# Event Schedule Form Documentation

Continuous Performance Enablement

**Purpose**

The Event Schedule form is used to generate a new Measurement Record each month in order to report the monthly SLA percentages of a service. It is automatically created after a Service Target is built and is expected to match up against the Measurement Record which is also automatically created as well. The form will update monthly (currently on the first date of the month with a 12:00:00 AM time stamp) and show when the next update will take place. Whereas a Measurement Record exists for each month that a service is being monitored, there is only one Event Schedule form per Service Target.

**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

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| 1 | To access the Event Schedule form, go to the following URL(s):  Production:  <https://remedy.jacksonnational.com/arsys/forms/remedy/SLM:EventSchedule>  Development:  [https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM:EventSchedule](https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM%3AEventSchedule/Default+Admin+View/?cacheid=1fbac1c8) |
| 2 | Search for an Event Schedule form by using the naming convention of the Service Targets.  For more information see:  [Create a Service Target Procedure](O:\\Service Delivery\\Service Level Management\\Procedures\\SLM for Remedy 9\\Service Target Procedures\\Create a Service Target Procedure.docx)   * To search for all forms, type “SVT-CIU%” in the SLMEventSchedule\_SVTTitle field of the form. Use the % sign as a wild card.      * Click the “Search” button at the top of the screen.      * Click “SLMEventSchedule\_SVTTitle” in the blue bar to put the Service Target names in alphabetical order.     ***Note:*** *To search for a specific form, add additional information such as the service name.*  *Use the % sign as a wild card.* |
| 3 | **Reviewing an Event Schedule form**   * Note the following fields:   + **Instance ID** – This is the ID label of the Event Schedule form.   + **SLA\_Time Scheduled** – Displays the next date in which a new Measurement Record   will be created. This date is derived from the “Effective Date”  field within the Service Target. This field will update at the  start of each month after generating a new Measurement  Record.   * **SLA\_TADReferenceForm** – AST: CI Unavailability.      * + **Lifecycle Interval** – The number will be “1” to reflect that the Measurement Record is   created on a monthly basis. This is derived from the Measurement  section of the Service Target.   * + **LifecycleStartInt** – The Epoch start time of the Measurement Record.   See ***Appendix A*** for more information.   * + **LifecycleEndInt** – The Epoch end time of the Measurement Record.   See ***Appendix A*** for more information.   * + **LifeCycleStartYear** – Displays the year in which the Service Target was created. This   should correspond with the year that is found in the “Effective”  date within the Service Target.   * + **LifecycleStartMonth** – Displays the month in which the Service Target was created.   This should correspond with the month that is found in the  “Effective” date within the Service Target.   * + **LifecycleStartDay** – Displays the first day of the month in which the Service Target was   created. This should correspond with the date that is found in the  “Effective” date field within the Service Target. It should always be  “1”.     * + **Event Status** – “Active”   + **SLA Action Title** – Contains the Service Target name   + **SLMEventSchedule\_SVTInstance ID** – This will match the SVTInstanceID found in the   corresponding Measurement Record.   * + **SLMEventSchedule\_SVTTitle** – Contains the Service Target name.      * + **Submitter** – Displays the ID of the person who created the Service Target.   + **Create Date** – Displays the date and time in which the Service Target was created. |
| 4 | If verifying the Event Schedule form immediately after creating the Service Target, you will see additional forms with a SLA\_Rule EventID called “Update ApplicationUserFriendlyID” for the Service Target. These will disappear within ten to fifteen minutes and only the SLA Rule EventID called “Asset Lifecycle” will remain.  C:\Users\mbn0412\AppData\Local\Microsoft\Windows\INetCache\Content.Word\EVENTSCHEDULE PIC creating.jpg |

**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: 06/28/2018. Last Modified:  Last Reviewed: |