%** - Displays a list of all Detail Records that are for Business Units that contain the specified part of the Business Unit name that was entered (example, %JNL% will display all of the Business Units that being with “JNL”. See ***Appendix B*** for more information).     ***Note:*** *Every single Detail Record for the specified search will appear.*  ***Note:*** *To put any of the columns in alphabetical or numerical order, click the heading*  *(Date / Business Unit / Service / Service Target) on the blue bar.*     * **Service Search** * Type information in the “Service” field to look for one or more Services. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for. * **%Production%** - Displays a list of all the Detail Records for all Services that are associated with Service Targets. * **%Service Name%** - Displays a list of all the Detail Records that contain the specified Service name. (example, %CDS% will display all of the Detail Records for the *Cash Disbursement System (CDS)* service).     *.* ***Note:*** *Every single Detail Record for the specified search will appear.*  ***Note:*** *To put any of the columns in alphabetical or numerical order, click the heading*  *(Date / Business Unit / Service / Service Target) on the blue bar* |
| 3 | **Review the Detail Record**  A new Detail Record is created each day when the Master Refresh automatically runs at 12:30 AM or if a Master Refresh is run manually during the day. Subsequent refreshes will update the Detail Records in the event that comments or carve outs are applied to the Incident ticket for the specified date.  Note the following fields:   * **Date**: The date and time in which the Detail Record begins. The time should always be   12:00:00 AM.   * **Business Unit:** Displays the Business Unit heading in which the data will appear on   the SLM report, based on the Business Unit in the Master Record.   * **Service Target Name:** The full name of the Service Target from the Master Record. * **Service:** The full name of the Configuration Item associated with the Service Target from the   Master Record.   * **TimeDuration:** The expected number of uptime minutes for the service on the specified date   in the “Date” field. It is derived from the availability time frames located on the  Master Record.   * **Error Duration:** The number of minutes the service was down based on the CI Unavailability   Record. If a “Full” carve out was applied, the minutes will be zero. See  “Blackout Duration” below.   * **Blackout Duration:** Displays the amount of minutes that was carved out in the CI   Unavailability Record. If a “Full” carve out was applied, the total amount  of minutes from the CI Unavailability record will appear here. If a “Partial”  carve out was applied, only the minutes in the second CI Unavailability  record will appear.  For more information see:  [Apply a Carve Out to CI Unavailability Records Procedure](../SLA%20Reporting%20Procedures/Apply%20a%20Carve%20Out%20to%20CI%20Unavailability%20Records%20Procedure.docx).   * **BTS\_Description**: The Service Target time frame for the specified date in the “Date” field.   It willmatch the availability time frame for the specified day of the week  on the Master Record.   * **Compliance Target:** The Service Target percentage based on what is set in the   “Compliance Target” field of the Master Record.   * **OverAllStartTime:** Displays the start date and time of the Measurement Record. The   expected date should always be the first of the month and the expected  time should always be 12:00:00 AM.   * **Error Note:** This is not being used at this time. * **Blackout Note:** This information is pulled from the Incident Ticket Work Detail log   when a comment is added and the “Work Type Info” is set to “SLA  comment”.  For more information see:  [Add Comments to SLM Incident Ticket Procedure.](../SLA%20Reporting%20Procedures/Add%20Comments%20to%20SLM%20Incident%20Ticket%20Procedure.docx)   * **Verified:** Displays the amount of minutes that will appear on the SLM Report. It is the result   of “TimeDuration” minutes minus the “Error Duration” and “Blackout Duration”  minutes also found on the Detail Record.   * **Error:** This is the amount of error minutes that will appear on the SLM Report. It is the total of   “Error Duration” minutes minus the “Blackout Duration” minutes.   * **Actual Percentage:** This is the percentage of available minutes that will appear on the SLM   Report. It is the result of the “TimeDuration” minutes minus the “Error  Duration” minutes multiplied by 100%.      ***Note:*** *An automatic Master Refresh runs at 12:30 AM each morning, which creates a new daily Detail Record. A Master Refresh is run manually to update the Detail Record. This is to incorporate carve outs and comments that are applied to the CI Unavailability record and SLM Incident ticket.* |

**Appendix A – Business Units**

The current Business Units must appear exactly as listed in the “Business Unit” field of the Master Record.

Jackson Enterprise Technology

JNL Actuarial SLA

JNL Finance SLA

JNL Asset Management

JNL Operations SLA

**Appendix B – Business Unit Abbreviations**

Actuarial – ACT

Finance – FIN

Jackson Enterprise Technology - JET

JNL Asset Management – JNAM

Operations – OPS

**Modification**

The following associates can make modifications to this document:

* Director, Service Level Management
* Vice President, Service Level Management
* Chief Technology Officer, JET

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| Service Level Management Process | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Service Level Management | Date Created: 08/25/2017 Last Modified:  Last Reviewed: |