# Add New Deliverables to the Access Database Procedure.

Continuous Performance Enablement

**Purpose**

When a deliverable (TWS job) is to be monitored for an SLA, the deliverable must be added to an Access Database. The Access Database will be updated each day to collect data from the latest run of the deliverable for SLA monitoring.

For more information see:

[Create Daily Cycle Status Report Procedure](Create%20Daily%20Cycle%20Status%20Report%20Procedure.docx)

[SLM Running the SLA Load Utility](O:\\Service Delivery\\Service Level Management\\Procedures\\SLA\\SLM_Running the SLA Load Utility.docx)

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

**Procedure**

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| Step | Action |
| 1 | Open the Access Database to be updated. There are currently three that are used for SLA monitoring:   * Baseline Deliverables.accdb – This is used for baselining new deliverables.   [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\Report Generators\Baseline Deliverables Monitoring](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\Report%20Generators\Baseline%20Deliverables%20Monitoring)   * Cycle Status Database.accdb – This is the Morning Cycle Report.   [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\Report Generators](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\Report%20Generators)   * Cycle Status Database Transmits.accdb – This data is loaded to the current SLA Report.   [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting\Report Generators](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting\Report%20Generators) |
| 2 | Add New Deliverables to the Access Database. In this example, the “Cycle Status Monitoring Deliverables.accdb” is being used.   1. Double click on “App\_Info” under the “Tables” section.      1. If an existing App Description is to be used, take note of the App ID number. 2. If a new App Description is required, begin typing the name in the blank row at the bottom of the the “App\_Desc” column and the App ID will automatically be created. Take note of the ID number. 3. Double click “Job Category” under the “Tables” section.      1. If a new job is being added to the Access Database a new Job Category is required. Begin typing the job description in the blank row at the bottom of the “Job\_Category Desc” column. The Job Category ID will automatically be created. Take note of the ID number. 2. Double click “Job Info” under the “Tables” section.      1. Begin typing the TWS job name in the blank row at the bottom of the “Job\_Name\_X” column. 2. Enter the Job ID from e). 3. Enter the App ID from c). 4. Double click on “SLA\_Time” under the “Tables” section. 5. Begin typing the TWS job name in the blank row at the bottom of the “Job\_Name\_X” column. 6. Type in the Service Target time that the job is expected to be completed by under the appropriate day columns.   This information can be found on the Metric Data Definition Form for the deliverable.   * + Requirements     - Service Target   The new job that has been added will not appear until the table is updated the following day. |

**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: 01/22/2019 Last Modified:  Last Reviewed: |