# Generate Monthly SLA Percentage Summary Report Procedure

Continuous Performance Enablement

**Purpose**

The *Monthly SLA Percentage Summary Report* is created and used for the most accurate monthly SLA percentages. A row calculation of expected minutes, verified minutes, errors, and carve-outs is made within this report to obtain this percentage. The percentages found on the *Monthly SLA Report* are calculated by the percentage column (a row calculation within this report is a customization). This will cause some of the final percentages during the month to be slightly off. The percentages found on the *Monthly SLA Percentage Summary Report* will be used on the Monthly KPI (Red/Green) Report. This procedure should be used after each draft and final version of the *Monthly SLA Report* has been created.

For more information see:

[Generate Monthly SLA Report Procedure](Generate%20Monthly%20SLA%20Report%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**

|  |  |
| --- | --- |
| 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. 2. Select “Smart Reporting”. 3. Select “Smart Reporting Console”. 4. Select the “Service Delivery” folder.      1. Select the “Service Level Management” folder.      1. A list of reports and dashboards will appear. Click on “Monthly SLA Percentage Summary Report MMMM YYYY”.      1. The summary Report will appear on the screen, with tabs separating each Business Unit. |
| 2 | **Publish the Monthly SLA Percentage Summary Report:**   1. Once the summary Report has been generated from Step 1, click the “Publish” button.      1. Update the name of the report to reflect the previous month that is being reported on. 2. To save the report and the date range which has been selected, click the “Save” button.      1. Save the report as ***Month Year Monthly SLA Percentage Summary Report*** to the following location:   [\\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\Monthly SLA Report\Month\Information and Correspondence |
| 3 | **Update the Monthly KPI Status Report**   1. Use the monthly percentages from the *Monthly SLA Percentage Summary Report* to update the Service Level Management MMMM YYYY reported located at: [\\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\Monthly KPI Reports Power Point   For more information see:  [Create the Monthly KPI Status Report Procedure](Create%20the%20Monthly%20KPI%20Status%20Report%20Procedure.docx)  ***Note:*** *If there* are any pending investigation tickets open, the *Monthly SLA Percentage Summary Report* may have to be run more than once, following the first two drafts of the *Monthly SLA Report* and the final version to be published on the seventh business day of the month (after all investigation tickets must be resolved). If percentages change due to investigation results (in which a carve-out has been applied) you will need to re-run the *Monthly SLA Percentage Summary Report* and repeat this step of the procedure so that the Monthly KPI Status Report is accurate.  For more information see:  [Generate Monthly SLA Report Procedure](Generate%20Monthly%20SLA%20Report%20Procedure.docx)  ***Note:*** *The Monthly SLA Percentage Report is only emailed to the SLM Manager and the IT SLM Director with the Monthly KPI Report to be reviewed. The final version of the Monthly SLA Percentage Report is to be published on SharePoint at the following location on the seventh business day of the month.*  [Monthly SLA Information–Monthly SLA Report–YYYY–Month–Information and](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx" \l "/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20SLA%20Information%2FMonthly%20SLA%20Report&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D)  [Correspondence](http://docs.jackson.local/it/sites/rs/_layouts/15/start.aspx" \l "/Monthly%20Reporting/Forms/current.aspx?RootFolder=%2Fit%2Fsites%2Frs%2FMonthly%20Reporting%2FSLM%2FMonthly%20SLA%20Information%2FMonthly%20SLA%20Report&FolderCTID=0x0120008757BF0A693734429A00C5DB64BC5778&View=%7B240B9B17%2D0630%2D4691%2DAA51%2DE27EC38CF00E%7D) |

**Modification**

The following associates can make modifications to this document:

* Director, Continuous Performance Enablement
* Vice President, Continuous Performance Enablement
* Chief Technology Officer, JET

|  |  |
| --- | --- |
| Continuous Performance Enablement | |
| Responsible Party: CPE Metrics Approving Authority: Bali Bodeddula, Director, JET Continuous Performance Enablement | Date Created: Hank Branham Last Modified: 09-23-2019 Last Reviewed: |