# Manually Run Master Refresh Procedure

Continuous Performance Enablement

**Purpose**

When a Master Refresh is run it creates or updates a Detail Record for the specified date. The automatic Master Refresh that runs each morning at 12:30 AM, will create a Detail Record for the previous date. In the event that a Master Refresh was run manually for the previous date, the automatic Master Refresh will only update (if updates were made) the existing Detail Records for that date. A Master Refresh is run manually to incorporate carve outs that are applied to the CI Unavailability record and comments that are applied to the SLM Incident ticket. This information from the Detail Record will appear on the daily and monthly SLM Report.

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 Record Procedure](Apply%20a%20Carve%20Out%20to%20CI%20Unavailability%20Records%20Procedure.docx)

[Master Record Documentation](../SLA%20Reporting%20Documentation/Master%20Record%20Documentation.docx)

[Detail Record Documentation](../SLA%20Reporting%20Documentation/Detail%20Record%20Documentation.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 | To access the Master Record form, go to the following URL:  Production:  [https://remedy.jacksonnational.com/arsys/forms/remedy/JNL:SVC:APP\_Master](https://remedy.jacksonnational.com/arsys/forms/remedy/JNL%3ASVC%3AAPP_Master/Administrator+View/?cacheid=4e037170)  Development:  <https://remedytest.jacksonnational.com/arsys/forms/remedytest/JNL%3ASVC%3AAPP_Master> |
| 2 | **Run the Master Refresh**   1. Highlight the Master Record(s) in the “Results” section of the screen that are to be refreshed. In this example, two Master Records will be refreshed. 2. Click the “Modify all” button      1. All of the fields in the lower part of the screen will go blank. Fill in the following fields:  * **“z1D Action”** – Select “Start” from the drop-down menu. * **“TrDate”** – Use the calendar icon to select a date (always the follow date of   the date to be refreshed) and enter 11:30:00 PM as the time.  ***Note:*** *The SLM report only shows date entries up to the prior day. To show today’s information on the report, run a Master Refresh using tomorrow’s date.*     1. Click the “Save” button.      1. Click the “Yes” button.      1. The spinning icon will disappear when the refresh has been made.      1. If additional dates need to be refreshed for the same Service Target(s), select the next date to be updated and click the “Save” button again. 2. Click the “Refresh” button. The information in the fields will now reappear.      1. In each individual Master Record that is to be updated, fill in the following fields:  * **“z1D Action”** – Select “Start” from the drop-down menu. * **“TrDate”** – Use the calendar icon to select a date (always the follow date of * the date to be refreshed) and leave the time at 12:00:00 AM.  1. Click the “Save” button. 2. Click “Refresh” button in the first “Table has not been loaded” box.   A list of all associated Incident Tickets that have a CI Unavailability record for the service on the specified date will appear.   1. Click the “Refresh” button in the second “Table has not been loaded” box.   This will show the comment that was added to the incident ticket(s).  ***Note:*** *If more than one incident ticket with a CI Unavailability record is generated for the same service on the same date, the same comment must be added to each of the incident tickets.*  For more information see:  [Add Comments to SLM Incident Ticket Procedure](Add%20Comments%20to%20SLM%20Incident%20Ticket%20Procedure.docx)     1. If an incident ticket(s) does not appear in the list, ensure that the refresh has been performed for the correct date. 2. If a comment does not appear, review the incident ticket to ensure that the comment was added correctly. 3. Once the date has been verified and / or the comment has been corrected, repeat this step. |
| 4 | To see the results of the Master Refresh, view the Details Record form for the updated Service Targets.  For more information see:  [Detail Record Documentation](../SLA%20Reporting%20Documentation/Detail%20Record%20Documentation.docx) |

**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: 08/24/2017 Last Modified:  Last Reviewed: |