# Spreadsheet for Manually Monitored Services Documentation

Continuous Performance Enablement

**Purpose**

Service Target information for services that are manually monitored appears in the Tier 1 Tracking and Tier 2 Tracking spreadsheets. These spreadsheets contain formulas which calculate the daily and monthly percentage of the manually monitored services.

For more information see:

[Manually Monitor Services Procedure](../Monitoring%20Procedures/Manually%20Monitor%20Services%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 Enablement

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| 1 | Open the Tier 1 Tracking YYYY.xlsx and Tier 2 Tracking YYYY.xlsx spreadsheets at the following location:  [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Manually Monitored Services](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Manually%20Monitored%20Services) |
| 2 | The spreadsheet will contain a tab for each service that is to be manually monitored. In order to have the information ready for the KPI Report by the beginning of the following month, it is necessary to work on this on a weekly basis.     * Click on the first tab of the spreadsheet. * The columns of the spreadsheet contain the following information: * **Calendar Date** – Contains the date of the month. If the date is a holiday and the SLA does not need to be reported for a holiday, the row will be highlighted   in yellow. See c) and f) below.   * **Service** – The name of the application being monitored.   + **Propose Service Target** – The time frame in which the service is monitored for an SLA. See c) and d) below.   + **Propose SLA % Target** – The Service Target percentage that the application is expected to be available on a daily / monthly basis. See c) and e) below.   + **Achieved Target** – This will be 100% unless outage minutes are discovered during research. A formula is set up to calculate the percentage if outage   minutes are added to the spreadsheet.   * **Missed SLA Reason** – An explanation of what caused the outage. The incident number must be included. * **Missed SLA Impact** – Additional information can be entered here. Review the   “summary” or “notes” field from the Incident ticket to see if an impact is provided.   * **Actual Number of Minutes Availability Required** – The expected number of   minutes the application should be available in the Service Target time-frame.  If the SLA is not required on a holiday, this field will be blank.   * + **Outage Time Period** – The expected number of minutes the application should be available in the Service Target time-frame minus outage minutes. A formula is set up to calculate the minutes if outages minutes are added to the spreadsheet. If the SLA is not required on a holiday, this field will be blank and the row will be highlighted in yellow.   + **Difference in Minutes** – The number of outage minutes is recorded here.      * The “Proposed SLA Service Target” column will show the expected days of the week and time frame that the service is expected to be available.   Because the SLA requirements may still be in a state of negotiations, the information from the previous month may no longer apply. Locate the Metric Data Definition (MDD) form at one of the following locations (depending on the progress of the MDD):   * + Metric Data Definitions that are being worked on will be located within the following location on the O: drive.   [O:\Service Delivery\Service Level Management\Projects\Building SLAs\MDDs by Service Level Matrix Tabs\Initial Documentation - not doc mon reported](file:///O:\Service%20Delivery\Service%20Level%20Management\Projects\Building%20SLAs\MDDs%20by%20Service%20Level%20Matrix%20Tabs\Initial%20Documentation%20-%20not%20doc%20mon%20reported)   * + Metric Data Definitions that are waiting on director or final approval will be located within the following location on SharePoint.   <https://sharepoint.jackson.com/sites/itsmsd/servicelevelmanagement/Shared%20Documents/SLM%20Documents/Ready%20for%20Review>   * Review the Metric Data Definition to identify the Service Target:   + Requirements     - Service Target * Review the Metric Data Definition to identify the Service Target Percentage:   + Requirements     - Percentage * Review the Metric Data Definition to identify if the service is required on a holiday:   + Requirements     - SLA on holidays? * The summary section for each month contains the following information:   + **Service** – The name of the application being monitored.   + **Actual Number of Day availability required** – The number of days in the month that the application is expected to be monitored for the SLA. If holidays   are not required that will be automatically be accounted for. A formula is set up  to calculate the number of days of the month the SLA is required.   * + **Actual Number of Days Met** – The total of days in the month that the SLA was met. A formula is set up to calculate this number.   + **Achieved Target** – The monthly percentage in which the application was available. A formula is set up to calculate the minutes if outage minutes are added to the spreadsheet.   + **Comments** – Notes regarding the application or SLA can be added here.   + **Requested Number of Minutes available required** – The total number of minutesthe application is expected to be available during the month. A   formula is set up to calculate the total.   * + **Actual Number of Minutes available met** – The total number of minutes the   application was available during the month. A formula is set up to subtract the outage minutes from “Requested number of Minutes availability required”.   * + **Outage** – The total of outage minutes during the month. A formula is set up to   calculate this number. |

**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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| Service Level Management Process | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: 01/22/2019 Last Modified:  Last Reviewed: |