

SLA Report Userview Menu

SLA Report provides you with high-level reports on the performance of processes where an SLA is implemented.

Before such report can be generated, one must first enable the **Process Data Collector** at each intended Joget App. Please see [Enabling Data Collection for SLA Implementation](#).

In the sample process below, the SLA is configured as follows:

| Item | Duration |
|-------------------------------------|-----------|
| Leave Application Process (Process) | 4 minutes |
| Apply Leave (Activity) | 2 minutes |
| Approve Leave (Activity) | 2 minutes |

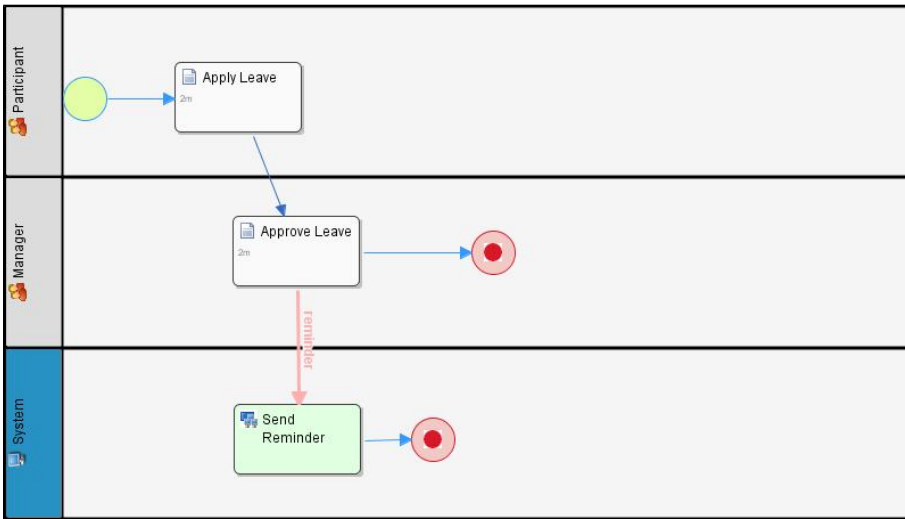


Figure 1: Sample Process Design

The sample report below shows aggregated/compiled figures for the process/activities.

Leave Portal

Fri, 2 Mar 2012
[Logout](#)

Menu

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| | Process Name | Min Delay (Seconds) | Max Delay (Seconds) | Ratio On Time | Ratio With Delay | Service Level Monitor |
|--------------------------|--------------|---------------------|---------------------|---------------|------------------|-----------------------|
| <input type="checkbox"/> | Apply Leave | 200 | 248 | 50 | 50 | ■ |

One item found. 1

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Figure 2: SLA Report - Process View

Process Name - Name of the process where an SLA is implemented

Min Delay (seconds) - The shortest delay (in seconds) for overdue processes/activities

Max Delay (seconds) - The longest delay (in seconds) for overdue processes/activities

Ratio On Time - Percentage of processes completed within the SLA



Ratio With Delay - Percentage of overdue processes

Service Level Monitor: SLA Indicator based on the given ratio

Note: Ratio on time + Ratio with delay = 100

SLA report is also available for activity levels.

In the example above, we can tell that 50% of process instances in the sample Leave Application are completed on time and the remaining 50% are not. For instances where there is a delay, the longest is 248 seconds and the shortest is 200 seconds.

| | Activity Name | Min Delay (Seconds) | Max Delay (Seconds) | Ratio On Time | Ratio With Delay | Service Level Monitor |
|--------------------------|---------------|---------------------|---------------------|---------------|------------------|---|
| <input type="checkbox"/> | Apply Leave | 302 | 362 | 50 | 50 |  |
| <input type="checkbox"/> | Approve Leave | 0 | 0 | 100 | 0 |  |

2 items found, displaying all items. 1





Export:  CSV |  Excel |  XML |  PDF

Figure 3: SLA Report - Activity View

The example above shows that only half of Apply Leave activities are completed on time, while all Approve Leave activities are completed on time.