**Standard Operating Procedure Document**

**For**

**UW Approval Rights**

**(Health)**

# 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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# 1. Introduction

## 1.1 Purpose

To provide step by step execution guidelines to L1 team for UW approval rights for health, 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 UW approval rights for health.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| PPM | Policy Processing Module |
| UW | Under Writing |

# 3. Application Overview

We need to assign under writing approval rights for health.

## 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 under writing approval rights for health within specified timeframe.

## 5.1 Start Criteria

The branch user or else ITC team will raise tickets to support team for under writing approval rights for health. Once the ticket is assigned to support team member, he/she needs to process accordingly.

## 5.2 Table Master

* bjaz\_approval\_limits
* bjaz\_scr\_approval\_mast
* ba\_mot\_app\_level
* HO-Health-Underwriter

## 5.3 Required Information

* We need approval for assigning UW approval rights for health
* User web id
* Product code, location code and UW level which approver as mentioned in approval mail/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 assigning UW approval rights for 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

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:

DECLARE

---- **APPROVAL\_LIMITS-**---

------------------------------------------------

--\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

-----------------------------------------------

v\_app\_limit VARCHAR2 (100) := 'Y'; --N

si\_limit NUMBER := '0';

v\_rate NUMBER := '80';

v\_control\_type1 VARCHAR2 (100) := 'CID\_APP'; -- CID\_APP

v\_control\_type2 VARCHAR2 (100) := '-'; -- APP

v\_date VARCHAR2 (11) := '07-SEP-2020';

v\_recorded\_by VARCHAR2 (100)

:= 'shital.makode@bajajallianz.co.in';

v\_recorded\_date VARCHAR2 (100) := '03-apr-2017';

----------**scr\_approval\_mast**--------------------------------------------------------------------

v\_scrutiny VARCHAR2 (100) := 'Y'; --N OR Y

control1 VARCHAR2 (4) := 'CD'; --CD

control2 VARCHAR2 (4) := 'UW'; --UW

control3 VARCHAR2 (4) := 'IDV'; --IDV

control4 VARCHAR2 (4) := '-'; --ALL

------------------------------------------------

i\_control\_cd VARCHAR2 (4) := 'CD';

i\_control\_uw VARCHAR2 (4) := 'UW';

i\_control\_idv VARCHAR2 (4) := 'IDV';

i\_control\_all VARCHAR2 (4) := 'ALL';

--------------------------------------------

v\_sql NUMBER := 0;

--------------------------------------------

i\_limit\_cd NUMBER := 80;

i\_limit\_uw NUMBER := 1223333333;

i\_limit\_idv NUMBER := 50;

count1 NUMBER;

----------------------- **Approval from** ---------------------------------------------------

vcount NUMBER;

vcount1 NUMBER;

v\_app\_auth VARCHAR2 (1000)

:= 'Issue Number : 46452637';

CURSOR web\_id

IS

(SELECT loginname, locationcode

FROM agents

WHERE loginname IN

('vivek.sharma@bajajallianz.co.in'));

CURSOR loc\_code

IS

(SELECT branch\_code

FROM bjaz\_branch\_master

WHERE branch\_code IN (1156));

CURSOR prod

IS

(SELECT product\_4digit\_code

FROM bjaz\_product\_master

WHERE product\_4digit\_code IN (1802,1812,1803,1831,1802,1812,1803,1831));

BEGIN

IF v\_app\_limit = 'Y'

THEN

FOR i IN web\_id

LOOP

FOR j IN loc\_code

LOOP

FOR k IN prod

LOOP

IF v\_control\_type1 = 'CID\_APP'

THEN

SELECT COUNT (1)

INTO vcount

FROM customer.bjaz\_approval\_limits

WHERE user\_id = i.loginname

AND loc\_code = j.branch\_code

AND product\_code = k.product\_4digit\_code

AND control\_type = v\_control\_type1

AND top\_indicator = 'Y';

IF vcount = 0

THEN

INSERT

INTO customer.bjaz\_approval\_limits (seq\_no,

user\_id,

loc\_code,

product\_code,

allow\_imd\_code,

block\_imd\_code,

allow\_subimd,

block\_subimd,

si\_limit,

rate,

premium,

year\_of\_mfg,

make,

model,

partner\_id,

new\_business,

renewal,

endorsment,

instrument\_type,

allow\_pincode,

block\_pincode,

trans\_id,

expiry\_date,

top\_indicator,

control\_type,

recorded\_by,

record\_date)

