



GLOBALECS®

KNOWLEDGE BASE

## MANAGING SERVICE LEVEL AGREEMENTS - SLA'S

GECS can indicate that batches are governed by an SLA and the system will ensure that the batch completes before the required time.

GECS allows you to define the SLA Time, the time before which the batch must be complete, in one of 3 different ways.

The screenshot displays the Vinzant Software interface for configuring Service Level Agreements (SLAs) for a specific batch. The interface is divided into a sidebar on the left and a main content area on the right. The sidebar contains a tree view with various system components, including Home, Jobs, Batches, SLA Monitor, Job Templates, Studio Worksheets, Events, Calendars, Resources, Variables, SQL Variables, Vacations, Users, Credentials, Connections, Security Profiles, Notification Lists, System View, Event Definitions, and Audits. The main content area shows the configuration for a batch named 'BATS2PMBATCH'. The 'SLA' tab is selected, and the 'Track SLA' checkbox is checked. The 'SLA Time' is set to '00:05:00'. The 'SLA Time Type' is set to 'Time After Start Time'. The 'SLA Agreement' dropdown menu is open, showing three options: 'Actual Time', 'Time After Scheduled Time', and 'Time After Start Time'. A large black arrow points to the 'Time After Scheduled Time' option. The 'SLA Customer' is set to 'ABC COMPANY'. The 'Estimated Time' is '00:03:01' (updated by system). The 'Escalate Priority By' is set to '0' (0 - 9). The 'Days of SLA Activity to Keep' is set to '7'. The 'Send SLA Notifications To' is set to '^MIS'.

As an example, we have 2 jobs with the second job depending on the first job. You would enter the estimated time on each job:

Under the batch SLA information, you need to check the box indicating that there is an SLA for this batch. You can enter information about the SLA such as the SLA Time, an agreement number, a customer name, priority, number of SLA days to keep, and who to send notifications to.

After the batch is submitted, you can go into the SLA Monitor and click on the All Activity view.

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Search:

Batch	SLA Status	Time Type	Next Run Time	Began	Submitted
BATS2PMBATCH	On Target	By this amount of time After Start Time	10/15/2019 12:48:30		10/14/2019 12:51:37
TRACKER	10/15/2019 12:48:30 - Pending	Log_Err Tracker Report			
EMAILRPT	10/15/2019 12:48:30 - Pending	Email Log_Err Tracker Report			
SQLJOB	On Target	By this amount of time After Start Time	10/15/2019 08:31:11		10/14/2019 08:31:37
BATS2PMBATCH	Satisfied SLA	By this amount of time After Start Time	10/14/2019 12:48:29	10/14/2019 12:48:30	10/13/2019 12:51:43
BATS2PMBATCH	Satisfied SLA	By this amount of time After Start Time	10/13/2019 12:48:20	10/13/2019 12:48:29	10/12/2019 12:51:24
BATS2PMBATCH	Satisfied SLA	By this amount of time After Start Time	10/12/2019 12:48:06	10/12/2019 12:48:20	10/11/2019 12:51:22
BATS2PMBATCH	Satisfied SLA	By this amount of time After Start Time	10/11/2019 12:47:54	10/11/2019 12:48:06	10/11/2019 12:47:54
SQLJOB	Satisfied SLA	By this amount of time After Start Time	10/11/2019 21:00:00	10/14/2019 08:31:11	10/11/2019 12:37:54

## SLA Statistics

The SLA Statistics page is displayed from the SLA Monitor and accessed using a right-click or double click on the SLA.

SLA Statistics

Print

Refresh

Current Time : 10/14/2019 15:07:30.79

Batch : BATS2PMBATCH

SLA Status : Satisfied SLA

Batch Status : Complete

Events Generated: Success

Event	Date	Time	Description
58	10/14/2019	12:51:41	Estimated job minutes over run by job BATS2PMBATCH.TRACKER on TESS.

Submitted : 10/13/2019 12:51:43.49

Next Run Time : 10/14/2019 12:48:29.74

Began : 10/14/2019 12:48:30.41

Ended : 10/14/2019 12:51:31.10

SLA Date/Time : 10/14/2019 12:53:30.41 (00:05:00 After Start Time)

SLA Agreement : 12345

SLA Customer : ABC COMPANY

SLA Notes :

Time Remaining : 00:00:00.00

Est. Finish Time: 10/14/2019 12:51:31.10

Bat Est Run Time: 00:03:01.00

Details Of Jobs In Batch:

Job	Began	Run Time	Ended	Return
BATS2PMBATCH.EMAILRPT	10/14/2019 12:48:30	00:00:00	10/14/2019 12:48:30	0
BATS2PMBATCH.TRACKER	10/14/2019 12:48:30	00:03:01	10/14/2019 12:51:31	0

In this example you can see various dates and times relative to the batch which help explain how the estimated finish time is calculated.

1. Starting from the top you can see that it is now 15:07:30.
2. The batch name is BATS2MPBATCH.



3. At this time the SLA is 'Satisfied' and the batch is Complete.
  - a. Event 58 was generated
  - b. Was submitted at 12:51:43.
  - c. The SLA time is 12:53:30 (5 minutes after the time the batch starts). It completed before this time at 12:51:30.
4. The Agreement, Customer and any notes are listed.
5. The batch has (0 minutes) of processing time left. (this is TIME REMAINING FIELD)
6. The estimated finish time is 12:51:30 as shown by the SLA Monitor.
7. The average runtime for this batch (3 minutes 01 second) This is a weighed average kept for the batch and displayed in batch information.
8. You can see that there are 2 jobs in the batch, BATS2MPBATCH.EMAILRPT and BATS2MPBATCH.TRACKER. If this batch has complete jobs, they are shown here with their actual start and stop times.
9. The last line is the summary line that shows that the new estimated finish time for the batch is the estimated finish time for job BATS2MPBATCH.TRACKER.
10. You will notice that the Est. Finish Time may not be the same as the Max Estimated Finish Time displayed. The time is calculated by System Manager the last time it analyzed this batch. The max estimated time is calculated when this page was displayed. Since the estimated time was earlier than the max estimated time, it has an earlier result. For most batches these times will be the same, but it is not unusual for these times to be slightly different in some situations.

For more information refer to the online manual or contact Vinzant Support.

