**Standard Operating Procedure Document**

**For**

**PPID Configuration**

# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 10-Jan-2020 |  |
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# Approval History

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| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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# 1. Introduction

## 1.1 Purpose

To provide step by step execution guidelines to L1 team for PPID configuration, so as to facilitate solutions within the stipulated timeframes to ensure business continuity with minimal impact on business operation.

## 1.2 Scope / Responsibilities

L1 team as to follow this document for PPID configuration.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| PPM | Policy Processing Module |
| PPID | Premium Payer ID |

# 3. Application Overview

PPID rights needs to be configured to users.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | **PPM** |
| **Acronym** | Policy Processing Module |
| **URL** | https://general.bajajallianz.com/BagicNxt/security/qlogon.do |

## 3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** | Sandipan Chakraborty |
| **Operation Owner** | Operation Department |
| **IT Support** | customer.support@bajajallianz.co.in |

# 

# 4. Application Architecture

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

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

## 4.1 Flow Diagram

NA

# 5. Procedure

We need to follow below guidelines for PPID configuration within specified timeframe.

## 5.1 Start Criteria

The branch user or else ITC team will raise tickets to support team for PPID configuration. Once the ticket is assigned to support team member, he/she needs to process accordingly.

## 5.2 Table Master

* BJAZ\_PACKPOL\_AGNETS\_VALIDATION
* BA\_EXTERNAL\_CONFIG

## 5.3 Required Information

* We need approval for PPID configuration
* User web id

## 5.3 Process Flow

L1 team as to follow below process once the call tickets assigned to them:

* Take all details which require for PPID configuration, if anything is missing in tickets.
* Make insert script rights if there is no mapping against web id and location, update if user already have rights but its top indicator should be ‘N’.
* For below 10 records you can use automated dba utility script approval process and we have to select approval name, otherwise you can use bulk script utility for below 200 records, for more than 200 records we have to send script on email to approver.
* After completion of script execution you can close the call with appropriate comments.
* If user reopen call, then you have to check all details in table, if all are correct then take VNC number and contact number for further investigating.
* Take all step by step snap and you have to assign this issue to L2 team along with script which you have executed for mapping, VNC no., contact no., and snapshots which we taken through VNC.

## 5.4 Technical Flow

NA

## 5.5 Roles & Responsibilities

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

## 5.6 Checklist

NA

## 5.7 Query To Be Used

Below queries needs to be performed for location mapping activities:

*-----PPID/CUST FLOAT/integrated rec/packpol----*

*select \* from bjaz\_vehicle\_type\_master\_act where USER\_NAME in('g.raju@md.bajajallianz.co.in')*

*select \* from BJAZ\_POLICY\_BREAKIN\_CONFIG where user\_id in('g.raju@md.bajajallianz.co.in')*

*select \* from BJAZ\_PACKPOL\_AGENT\_VALIDATIONS where user\_id in('g.raju@md.bajajallianz.co.in')*

*select \* from bjaz\_vehicle\_type\_master\_act where USER\_NAME in('g.raju@md.bajajallianz.co.in')*

*select \* from agents where loginname in('g.raju@md.bajajallianz.co.in')*

*update agents set LOGINNAME='sreena.s@bajajallianz.co.in' /\*sreena.s@bajajallainz.co.in\*/ where loginname in('g.raju@md.bajajallianz.co.in')*

*select \* from ba\_external\_config where user\_id in('10047808@general.bajajallianz.co.in')*

*update ba\_external\_config set EFFECTIVE\_TO\_DATE='20-DEC-2021' where user\_id in('g.raju@md.bajajallianz.co.in')*

*Insert into BA\_EXTERNAL\_CONFIG (USER\_ID, IMD\_CODE, SUB\_IMD\_CODE, DOMAIN, PRODUCT\_CODE,LOCATION\_CODE, PARAM\_REF, PARAM\_VALUE, PARAM\_LABEL, EFFECTIVE\_FROM\_DATE, EFFECTIVE\_TO\_DATE, STATUS, RECORDED\_ON, REMARKS)*

*Values('hitesh.kikani@md.bajajallianz.co.in',15328150, 'ALL', 'ALL', 0, 0, 'FLOAT\_OPTION', 'CUSTFLOAT', 'Customer Float', sysdate, '20-Nov-2021', 'A', sysdate,'Issue Number : 46689307');*

*Insert into BA\_EXTERNAL\_CONFIG (USER\_ID,IMD\_CODE, SUB\_IMD\_CODE, DOMAIN, PRODUCT\_CODE,LOCATION\_CODE, PARAM\_REF, PARAM\_VALUE, PARAM\_LABEL, EFFECTIVE\_FROM\_DATE, EFFECTIVE\_TO\_DATE, STATUS, RECORDED\_ON, REMARKS)*

