**Standard Operating Procedure Document**

**For**

**PPM – Location Mapping**

# 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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**Table of Contents**

[Revision History 2](#_Toc29546845)

[Approval History 2](#_Toc29546846)

[1. Introduction 4](#_Toc29546847)

[1.1 Purpose 4](#_Toc29546848)

[1.2 Scope / Responsibilities 4](#_Toc29546849)

[2. Definitions and Acronyms 4](#_Toc29546850)

[3. Application Overview 4](#_Toc29546851)

[3.1 Application Identification 4](#_Toc29546852)

[3.2 Application Ownership 4](#_Toc29546853)

[4. Application Architecture 5](#_Toc29546854)

[4.1 Flow Diagram 5](#_Toc29546855)

[5. Procedure 5](#_Toc29546856)

[5.1 Start Criteria 5](#_Toc29546857)

[5.2 Table Master 5](#_Toc29546858)

[5.3 Required Information 5](#_Toc29546859)

[5.3 Process Flow 6](#_Toc29546860)

[5.4 Technical Flow 6](#_Toc29546861)

[5.5 Roles & Responsibilities 6](#_Toc29546862)

[5.6 Checklist 6](#_Toc29546863)

[5.7 Query To Be Used 7](#_Toc29546864)

[5.8 Known Error Logs 8](#_Toc29546865)

[5.9 Completion Criteria 8](#_Toc29546866)

[6. Escalation Matrix 8](#_Toc29546867)

[7. Dependencies 8](#_Toc29546868)

[8. Document Review Mechanism 8](#_Toc29546869)

# 1. Introduction

## 1.1 Purpose

To provide step by step execution guidelines to L1 team for location mapping in PPM module, 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 location mapping in PPM module.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| PPM | Policy Processing Module |
|  |  |

# 3. Application Overview

PPM application is used for policy processing i.e. Scrutinization, under writing and receipting before policy issuance through different system.

PPM Location mapping module is used for mapping individual or multiple location for internal 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 location mapping for users respectively within specified timeframe.

## 5.1 Start Criteria

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

***Note:***

* If location mapping is less than or equal to 5 locations we can inform user to get in touch with channel head and get location configure by them.
* If location mapping is more than 5 locations then we need to create scripts and insert into table master (bjaz\_scr\_gen\_map) in Lotus database.

## 5.2 Table Master

bjaz\_scr\_gen\_map

## 5.3 Required Information

* No need of approval for location mapping
* User web id and location needs to be gathered from ticket

## 5.3 Process Flow

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

* Take all details which require for location mapping from users 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

L1 team as to make sure below settings are taken care while creating scripts:

* Both Product and LOB code needs to be either ‘null’ or else ‘ALL’.
* If Product and LOB Code is ‘null’, then we will provide access to PPM module.
* If Product and LOB Code is ‘ALL’, then we will provide access to PPM, Quotation and Invoice modules.

## 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:

DECLARE

CURSOR web\_id

IS

(SELECT loginname, locationcode

FROM agents

WHERE loginname IN

('rajeev.r@bajajallianz.co.in'));

CURSOR loc\_code

IS

(SELECT branch\_code

FROM bjaz\_branch\_master

WHERE branch\_code IN (2416, 2444, 2445, 2446, 3853));

vcount NUMBER;

vcount1 NUMBER;

BEGIN

FOR i IN web\_id

LOOP

FOR j IN loc\_code

LOOP

/\* ---- Insert in scr\_gen\_map---- \*/

SELECT COUNT (1)

INTO vcount

FROM customer.bjaz\_scr\_gen\_map

WHERE user\_name = i.loginname

AND status = 'Y'

AND control\_given = 'SCR\_LOC\_RIGHTS'

AND prod\_code = 'ALL'

AND lob\_code = 'ALL'

AND loc\_code = TO\_CHAR (j.branch\_code);

IF vcount = 0

THEN

INSERT INTO customer.bjaz\_scr\_gen\_map (lov\_id,

control\_given,

user\_name,

loc\_code,

prod\_code,

lob\_code,

status,

record\_date,

remarks,

grp\_id,

control\_desc,

recorded\_by)

VALUES (

(SELECT MAX (lov\_id) + 1

FROM customer.bjaz\_scr\_gen\_map),

'SCR\_LOC\_RIGHTS',

i.loginname,

j.branch\_code,

'ALL',

'ALL',

'Y',

SYSDATE,

NULL,

NULL,

'Scrutiny Location Mapping',

NULL);

END IF;

END LOOP;

END LOOP;

commit;

END;

## 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.