

Case Study

The Challenge

Support Team consists of 1st, 2nd and 3rd (dev team) levels of support.

Together they handle incidents which are categorized into 4 different priority levels.

There are 3 different SLA agreements in place: Time to First Response, Time to Resolution and Root Cause Fix Time (if applicable). Time limits for each SLA are set depending on Incident priority.

Additionally, teams operate in different schedules: 1st Line Support is available 24/7 while 2nd and 3rd line teams work 8 hrs a day, 5 days per week.

Incident Priority	Time to First Response	Time to Resolution	Root Cause fix time
Critical	1 business hour	6 business hours	2 business days
High	2 business hours	2 business days	6 business days
Medium	4 business hours	6 business days	10 business days
Low	6 business hours	8 business days	15 business days
1st Line Support	24/7		
2nd Line Support	8/5		
3rd Line Support	8/5		

The Solution

Thanks to the SLA PowerBox app Team Manager can configure separate clocks for each SLA.

The time limit for each metric will be defined based on the Incident priority. Further, SLA PowerBox allows the configuration of different calendars.

Following the instruction on [SLA Calendar page](#), we have configured 2 different Calendars: one for the 1st Line Support team which is active 24/7 and another one for the 2nd and 3rd Lines of Support.

1st Line Support with 24/7 schedule:

Weekdays

Holidays

Special Support

1st Line Support

WEEKDAY	FROM	TO	OPERATIONS
Select Weekdays.	12 : 00	12 : 00	AM AM Add
Monday	00:00	00:00	Delete
Tuesday	00:00	00:00	Delete
Wednesday	00:00	00:00	Delete
Thursday	00:00	00:00	Delete
Friday	00:00	00:00	Delete
Saturday	00:00	00:00	Delete
Sunday	00:00	00:00	Delete

< Jul 2023 >

SUN

MON

TUE

WED

THU

FRI

SAT

25 25 27 28 29 30 1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31 1 2 3 4 5

< Details for 15/Jul/2023 >

Total working hours: 24h

• 00:00 – 00:00 weekdays

2nd and 3rd Lines with standard business hours schedule:

Weekdays

Holidays

Special Support

2nd and 3rd Line Support

WEEKDAY	FROM	TO	OPERATIONS
Monday, Tuesday, Wednesday, Thursday, Friday	08:00	AM	05:00 PM Add
Monday	08:00	17:00	Delete
Tuesday	08:00	17:00	Delete
Wednesday	08:00	17:00	Delete
Thursday	08:00	17:00	Delete
Friday	08:00	17:00	Delete

Aug 2023

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Details for 14/Aug/2023

Total working hours: 8h

08:00 – 17:00 weekdays

SLA Goals will be created for each respective SLA. The example of *Time to First Response* goal which is priority based is attached below. *Time to Resolution* and *Root Cause Fix Time* goals are based on the same criteria but with different time ranges and calendar.

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Special Support

Edit goal

Goal details

NAME *

TTFR

DESCRIPTION

List

Add new

ISSUE FORMULA	GOAL	SLA CALENDAR	OPERATIONS
priority="Low"	6h 0m	1st Line Support 24/7	
priority="Medium"	4h 0m	1st Line Support 24/7	
priority="High"	2h 0m	1st Line Support 24/7	
priority="Critical"	1h 0m	1st Line Support 24/7	
All remaining issues	8h 0m	1st Line Support 24/7	

In this example, we will use the simplified SLA Behaviours for each metric. All SLAs start when the issue is created. *Time to First Response* finishes when the issue is commented on. *Time to Resolution* is finished when the issue is moved to a particular status e.g. Temporary Solution Provided and *Root Cause Fix Time* SLA finishes when the resolution is set. Below are the SLA Behaviours of every metric.

Time to First Response

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Edit Time to resolution

Behaviour details

NAME *TTR

DESCRIPTION

Available options ⓘ

Assignee

Priority

Resolution

Status

Status Category

Start / Resume ⓘ

Ticket

CREATED

Pause ⓘ

Finish ⓘ

☐ Allow resume from Finished state

Ticket

COMMENTED

Cancel ⓘ

☐ Allow resume from Cancelled state

Restart ⓘ

Time to Resolution

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Special Support

Edit TTR

Behaviour details

NAME *TTR

DESCRIPTION

Available options ⓘ

Assignee

Priority

Resolution

Status

Status Category

Ticket Events

Start / Resume ⓘ

Ticket

CREATED

Pause ⓘ

Finish ⓘ

☐ Allow resume from Finished state

Status

TEMPORARY SOLUTION

Cancel ⓘ

☐ Allow resume from Cancelled state

Restart ⓘ

Root Cause Fix Time

Jira Software

Your work

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Agreements

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CALENDARS

Work Calendars

Holiday Schemes

Special Support

Edit RCFT

Behaviour details

NAME *

RCFT

DESCRIPTION

Available options

Assignee

▼

Priority

▼

Resolution

▼

Status

▼

Status Category

▼

Ticket Events

▼

Start / Resume

Ticket

CREATED

Pause

Finish

☐ Allow resume from Finished state

Resolution

IS SET

Cancel

☐ Allow resume from Cancelled state

Restart

We created three SLA Agreements and configured each with respective SLA Goals and Behaviours.

