**Standard Operating Procedure Document**

**For**

**Agency Licensing Approval**

**(New Agents)**

# 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 Agency licensing approval for new agent, 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 Agency licensing approval for new agent.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| PPM | Policy Processing Module |
| UW | Under Writing |
| LOB | Line of Business |

# 3. Application Overview

We need to assign agency licensing approval for new agent.

## 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 agency licensing approval for new agent 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 non-motor. Once the ticket is assigned to support team member, he/she needs to process accordingly.

## 5.2 Table Master

* customer.bjaz\_agn\_licens\_user\_profile
* Ho-OPS team (Approver)

## 5.3 Required Information

* We need approval for assigning UW approval rights for motor
* User web id, profile code and location code
* Profile, 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 agency licensing approval for new agent 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:

*INSERT INTO customer.bjaz\_agn\_licens\_user\_profile (profile\_code, profile\_code\_desc, user\_id,* *active\_yn, record\_date, imd\_type, channel, LOCATION, type\_of\_code, code\_generation )*

*VALUES (3, 'ALT', 'kvenkateswara.rao1807@bajajallianz.co.in', 'Y', SYSDATE, 'ALL', 'ALL', 1807, 'ALL', 'ALL' );*

*SELECT \* FROM BJAZ\_AGENCY\_LICENSING\_DTLS WHERE REQ\_NO='28731'*

*SELECT TYPE\_OF\_CODE from BJAZ\_AGENCY\_LICENSING\_DTLS where req\_no= 137467*

*it should not be "0"*

*it should be NA or other thing as per code data issue*

## 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.