VALUES (BJAZ\_APPROVAL\_LIMIT\_SEQ.NEXTVAL,

i.loginname,

j.branch\_code,

k.product\_4digit\_code,

0,

'-',

0,

'-',

si\_limit,

v\_rate,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

NULL,

v\_date,

'Y',

v\_control\_type1,

v\_recorded\_by,

v\_recorded\_date);

END IF;

END IF;

END LOOP;

END LOOP;

END LOOP;

END IF;

IF v\_scrutiny = 'Y'

THEN

BEGIN

FOR i IN web\_id

LOOP

FOR j IN loc\_code

LOOP

FOR k IN prod

LOOP

/\*------------------ **CD** ---------------------------\*/

SELECT COUNT (1)

INTO count1

FROM bjaz\_scr\_approval\_mast

WHERE product\_code = k.product\_4digit\_code

AND location\_code = j.branch\_code

AND approver\_user\_id = i.loginname

AND approval\_type = i\_control\_cd

AND top\_indicator = 'Y';

IF count1 = 0

THEN

IF control1 = 'CD'

THEN

INSERT

INTO bjaz\_scr\_approval\_mast (location\_code,

product\_code,

approval\_type,

approver\_user\_id,

approver\_role,

referel\_limit\_from,

referel\_limit\_to,

top\_indicator,

effective\_date,

imd\_code)

VALUES (j.branch\_code,

k.product\_4digit\_code,

i\_control\_cd,

i.loginname,

v\_app\_auth,

0,

i\_limit\_cd,

'Y',

SYSDATE,

'ALL');

END IF;

END IF;

/\*------------------ **UW** ---------------------------\*/

SELECT COUNT (1)

INTO count1

FROM bjaz\_scr\_approval\_mast

WHERE product\_code = k.product\_4digit\_code

AND location\_code = j.branch\_code

AND approver\_user\_id = i.loginname

AND approval\_type = i\_control\_uw

AND top\_indicator = 'Y';

IF count1 = 0

THEN

IF control2 = 'UW'

THEN

INSERT

INTO bjaz\_scr\_approval\_mast (location\_code,

product\_code,

approval\_type,

approver\_user\_id,

approver\_role,

referel\_limit\_from,

referel\_limit\_to,

top\_indicator,

effective\_date,

imd\_code)

VALUES (j.branch\_code,

k.product\_4digit\_code,

i\_control\_uw,

i.loginname,

v\_app\_auth,

0,

i\_limit\_uw,

'Y',

SYSDATE,

'ALL');

END IF;

END IF;

/\*------------ ----------------- **IDV** ---------------------------\*/

SELECT COUNT (1)

INTO count1

FROM bjaz\_scr\_approval\_mast

WHERE product\_code = k.product\_4digit\_code

AND location\_code = j.branch\_code

AND approver\_user\_id = i.loginname

AND approval\_type = i\_control\_idv

AND top\_indicator = 'Y';

IF count1 = 0

THEN

IF control3 = 'IDV'

THEN

INSERT

INTO bjaz\_scr\_approval\_mast (location\_code,

product\_code,

approval\_type,

approver\_user\_id,

approver\_role,

referel\_limit\_from,

referel\_limit\_to,

top\_indicator,

effective\_date,

imd\_code)

VALUES (j.branch\_code,

k.product\_4digit\_code,

i\_control\_idv,

i.loginname,

v\_app\_auth,

0,

i\_limit\_idv,

'Y',

SYSDATE,

'ALL');

END IF;

END IF;

/\*------------ ----------------- **ALL** ---------------------------\*/

SELECT COUNT (1)

INTO count1

FROM bjaz\_scr\_approval\_mast

WHERE product\_code = k.product\_4digit\_code

AND location\_code = j.branch\_code

AND approver\_user\_id = i.loginname

AND approval\_type = i\_control\_all

AND top\_indicator = 'Y';

IF count1 = 0

THEN

IF control4 = 'ALL'

THEN

INSERT

INTO bjaz\_scr\_approval\_mast (location\_code,

product\_code,

approval\_type,

approver\_user\_id,

approver\_role,

referel\_limit\_from,

referel\_limit\_to,

top\_indicator,

effective\_date,

imd\_code)

VALUES (j.branch\_code,

k.product\_4digit\_code,

i\_control\_all,

i.loginname,

v\_app\_auth,

0,

i\_limit\_cd,

'Y',

SYSDATE,

'ALL');

END IF;

END IF;

END LOOP;

END LOOP;

END LOOP;

END;

END IF;

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.