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Apps

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SLA PowerBox

Get Started

Agreements

Behaviours

Goals

CALENDARS

Work Calendars

Holiday Schemes

Special Support

Documentation

Agreements

Add SLA Agreement

SLA AGREEMENTS	SLA METRIC FIELD	PROJECTS	ISSUE TYPE	SLA BEHAVIOUR	SLA GOAL	OPERATIONS
TTFR	Time to First Respon...	Company-manage...	All Issue Types	TTFR	TTFR	0:00
TTR	Time to Resolution	Company-manage...	All Issue Types	TTR	TTR	0:00
RCFT	Root Cause Fix Time	Company-manage...	All Issue Types	RCFT	RCFT	0:00

SLA in Action

When the new issue is raised all SLA clocks start counting time. The amount of time before the deadline is defined by the issue priority.

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Problem with an upgrade

Attach Create subtask Link issue SLA Metric

Description
Add a description...

Environment
None

SLA Metric

Metric	Status	Start Time	Spent	Remaining	Progress
Time to First Response	Active	7/17/2023, 10:13 AM	1m 9s	1h 58m 51s	1%
Time to Resolution	Active	7/18/2023, 3:13 PM	1m 9s	15h 58m 51s	0%
Root Cause Fix Time	Active	7/19/2023, 8:13 AM	1m 9s	47h 58m 51s	0%

NL Add a comment...

Details

Assignee: Unassigned
Assign to me

Reporter: Nadia Lisovska

Labels: None

Priority: **High**

More fields

Original estimate: 0m

Time tracking: No time logged

Epic Link: None

Components: None

- After the issue is commented on, Time to First Response metric finishes while Time to Resolution and Root Cause Fix Time clocks keep counting.

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Projects / Company-managed proj... / COMP-63

Problem with an upgrade

Attach Create subtask Link issue SLA Metric

Description
Add a description...

Environment
None

SLA Metric

Metric	Status	Start Time	Spent	Remaining	Progress
Time to First Response	Finished	7/17/2023, 10:13 AM	4m 58s	1h 55m 2s	4%
Time to Resolution	Active	7/18/2023, 3:13 PM	5m 24s	15h 54m 36s	1%
Root Cause Fix Time	Active	7/19/2023, 8:13 AM	5m 24s	47h 54m 36s	0%

NL Add a comment...

Pro tip: press **M** to comment

- When the issue status is set to "Temporary Solution", Time to Resolution metric is finished.

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Problem with an upgrade

Attach | Create subtask | Link issue | SLA Metric

Description
Add a description...

Environment
None

SLA Metric

Time to First Response	Finished	7/17/2023, 10:13 AM
Spent:	4m 58s	4%
Remaining:	1h 55m 2s	96%

Time to Resolution	Finished	7/18/2023, 3:13 PM
Spent:	6m 34s	1%
Remaining:	15h 52m 26s	99%

Root Cause Fix Time	Active	7/19/2023, 8:13 AM
Spent:	6m 49s	0%
Remaining:	47h 52m 11s	100%

Temporary Solution

Actions

Details

Assignee: Unassigned
Assign to me

Reporter: Nadia Lisovska

Labels: None

Priority: High

More fields

Original estimate: 0m

Time tracking: No time logged

- Finally, after the resolution is provided for the issue, Root Cause Fix Time clock is finished.

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Problem with an upgrade

Attach | Create subtask | Link issue | SLA Metric

Description
Add a description...

Environment
None

SLA Metric

Time to First Response	Finished	7/17/2023, 10:13 AM
Spent:	4m 58s	4%
Remaining:	1h 55m 2s	96%

Time to Resolution	Finished	7/18/2023, 3:13 PM
Spent:	7m 7s	1%
Remaining:	15h 52m 53s	99%

Root Cause Fix Time	Finished	7/19/2023, 8:13 AM
Spent:	9m 11s	0%
Remaining:	47h 52m 49s	100%

Done

Actions

Details

Assignee: Unassigned
Assign to me

Reporter: Nadia Lisovska

Labels: None

Priority: High

More fields

Original estimate: 0m

Time tracking: No time logged