Questionaire for Tier 2 SLA

Can this be a request that is sent to a group via email to supply this information weekly?

**SLA 1a/1b (T2 SLA #1 Evidence Tab):**

Email sent every Monday morning to following recipients (PO’s):

Did your team experience a Planned or Unplanned Outage this past week? (SLA 1a & 1b)

Yes (if true – Answer the following)

Workstream:

Planned? (Yes or no)

Exact Start and End date and times:

Brief Description:

No: (No additional information needed)

**SLA 2 (T2 SLA #2 evidence tab):**

**Note: For EOM Report T2 SLA 2 evidence tab: Provide narrative on reason for breach and calculate the point of breach**

Tickets that have breached (SLA2)

Provide Ticket Number:

Provide Narrative as to reason for Breach:

**SLA #2 (T2 SLA 2 Review tab):**

1. Update “Weekly Ticket Analysis” section with the correct weeks for reporting
2. Update “Total Tickets” and “Breach Tickets” under SLA 2 historical Details section to reflect the total number of tickets for the month.

**SLA 7-16 (T2 SLA #7-16 Tab):**

**SLA 11 & 12 Meeting Agenda and Mins section:**

1. Update date of meeting on SLA 11/12 section to the most recent Wednesday.
2. Update Agenda date on same section to the day before the meeting.
3. Update Minutes date on same section to date after the meeting.

**SLA 15 – Documentation of Required Change:**

1. Go to CMR State site, enter fssa credentials.
2. Filter by “My Team”
3. Update the “Start Date” column to include from the First day of the month to the Last day of the month.
4. Filter the Start date column by “Between.”
5. Record the CMR #, Status, Description, and date of deployment back on the SLA 15 section of the report.

**SLA 16 – System or UI Issues:**

1. The downtime should be reported from Jenn O Quinn in the email chain sent in the beginning of report ^^^^^^^^^^.

**SLA 19 (T2 SLA #17-20 evidence tab):**

1. SLA 19 comes from a Jira extract highlighted “T2 SLA 19 Jira Export”.
   1. On that extract remove the “Blocked” column
   2. Sum up columns (E:H) on the totals column and drag down to bottom.
   3. Remove “Total” Row
   4. Copy the new Total Column after dragging formula and paste into the Totals Column by “Values.”
   5. Remove Open, In Progress, Code review, and Testing Columns
   6. Copy the remaining data fields and paste into SLA 19 section.

**T2 All Open Defects Tab:**

1. Coming from a Jira report labeled “T2 All Open Defects Report.”
2. Copy data from extract and paste over data already present on the All-open defects tab of the report.
3. Update the current Month total in the “Total Defects” section of the tab.

Tier 1 Questions sent to Amber & Lynn

Reason for failed SLA

SLA 7 – Total Possible Fields =

Total Fields Passed =

Percentage =