

## II. Create and configure a SLA monitoring custom field

Please refer to

- [Create the custom field](#)
- [Configure the SLA custom field](#)
  - 1. [Configure the indicators](#)
  - 2. [Assign the calendar](#)
  - 3. [Configure the scheduler](#)
  - 4. [Add an action to be executed for each level](#)

to create and configure an SLA custom field

### Create the custom field

We choose 'Processing Time' as the name of the custom field.

### Configure 'SLA Monitoring for JIRA' Field

Name\*

Processing time

Description

Previous

Create

Cancel

### Configure the SLA custom field

After the creation, we configure the custom field

#### 1. Configure the indicators

The start date is configured in the field 'Starting date'

The End date/time is configured by default to current date

We create 3 levels of indicator

- Green between 0 and 2 days
- Orange between 2 and 4 days
- Red between 4 days and undefined value ( >4 days)

**Configuration** Planning Scheduler Actions

Define Elapsed time by selecting the issue field containing the Beginning Date/Time and End Date/Time

Interval: Starting Date [10101] End Date/Time

Mesuring unit: Days

Display the field value ? ☐ Yes ☒ No

Min value to display Cf from: 0

Introduce a format for the value: ###,00

Choose the shape of the flag ☐ Circle ☒ Square ☐ Diamond

Add a new level: Add

1AFF01	Applied color for value between	0	= < Value <	2	X
FFC400	Applied color for value between	2	= < Value <	4	X
FF0000	Applied color for value between	4	= < Value <		X

## 2. Assign the calendar

we need first to lookup for the calendar that we created in the first step ( [1. Create a working calendar](#) )

« SLA Monitoring for JIRA » allows to configure the monitoring indicator field's colors and shapes depending on elapsed time between actions

**Configuration** Planning Scheduler Actions

Please select a calendar to apply to this SLA :

Calendar: Please choose a calendar ...

Simple Working Day

Done Cancel

The screen of the chosen calendar will be displayed

Configuration
Planning
Scheduler
Actions

Please select a calendar to apply to this SLA :

Calendar
Simple Working Day

Day	Start	End
Monday	09:00	17:00
Tuesday	09:00	17:00
Wednesday	09:00	17:00
Thursday	09:00	17:00
Friday	10:00	18:00

Here is the configured holidays :

Name	Date	Repeted
New Year's Day	2020-01-01	true
Christmas Day	2020-12-25	true
10th anniversary of the company	2020-06-01	false

Done
Cancel

### 3. Configure the scheduler

in the tab 'scheduler', we will configure the scheduler

Configuration
Planning
Scheduler
Actions

Real time update
☐ No
☒ Yes

If you didnt configure a scheduler for this custom field, we invite you to do it : [configuration](#)

Done
Cancel

Click on 'Configuration', and the screen of the Scheduler will be displayed ( or access to the path: *Administration > Manage Apps > SLA Monitoring scheduler > Scheduler configuration* >Click on "Add a scheduler". )

Update scheduler

Scheduler Name\* WorkingDay

Frequency Type

☒ Cron
☐ Interval

Expression\*

0 0 12 1/1 \* ? \*

JQL\*

status!=Closed

Customfields\*

Processing time

Update

#### 4. Add an action to be executed for each level

In the tab 'Actions', we will configure the action to execute for each level

Configuration

« SLA Monitoring for JIRA » allows to configure the monitoring indicator field's colors and shapes depending on elapsed time between actions



Configuration

Planning

Scheduler

Actions

Define action to do after reaching each of the configured levels


levels	Action type	Parameters	
	No actions defined	No parameters	<div>Add</div>
	No actions defined	No parameters	<div>Add</div>
	No actions defined	No parameters	<div>Add</div>

Done

Cancel


For the green level, we add a notification action

## adding a new action

Action	Email Notification 
Destination	Manager
Cc	username
Subject	Reminder
Body	<u>Kind Reminder</u>
MimeType	<input checked="" type="radio"/> TEXT <input type="radio"/> HTML <input type="checkbox"/> Multiple

For the orange level, we add a custom action as follows:

1. create the groovy file in the following path: *Atlassian/Jira/KeplerTechnologies/custom-actions*, The groovy filename is: **ActionToDo**

al (C:) > Atlassian > Jira > KeplerTechnologies > custom-actions			
Nom	Modifié le	Type	Taille
 ActionToDo.groovy	23/06/2020 16:25	Fichier GROOVY	1 Ko

2. Back to the configuration, add the groovy filename in the new action. (the filename ='ActionToDo')

adding a new action

×

Action

Custom action

▼

Groovy filename

ActionToDo

Please add a groovy file under Application-data/jira/KeplerTechnologies/custom-actions

☐ Multiple

Add

For the Red level, we add both actions notification and custom action.

Configuration
Planning
Scheduler
Actions

Define action to do after reaching each of the configured levels

levels	Action type	Parameters	
	Email Delete	to : Manager / cc : username / Subject : Reminder / body : Kind Reminder	Add
	Custom action Delete	Script : ActionToDo	Add
	Email Delete Custom action Delete	to : Manger;Director; / cc : User1;User2; / Subject : Urgent / body : Kind Reminder Script : ActionToDo	Add

Done
Cancel

By clicking on 'Done', the configuration of the SLA will be saved.


Default configuration scheme generated by Jira


Applicable contexts for scheme:
Edit Configuration


Issue type(s):  
Global (all issues)

Default value:  
Edit Default value

Configuration:

 0.0 = < Valeur < 2.0

 2.0 = < Valeur < 4.0

 4.0 = < Valeur < 9.9999999999E10

Edit Configuration

