


# Defining SLA

 [See our new Create your SLA document](#) in which we describe each step to create and to configure an SLA contract according to your needs.

SLA definitions can be created under **Time to SLA Menu > SLA Configuration**.

TTS SLAs are based on JIRA workflows.

After selecting JIRA Workflow, click on **Add New SLA Definition** button.

TTS: Process Management Workflow

Add New SLA Definition

SLA definition form will be displayed as below.

## SLA Definition

Active

While SLA is frozen, it will not be calculated for new issues. Your existing SLA data will be preserved.

Description

Name your SLA, you will see this name within custom fields

Priority

SLA Start  By status

By date/time custom field

By comment

Select origin status for your SLA

SLA End  By status

By date/time custom field

By comment

From:

Public Comments

Private Comments

Select comments properties that will trigger SLA to end. (e.g: user group/role and publicity)

Save

Cancel

### Freezing SLA

The toggle button changes the state of the SLA as either Active or Frozen. SLA data will not be calculated for this SLA until it is re-activated. SLA data of uncompleted issues will be lost after the first transaction in the issue. Frozen SLAs will be shown grayscaled in the SLA list.

- **Description** is the name of the SLA which will be displayed to identify.

- **Priority** , SLAs can be differentiated according to issue's priority
- **SLA Start** , SLA can be started via **status** or **given date** or **comment**.
  - If **status** option is selected, status (multi-select) drop down will be displayed and the status(es) that will start SLA can be selected. If any issue's status changes to one of the selected statuses, then SLA will start immediately.
  - If **'date custom field' ('date field' for TTS 9.0.0+)** option is selected, the dropdown will be displayed showing all applicable date and datetime custom fields. SLA starts in the time of selected custom field's value.
  - If **comment** option is selected, dropdowns will be displayed which you can select comment's properties to take into account to start the SLA. First comment that matches the selected properties will start the SLA.
- **SLA End** , similar to SLA Start, SLA can be finished via **status** or **date custom field** or **comment**.
  - If the **status** is defined, then the SLA will end when the issue's status changes into selected status or changes into one of the selected statuses.
  - If **'date custom field' ('date field' for TTS 9.0.0+)** option is defined for SLA End, then any issue's SLA will end in the time of selected custom field's time value.
  - If **comment** option is selected, dropdowns will be displayed which you can select comment's properties to take into account to end the SLA. First comment that matches the selected properties will end the SLA.

**!** Please bear in mind that SLA End Date is not the 'negotiation date', it is the 'actual end date' of the issue. Selected date custom fields, statuses and comment will determine the actual start/end date of the SLA.

**i** **Start/End SLA custom field support is available since TTS 5.10.0 for JIRA 6.3 - 6.4.12 or TTS 6.5.0 for JIRA 7.x**

**i** **Start/End SLA comment support is available since TTS 7.0.0 for JIRA 7.x**

- **SLA Value (SLA Goal for TTS 9.0.0+)** defines the end of SLA contract. There are three alternatives for SLA value.
  1. The duration of SLA as time string (e.g. 2d 4h 30m). This is the static SLA value and this value is used for all issues that are the topic for the SLA.
  2. **SLA Negotiation Date Field (Negotiation Date for TTS 9.0.0+)** Sometimes rather than SLA duration value, a deadline (date/time field) can be more meaningful.

If the selected field is **date only** field (such as due date or date custom field) then by default time section will be 00:00 AM. However, **'Time Part'** field will be seen to set time part if date only field is selected.

SLA Value

- Type SLA duration as string
- Choose Negotiation Date Field
- SLA Value from TTS - Text String Custom Field

JIRA Field : Due Date
12:00

Choose date field for SLA deadline. This date field will show the expected target date of the SLA. By default time part will be 00:00 AM. Configure 'Time Part' if you want to change the default time for date only field types.

3. **SLA Value from TTS - Text String Custom Field (Dynamic Duration for TTS 9.0.0+)** is another alternative to SLA value. This is the dynamic SLA value. This field can be used to change SLA's value (duration) per issue. Refer to [Adding Time String Custom Field](#) to add a **TTS - Time String Custom Field** to select a Time String Value as SLA Value.
- **Time to SLA Color (Critical Zone for TTS 9.0.0+)** determines when the color of the SLA will change, according to the time remaining to the SLA Target Date. For example, an SLA with SLA value of 5 hours will change to orange when the remaining time becomes 1 hour when this field is set to 80%.



Show Time to SLA counter as green within selected percent time range, then field will be orange.

- **Working calendar (Calendar for TTS 9.0.0+)**, can be selected as 7x24 or any "Working Calendar" which can be defined in 'Calendar' link in Time to SLA Plugin menu.
- **Multiple transitions (not available for TTS 9.0.0+)** , should be enabled if the issue can have multiple transitions till the end (according to workflow). Assume we have Open, In Progress, Resolved and Closed statuses in workflow, and we want to define SLA from 'Open' to 'Closed' which can be done by at least two transitions: 'Open' -> 'In Progress', then 'In Progress' -> 'Closed'.
- **Calculation Method** You can select which method should be used while calculating working durations for SLA. Possible options are:

- **All Cycles:** This method will take cumulative sum of the durations of **all cycles** between origin and end statuses.



