# Create an Investigation Ticket for Missed / Breached SLA Procedure

Continuous Performance Enablement

**Purpose**

When an SLA is breached or missed, an investigation ticket is required to find out what caused the outage. The investigation ticket may be assigned to a JET team to provide information as to why there was an outage or to verify if the information that Continuous Performance Enablement discovered is the true cause of the outage. The data will be documented in a Missed SLA Form that will be included within the investigation ticket. A comment summarizing the cause of the outage will be added to the SLM Incident Ticket in which a CI Unavailability record was attached.

***Note:*** *If the “Actual %” is less than 100%, but is above the compliance target percentage, the SLA is considered Missed. If the “Actual %” is less than the compliance target, the SLA is considered “Breached”*

**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 | An outage is identified when an email is received from Remedy stating the creation of a CI Unavailability record.  For more information see:  [Working CI Unavailability Record Tickets Procedure](Working%20CI%20Unavailability%20Record%20Tickets%20Procedure.docx) |
| 2 | **Create an Investigation Ticket:**   1. Access Remedy at:   [https://remedy.jacksonnational.com/arsys](https://remedy.jacksonnational.com/arsys/forms/remedy)   1. Click the “Applications” tab on the side. 2. Select “Incident Management”. 3. Click “New Incident”.      1. Fill in the general information:    * **Customer\*+** - Enter your name.      * **Summary** – Investigate *Service Name* Missed SLA *Date*   *Example: Investigate J2K Missed SLA 01/29/2018*   * **Environment** - Production * **Service** – Use the drop-down list to add the service name that is   missed or breached.   * **Notes** – Add the following information in reference to the Missed SLA   Form that will be attached (see Step 4 below).  *See attachment for SiteScope Alerts, Details that feed the monitor,*  *research that was performed and General SLA information.*  *Fill out the section in the attachment that is highlighted in*  *blue and Re-attach to this ticket.*  *Missed SLA: SLA is below the 100% goal*  *Breached: SLA is below the Service Target percentage.*   * **Target date** – Fill in the date to be two days away from current date. * **Impact** – 4-Minor/Localized * **Urgency** – 3-Medium * **Priority** – Medium (This will auto populate) * **Incident Type** – User Service Request * **Reported Source** – Direct Input      1. Fill in the “Assigned Group” section. This will be updated later if the ticket needs to be assigned to another team.    * **Assigned Group+** - Service Level Management    * **Assignee+** - Your name    * **Status** – Select “In Progress” from drop down list.      1. In the “Categorization” tab, use the drop-down lists to fill in the Operational Categorization information:  * **Tier 1+** - Investigate * **Tier 2+** - Application/Service      1. Click the “Save” button.     **Note:** *If an outage occurs during a pre-approved Change window, an investigation is not required.*  [Change Windows](https://sharepoint.jackson.com/sites/itsmsd/changemanagement/_layouts/15/WopiFrame2.aspx?sourcedoc=%7b8155642B-6A68-402A-91D6-E88B48BDD121%7d&file=JET%20Change%20Windows.xlsx&action=default) |
| 3 | **Relate the Incident Ticket(s) with CI Unavailability record to the Investigation ticket.**  For more information see:  [Working CI Unavailability Record Tickets Procedure](Working%20CI%20Unavailability%20Record%20Tickets%20Procedure.docx) |
| 4 | **Create a Missed SLA Form**  Information regarding the outage will be entered into this form, as well as the results of the Continuous Performance Enablement team’s research.  For more information see:  [Create a Missed SLA Form Procedure](Create%20Missed%20SLA%20Form%20Procedure.docx)   1. If Continuous Performance Enablement finds a definite cause of an outage (a pre-approved scheduled Change, a Major Outage, or corresponding incident tickets that were created during the time of the outage) the Investigation ticket can be resolved after the following steps are completed:  * Complete the bottom half of the Missed SLA form with information from the Change or Major Outage ticket. * Attach the Missed SLA form to the Work Log of the Investigation ticket. * Relate Major Outage ticket or Change ticket (when relating to a Change ticket, use the “caused by” relationship). * Add the cause of the outage information to the “Resolution” field of the Investigation ticket. * Once the ticket has been resolved you are finished with this procedure.  1. If Continuous Performance Enablement finds a possible cause of an outage or does not find any evidence of what caused an outage, complete the top half of the Missed SLA Form and attach it to the work log of the Investigation ticket.   **Note:** *If an outage occurs during a pre-approved Change window, a Missed SLA Form is not*  *required.*  [Change Windows](https://sharepoint.jackson.com/sites/itsmsd/changemanagement/_layouts/15/WopiFrame2.aspx?sourcedoc=%7b8155642B-6A68-402A-91D6-E88B48BDD121%7d&file=JET%20Change%20Windows.xlsx&action=default) |
| 5 | **Assign the Ticket to JET Application Delivery or JET Infrastructure**   1. Annotate the work log to address the team that the ticket will be assigned to provide information or verify information that is provided within the Missed SLA Form. Also include the following annotation:   *See Attachment for SiteScope Alerts, Details that feed the monitor, Research that was performed, and General SLA Information*  *Fill out the section in the attachment that is highlighted in blue and re-attach to this ticket.*  *This information is needed for the Monthly SLA Report.*  *Thank you.*   1. If an application was down, the ticket should be assigned to JET Incident Management. 2. If infrastructure was down, the ticket should be assigned to Technical Services or to a specific JET Infrastructure team that specifically deals with a service. (example: Email SMTP should be assigned to Email Administration or LDAP would be assigned to Windows Administration). |
| 6 | Continue to check the status of the investigation ticket each day when working on the Daily SLM Report.   1. If the investigation ticket is not resolved within four business days, send an email to the group, the group’s manager, and SLM Management. 2. When the ticket is resolved, review the completed Missed SLA form:  * If JET agrees that your findings were the cause of the missed / breached SLA,   + Relate the incident or change ticket to the investigation ticket.   ***Note:*** *When relating to a Change ticket, use the “caused by” relationship.*   * If JET states that something else was the cause of the missed / breached SLA, relate the incident or change ticket that they provide to the investigation ticket. * If it is noted that there were no issues found, assign the ticket to Technical Services to verify if there was a true outage or if there was a monitoring error.   + ***Note:*** *Re-attach the original Missed SLA form for Technical Services to fill out*. * If Technical Services states it is a monitoring issue, update the comment and add a carve-out.   For more information see:  [Add Comments to SLM Incident Ticket Procedure](Add%20Comments%20to%20SLM%20Incident%20Ticket%20Procedure.docx)  [Apply a Carve Out to CI Unavailability Records Procedure](Apply%20a%20Carve%20Out%20to%20CI%20Unavailability%20Records%20Procedure.docx)   * + ***Note:*** *If outage occurred during a pre-approved Change window, perform a carveout and add the following comment to the Incident ticket:* ***JET Change Window*** * If you notice a trend in monitoring issues (3 or more within a two month span), create a Problem ticket to address the monitoring issue. * If neither team provides outage data or indicates a monitoring issue, SLM management will work with JET management to identify the cause.  1. It is expected that JET will complete the Missed SLA Form, but that is not always the case. If the information is only included as a work log entry, then copy and paste that information into the Missed SLA Form and re-attach the updated form to the Incident ticket work log. |

**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: 01/08/2019 Last Modified: 07/24/2019 Last Reviewed: |
| Added Note to Step 2, Step 3, and Step 6 regarding outages that occur during pre-approved Change Windows per meeting with Matt Irey on 07/17/2019. | 07/24/2019 – H. Branham |