# Measurement Record Documentation

Continuous Performance Enablement

**Purpose**

A monthly Measurement record exists for every Service Target. It is automatically created when a Service Target is built. The record works in conjunction with the Event Schedule form which allows a new Measurement Record to be created on the first day of each month. The Measurement Record contains the data that measures the availability of the service that is being monitored which includes the following:

* The percentage of availability for the service for the month, which prompts milestone action emails to be sent in the event that the percentage is in danger of being breached or is breached based on the compliance target set in the Agreement.
* The total amount of hours, minutes, and seconds in which the Service was unavailable for the month, based on the Service Target time frame.

**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 Measurement Record form, go to the following URL(s):  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/SLM:Measurement](https://remedy.jacksonnational.com/arsys/forms/remedy/SLM%3AMeasurement/Administrator/?cacheid=a7bac463)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/SLM:Measurement> |
| 2 | **Search for Measurement Record**  Searches can be done by Service Targets, Business Units, or a combination of both:   * Type information in the “SVTTitle” field. This can be done in any of the tabs. * Use the % sign as a wild card. * Use the following examples of word combinations to help find what you are looking for: * **SVT%** - Displays all of the Measurement Records for all Service Targets. * **SVT%Business Unit Abbreviation%** - Displays all of the Measurement Records for the specified Business Unit. (example, SVT%OPS% will display all of the Measurement 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 Measurement Records for a single Service, and all of the Business Units it is associated with. (example, SVT%Bloomberg% will display a list of all Measurement Records for the Bloomberg service and its corresponding Business Units).      * **SVT%Business Unit Abbreviation%Service Name%** - This will display a list of all Measurement Records for a single Service per the specified Business Unit. (example, SVT%OPS%CDS% will display all of the Measurement Records for the CDS Service   that is associated with the Operations Business Unit). See ***Appendix A*** for more information on Business Unit abbreviations. |
| 3 | **Reviewing a new Monthly Measurement record (Pre Incident ticket)**   * Click on the “Availability” tab. * Note the following fields: * **SVTInstanceID –** This is the ID label of the Measurement Record. It will match the “SLMEventSchedule\_SVTInstance ID” in the Event Schedule Form.   For more information see:  [Event Schedule Form Documentation](Event%20Schedule%20Form%20Documentation.docx)   * **SVTTitle** – This is the name of the Service Target. * **AppObjectNameDisplay** – AST:CI Unavailability which indicates a service outage that will affect other fields within the Measurement Record. * **MeasurementStatus** - This field is expected to state “Available”, unless a current CI Unavailability record exists that has carried over from the previous month. * **OverallStartTime** – This shows when the Measurement record is created. It should always be the first of the month with a 12:00:00 AM time stamp. The original date and time are derived from where the CI relation is set up within the Service Target. A new record is generated at midnight on the first day of each month via the Event Scheduled Form.   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)  [Event Schedule Form Documentation](Event%20Schedule%20Form%20Documentation.docx)   * **UpStartTime** – Until there is a CI Unavailability record created for the service, this field will match the “OverallStartTime” field. * **Available %** - This will remain 100% until a CI Unavailability record is created for the service.   ***Note:*** *If a carve-out is applied to the CI Unavailability records / SLM Report, this*  *does not affect any information within the Measurement record.*   * **LifecycleTotalTimeSeconds** – Represents the months that have been defined for the “Lifecycle Interval”, converted into seconds. The Life Cycle Interval measurement is currently set up for one month during the creation of the Service Target.   For more information see:  [Create a Service Target Procedure](file:///O:\Service%20Delivery\Service%20Level%20Management\Procedures\SLM%20for%20Remedy%209\Service%20Target%20Procedures\Create%20a%20Service%20Target%20Procedure.docx)   * **Cross Reference ID** - This field contains the most recent Incident ticket number in which a CI Unavailability record was created for the service. |
| 4 | **Reviewing a Measurement while Incident ticket with a CI Unavailability record is Active**  Note the updates made in the following fields:   * **MeasurementStatus** – The status becomes “Unavailable”. * **DownStartTime** - Features the start time of the CI Unavailability record that is active. * **Down Count** - The current number of CI Unavailability tickets for the month. This will increment by one. * **AvailabilityDownCount** - The current number of CI Unavailability tickets. This will increment by one. * **Available %** - The percentage will not change until after the Incident ticket is resolved. * **Cross Reference ID** – This field will update with the current Incident ticket number. |
| 5 | **Reviewing a Measurement Post Incident Resolution**  Note the updates made in the following fields:   * **MeasurementStatus** – The status becomes “Available”. * **UpStartTime** - Features the end time of the CI Unavailability record that was most recently active. * **UpElapsedTime** –The number of seconds in which the service has been available during the month. * **DownElapsedTime** - The number of seconds in which the service was unavailable during the month. * **DownTime** – The number of seconds in which the service was unavailable during the month. * **Available %** - The available percentage of time in which the service has been   available during the Service Target window. This number is expected to decrease when outages occur. The percentage controls the milestone emails that are set up within the Service Target to send notifications when the compliance target is in danger of being breached, as well as when the compliance target is breached.  ***Note:*** *If a carve-out is applied to the CI Unavailability records / SLM Report,*  *this does not affect any information within the Measurement record.*   * **AvailabilityDownTimeHr** - This represents the number of hours that the service was unavailable during the month. * **AvailableDownTimeMin** - The number of minutes in which the service was unavailable during the month. |

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|  | **Appendix A – Business Unit Abbreviations**  Actuarial – ACT  Broker Dealer – BD  Finance – FIN  JNL Asset Management – JNAM  Operations – OPS  **APPENDIX B – FORMULAS**  Below are the formulas provided by BMC to explain how the times are calculated for the percentage and time fields.   |  |  | | --- | --- | | **FIELD** | **Calculation Formula** | | Available % | =(LifecycleTotaltimeInSeconds-Down Time)/ LifecycleTotaltimeInSeconds | | AvailabilityDownTimeHr | =Quotient of (Down Time/3600) | | AvailabilityDownTimeMin | =Remainder of (Down Time/3600) | | DownElapsedTime | =Total time in seconds when the CI was unavailable | | UpElapsed Time | =Total time in seconds when the CI was available | | DownTime | =Total time in seconds when the CI was unavailable | |

**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: 10/27/2017 Last Modified:  Last Reviewed: |