# Generate Daily SLA Report Procedure

Continuous Performance Enablement

**Purpose**

The Daily SLM Report is created to show application outages and comments that give a brief explanation of what caused the outage. This procedure should be followed each day after the [Working CI Unavailability Record Tickets Procedure](Working%20CI%20Unavailability%20Record%20Tickets%20Procedure.docx) has been completed.

**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 | Access Remedy at the following location: <https://remedy.jacksonnational.com/arsys/>   1. Expand the “Applications” tab on the side of the screen.      1. Select “Smart Reporting”. 2. Select “Smart Reporting Console”. 3. Select the “Service Delivery” folder.      1. Select the “Service Level Management” folder.      1. A list of reports and dashboards will appear. Click on “SLA Report”.      1. The SLA Report will appear on the screen, with tabs separating each Business Unit.      1. The date range of the report will depend on how the dates were set up in Step 2.    * If date is not set to the last date of the month, continue to Step 2.    * If date is set to the last date of the month (this can be identified if yesterday’s date appears on the report), continue to Step 4. |
| 2 | Set the date range of the SLM Report:   1. Click the “Edit” button at the top of the screen. 2. Select “Data”.      1. Click the “OK” button.      1. Under the “Filters” box, hover over “TrDate”. A down arrow will appear.      1. Select “Value (Defined Value)”.      1. Select “Define Value”. 2. Check the “Defined Value” circle. 3. Use the calendars to set the date range. The format is DD/MM/YYYY.     ***Note:*** *If the last date of the month is selected in the second calendar field, this step will only need to be performed at the beginning of each month.*   1. Click the “Submit” button. This will generate the Daily SLM Report.     **Note:** The report will not show the previous date unless a Master Refresh has been manually performed.  For more information see:  [Manually Run Master Refresh Procedure](Manually%20Run%20Master%20Refresh%20Procedure.docx) |
| 3 | Publish the Daily SLM Report:   1. Once the SLM Report has been generated from Step 2, click the “Publish” button.      1. To save the report and the date range which has been selected, click the “Save” button. |
| 4 | Export the Daily SLM Report:   1. Click the “export” button near the top of the screen.      1. Select “Export to PDF”.      1. Select “Landscape”. 2. Click the “Export” button.      1. Click the “Open” button      1. Review the report to ensure that the outage minutes, carve out minutes, and comments appear as expected. 2. Save the report to the Daily SLA Report folder located at: 3. [\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM COE\Forecasting & Metrics Model Rollout\SLA Reporting\Reporting](file:///\\jacksonnational.com\GROUP\ITVOL1\VOL1\group\PM%20COE\Forecasting%20&%20Metrics%20Model%20Rollout\SLA%20Reporting\Reporting)\YYYY\Daily SLA Report\Month 4. Navigate to the current month and save the report as SLA Daily Report MMDDYYY.pdf |
| 5 | Publish Daily SLA Report to Sharepoint:   1. Navigate to [Daily Reporting/SLM](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx#/Daily%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FDaily%20Reporting%2FSLM&FolderCTID=0x012000AF1427B489A1CD4BA12B90F950303DFE&View=%7B1D5400F7%2DF40D%2D4DC8%2DAED7%2DCCDABECB8C2F%7D) in Sharepoint. 2. Select the current year. 3. Click the “Daily SLA Report” folder. 4. Click the current month’s folder. 5. Click the “Upload” button.      1. Click the “Browse” button and navigate to where the Daily SLA Report is located. 2. Click the “OK” button. 3. Click the “Save” button. |

**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 | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: 01/08/2019 Last Modified:  Last Reviewed: |