- **First Cycle:** This method will calculate the duration of only the **first cycle** between origin and end statuses.



- **Last Cycle:** This method will calculate the duration of only the **last cycle** between origin and end statuses. (6.40.0+)



- **Largest Span:** This method will calculate the **largest interval** between **first origin status** and **last end status** occurred in issue history. (6.40.0+)



- Also, **additional JQL conditions** can be added to SLA definition in order to filter issues that SLA should be applied. For instance, **issuetype in (Bug, Task)** JQL definition will make SLA only valid for issues of which the issue type is either Bug or Task.

Please refrain from using clauses like ORDER BY in your JQL conditions.

- **Asynchronous update (6.40.0+)** When enabled SLA calculations will be executed asynchronously after issue events. Since SLA updates will be executed asynchronously you might expect better issue load times but in exchange changes on SLAs will be reflected with a delay which is nearly one minute. This option is only recommended when any field in SLA's JQL condition gets updated during workflow transitions (eg. if you use priority in your additional JQL condition and update the priority in a workflow transition)

**What is the difference between SLA Start/End and SLA Deadline Fields?**  
Even though they seem to be similar, they are not.

- **SLA Start Date Field** is the field which stores actual start date of the operation. In some scenarios, the operation related to the issue can start before the issue creation or issue's arrival to any status.
- **SLA End Date Field** is the field which stores actual end date of the operation. Similar to SLA Start, the process can continue after the issue's resolution
- **SLA Negotiation or Deadline Date Field** stores the expected SLA target date. If this field is selected, the counter will count until the end of date/time value that this field holds.

There is no limit on the count of defined SLAs. All SLAs are grouped by workflow selection.

## Time to SLA | SLA Configuration

All Workflows Add New SLA Definition

Filter:   Hide disabled SLAs

ID	WF	Description	Priority	SLA Start	SLA End	SLA Value	Calendars	Calculation Method	Config
3	WF	BIZ Contract	All	[To Do]	[Done]	DATE FIELD	24x7	All Cycles	⚙️ JQL
1	WF	BIZ Handle	All	[To Do]	[Done]	12h	Business Hours	All Cycles	⚙️ JQL RESET
2	WF	BIZ Resolution	All	[In Progress]	[Done]	40h	Default	Only Last Cycle	⚙️ JQL
7	WF	DEV Critical Resolution	Highest	[Open]	[Resolved]	DUE DATE	24x7	Only Last Cycle	⚙️ JQL
6	WF	DEV Development Time	All	DATE FIELD	[Resolved]	16h	Business Hours	All Cycles	⚙️ JQL
5	WF	DEV Reopened Resolution	All	[Reopened]	DATE FIELD	16h	Business Hours	All Cycles	⚙️ JQL
4	WF	DEV Total Cycle	All	[Open] [Reopened]	[Closed] [Resolved]	40h	Business Hours	Largest Span	⚙️ JQL
8	WF	First Response	All	[To Do]	COMMENT	8h	Business Hours	Only First Cycle	⚙️ JQL
9	WF	Resolve Time	All	COMMENT	[Done]	DURATION FIELD	24x7	All Cycles	⚙️ JQL PAUSE


For more information please refer to our [documentation](#)

Besides the cog icon, there are some icons/lozenges which indicate whether there is an additional configuration for SLA.

JQL means there is additional JQL defined for this SLA.

**PAUSE** means there is/are paused status(es) for this SLA.

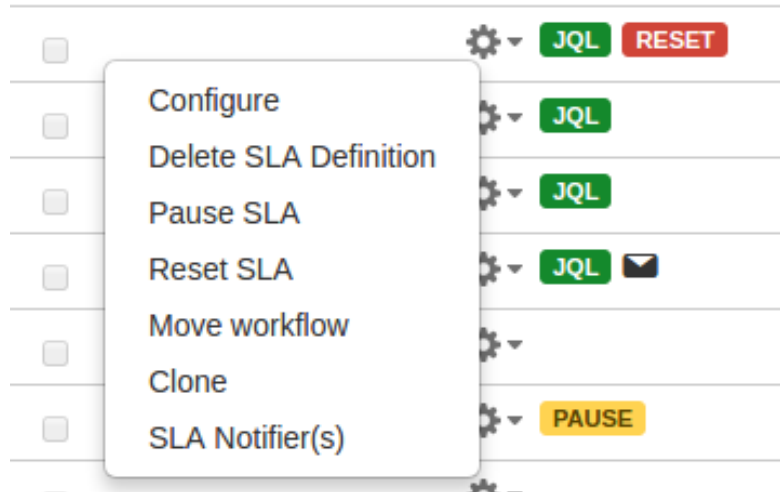
**RESET** means there is/are reset field(s) for this SLA.

 means there is notifier for this SLA.

