**Standard Operating Procedure Document**

**For**

**Insurance Information Bureau**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 21-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
|  |  |  |  |  |
|  |  |  |  |  |

**Table of Contents**

[1. Introduction 4](#_Toc30602885)

[1.1 Purpose 4](#_Toc30602886)

[1.2 Scope / Responsibilities 4](#_Toc30602887)

[2. Definitions and Acronyms 4](#_Toc30602888)

[3. Application Overview 4](#_Toc30602889)

[3.1 Application Identification 4](#_Toc30602890)

[3.2 Application Ownership 4](#_Toc30602891)

[4 Application Architecture 5](#_Toc30602892)

[4.1 Flow Diagram 5](#_Toc30602893)

[5. Procedure 5](#_Toc30602894)

[5.1 Start Criteria 5](#_Toc30602895)

[5.2 Process Flow 5](#_Toc30602896)

[5.3 Technical Flow 7](#_Toc30602897)

[5.4 Roles & Responsibilities 7](#_Toc30602898)

[5.5 Checklist 7](#_Toc30602899)

[5.6 Query To Be Used 7](#_Toc30602900)

[5.7 Known Error Logs 8](#_Toc30602901)

[5.8 Completion Criteria 8](#_Toc30602902)

[6. Escalation Matrix 8](#_Toc30602903)

[7. Dependencies 8](#_Toc30602904)

[8. Document Review Mechanism 8](#_Toc30602905)

# 1. Introduction

## 1.1 Purpose

To provide architecture view of IIB application and step by step execution guidelines to L1 team of a system in case of disruption, so as to facilitate recovery within the stipulated timeframes to ensure business continuity with minimal impact on business operation.

## 1.2 Scope / Responsibilities

Architecture overview of the application and L1 team as to follow this document for IIB module.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| IIB | Insurance Information Bureau |
|  |  |

# 3. Application Overview

IIB is a third party website, where we store user information when user issue policy against vehicle no. or reg. no. in IIB console table in V-seva and Vahan website. Once the Policy has been issued then it has been pushed to the IIB Console table and then the same will be reflected in V-seva and Vahan site.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | **IIB** |
| **Acronym** | Insurance Information Bureau |
| **URL** |  |

## 3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** |  |
| **Business Owner** |  |
| **Operation Owner** |  |
| **IT Support** | Customer.support@bajajallianz.co.in |

# 4 Application Architecture

|  |  |
| --- | --- |
| **Operating System** | Windows |
| **Technology** | Java |
| **Database** | Oracle |
| **Environment** | UAT / Dev / Staging |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Server Type** | **Site A IP** | **Site A Hostname** | **Site B IP** | **Site B Hostname** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 4.1 Flow Diagram

# 5. Procedure

User will find the details of policy in vahan site with the registration number. In some cases user not able to find the details of the policy in vahan site. In that case the user will send the screen shot of the vahan site otherwise mail consists of policy number and registration number.

L1 team need to follow below guidelines for IIB application within specified timeframe.

## 5.1 Start Criteria

The branch user or else ITC team will raise tickets to support team. Once the ticket is assigned to support team member, he/she needs to understand the user issue and provide solutions accordingly.

## 5.2 Process Flow

The support team as to follow below process once the call tickets assigned to them:

* Read the call ticket description and if they have any enquiry call the user to get more details about the issue.
* In the first step we need to check the details of the policy in vahan site with the registration number. If we found the details of the policy number correctly in vahan site then we need to send the mail to the user with attached screen shot of the vahan site.
* In case we are also not able find the details of policy number in vahan site then we need to check in IIB Console table.

***Table Name: IIB\_MOTOR\_POLICY\_DAILY\_CONSOL (or)***

We can use below queries to check the details:

***SELECT***

***insurer\_code,***

***txt\_policy\_number,***

***txt\_registration\_number,***

***txt\_chassis\_number,***

***txt\_engine\_number,***

***txt\_net\_premium,***

***txt\_transaction\_type,***

***txt\_policy\_start\_date,***

***txt\_policy\_end\_date,***

***txt\_transaction\_date,***

***txt\_transaction\_id,***

***txt\_class\_code,***

***txt\_office\_code,***

***p\_product\_id,***

***iib\_date\_time,***

***dwh\_load\_date, ---insert date***

***t\_date\_desc, --- policy transaction date***

***load\_date,***

***invalid\_engine\_chassis\_flag,***

***org\_regn\_no,***

***class\_code\_flag,***

***web\_status\_flag, --- web status 's' and 'f'***

***version,***

***to\_iib\_pushed\_date --- iib pushed date***

***FROM iib\_motor\_policy\_daily\_consol***

***WHERE***

***txt\_policy\_number =***

* If we found any issue in console table like more than one entry with same registration number or mismatch of registration number then mail to the below mail id:

*Sanket Rajgure/HO/IT/General Sanket.Rajgure1@bajajallianz.co.in*

* To add cancelation entry, execute below procedure,

***IIB\_DAILY\_ADD\_CANCEL\_ENTRY (P\_CONTRACT NUMBER)***

* If the details are reflecting correctly in console table then check it in V-seva.

When the details are reflecting in v-seva but not in vahan site then mail to the below mail ids.

(lavanya@iib.gov.in, [udaykumar@iib.gov.in](mailto:udaykumar@iib.gov.in))

In case details are not reflecting in both v-seva and vahan site then we need to push the entry into the console table. For that issue mail to below mail id to push the data into console table.

sumit.bhujbal@its.bajajallianz.co.in

***Note:*** MIS Team need to make the report for every last two days and for every last seven days for missed entries in console table after endorsement. For every week we need to run a scheduler to push the data into IIB console table from our end.

## 5.3 Technical Flow

The support team as to follow below technical steps:

* L1 team needs to replicate the issue.
* If issue is not replicated then assign it to L2 team.
* If issue is replicated and is related to basic setting, then guide users accordingly.
* If issue is related to some changes in script, then make the necessary changes and assign the script to L2 team for approval.

## 5.4 Roles & Responsibilities

|  |  |
| --- | --- |
| **Roles** | **Responsibilities** |
| Level 1 | L1 Team Members |
| Level 2 | L2 Team Members, if ticket is reopen or have any issues |
| Level 3 |  |

## 5.5 Checklist

Daily task performed by L0, L1 and L2 team members.

## 5.6 Query To Be Used

Below queries needs to be performed to check the details:

SELECT

insurer\_code,

txt\_policy\_number,

txt\_registration\_number,

txt\_chassis\_number,

txt\_engine\_number,

txt\_net\_premium,

txt\_transaction\_type,

txt\_policy\_start\_date,

txt\_policy\_end\_date,

txt\_transaction\_date,

txt\_transaction\_id,

txt\_class\_code,

txt\_office\_code,

p\_product\_id,

iib\_date\_time,

dwh\_load\_date, ---insert date

t\_date\_desc,--- policy transaction date

load\_date,

invalid\_engine\_chassis\_flag,

org\_regn\_no,

class\_code\_flag,

web\_status\_flag,--- web status 's' and 'f'

version,

to\_iib\_pushed\_date --- iib pushed date

FROM iib\_motor\_policy\_daily\_consol

WHERE

txt\_policy\_number =

## 5.7 Known Error Logs

NA

## 5.8 Completion Criteria

After completion of script execution you can close the call with appropriate comments.

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **HCM – Escalation Matrix** | | | |
| **Escalation Level** | **Name** | **Email Address** | **Phone No.** |
| Level 1 |  |  |  |
| Level 2 |  |  |  |
| Level 3 |  |  |  |

# 7. Dependencies

NA

# 8. Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.