*Values('g.raju@md.bajajallianz.co.in',15328027, 'CUSTFLOAT', 'ALL',0,0, 'PPID\_CONFIG',39581289,39581289,sysdate, '20-Nov-2021', 'A', sysdate, 'As per request Issue Number : 46559044 ');*

*INSERT INTO ba\_external\_config(user\_id, imd\_code, sub\_imd\_code, domain, product\_code, location\_code, param\_ref,param\_value, param\_label, effective\_from\_date, effective\_to\_date, status, recorded\_by, recorded\_on, remarks)*

*VALUES ('supreme@md.bajajallianz.co.in',15328242, 'ALL', 'ALL', '0',0, 'FLOAT\_OPTION','CUST\_CHEQUE', 'Integrated Receipt',sysdate,TO\_DATE ('21/11/2020', 'dd/mm/yyyy'),'A', 'vaibhav.gangarde@bajajallianz.co.in', SYSDATE,'As per request from 46757326');*

*Insert into BJAZ\_PACKPOL\_AGENT\_VALIDATIONS (PRODUCT\_CODE, IMD\_CODE, VALIDATION\_NO, VALIDATE\_YN, EFF\_DATE, USER\_ID, VALIDATION\_VALUE, LOCATION\_CODE, USER\_LEVEL, DEFAULT\_LOC, APR\_RIGHT, APR\_LIMIT, RJT\_RIGHT, RJT\_LIMIT, MODIFIED\_BY, SEQ\_NO, TOP\_INDICATOR, EXPIRY\_DATE, PART\_ID, OFFICIAL\_EMAIL, PRODUCT\_NAME, LOCATION\_NAME)*

*Values (1831,15328027, 'MOTOR\_FREEZED', 'Y', SYSDATE,'g.raju@md.bajajallianz.co.in',39581289, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, 'CUSTOMER FLOAT', '0');*

*Insert into BJAZ\_PACKPOL\_AGENT\_VALIDATIONS (PRODUCT\_CODE, IMD\_CODE, VALIDATION\_NO, VALIDATE\_YN, EFF\_DATE, USER\_ID, VALIDATION\_VALUE, LOCATION\_CODE, USER\_LEVEL, DEFAULT\_LOC, APR\_RIGHT, APR\_LIMIT, RJT\_RIGHT, RJT\_LIMIT, MODIFIED\_BY, SEQ\_NO, TOP\_INDICATOR, EXPIRY\_DATE, PART\_ID, OFFICIAL\_EMAIL, PRODUCT\_NAME, LOCATION\_NAME)*

*Values (1805,15328027, 'MOTOR\_FREEZED', 'Y', SYSDATE,'g.raju@md.bajajallianz.co.in',39581289, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, 'CUSTOMER FLOAT', '0');*

*Insert into BJAZ\_PACKPOL\_AGENT\_VALIDATIONS (PRODUCT\_CODE, IMD\_CODE, VALIDATION\_NO, VALIDATE\_YN, EFF\_DATE, USER\_ID, VALIDATION\_VALUE, LOCATION\_CODE, USER\_LEVEL, DEFAULT\_LOC, APR\_RIGHT, APR\_LIMIT, RJT\_RIGHT, RJT\_LIMIT, MODIFIED\_BY, SEQ\_NO, TOP\_INDICATOR, EXPIRY\_DATE, PART\_ID, OFFICIAL\_EMAIL, PRODUCT\_NAME, LOCATION\_NAME)*

*Values (1806,15328027, 'MOTOR\_FREEZED', 'Y', SYSDATE,'g.raju@md.bajajallianz.co.in',39581289, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, NULL, 'CUSTOMER FLOAT', '0');*

## 5.8 Known Error Logs

NA

## 5.9 Completion Criteria

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

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **Access Request – Escalation Matrix** | | | |
| **Escalation Level** | **Name** | **Email Address** | **Phone No.** |
| Level 1 | Clover Infotech | Customer.support@bajajallianz.co.in | 020-30173017 |
| Level 2 | Angel Wilson | Angel.wilson@bajajallianz.co.in |  |
| Level 3 | Kamalakkannan Vishwanathan | Kamalakkannan.vishwanathan@bajajallianz.co.in |  |
| Level 4 | Sandipan Chakraborty | Sandipan.chakraborty@bajajallianz.co.in |  |

# 7. Dependencies

NA

# 8. Document Review Mechanism

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