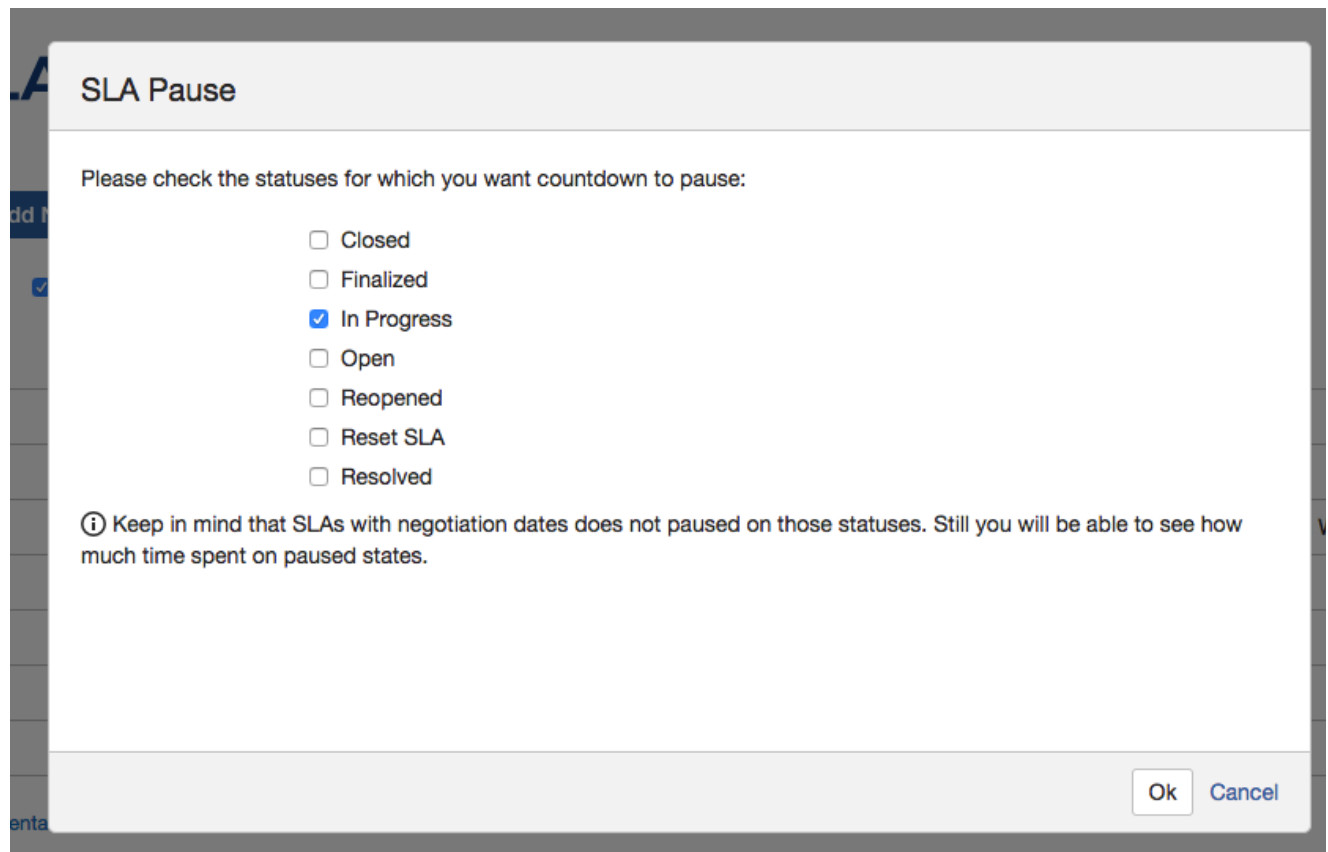
By clicking cog icon, SLA definition can be edited, deleted, cloned, moved to another workflow, etc.

Also, there are handy settings like, [Pause SLA](#), [Reset SLA](#), and [SLA Notifier](#) which are described below

### Only first execution?



[Pause SLA \(Set Pause Conditions for TTS 9.0.0+\)](#) link displays a dialog in which SLA can be configured to have paused status(es). If the issue reaches to one of these selected "Paused Statuses" the timers will immediately stop to count for SLA.



[Reset SLA \(Set Reset Conditions for TTS 9.0.0+\)](#) link displays a dialog seen below. When at least one of the selected fields of the issue changes, the SLA timer resets immediately.

## Reset SLA

Please check the fields that you want to reset SLA whenever these fields change

**JIRA fields**

- Assignee
- Due Date
- Issue Type
- Priority
- Resolution

**Custom fields**

- Overdue
- SLA Indicator
- SLA Negotiation Date
- SLA Start Datetime
- TTS Test Key
- Time to SLA

[Move SLA](#) option changes the corresponding workflow of the SLA definition. It is accessible through change workflow link in the cog icon in SLA definition page.

# Move SLA

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Select new workflow to move SLA

Old workflow Software Simplified Workflow for Pr ▾

New workflow All Workflows ▾

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OK Cancel