**Standard Operating Procedure Document**

**For**

**CN RM Rights**

# 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 CN RM rights, 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 CN RM rights.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| PPM | Policy Processing Module |
| CN | Cover Note |

# 3. Application Overview

We need to assign CN RM rights.

## 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 CN RM rights within specified timeframe.

## 5.1 Start Criteria

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

## 5.2 Table Master

* bjaz\_covernote\_profile
* Ho-OPS team (Approver)

## 5.3 Required Information

* We need approval for assigning CN RM rights
* User web id
* Profile name, which approver as mentioned in approval mail/ticket
* Rights contrl char, (comma separated) like -  ***cn\_updates, view\_req, raise\_req, pend\_allot, pend\_ack, disp\_branch, send\_bl, reassignment, updation, cn\_search***

## 5.3 Process Flow

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

* Take all details which require for CN RM rights 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:

-- **First check in**-----

SELECT \* from bjaz\_covernote\_profile where user\_id in ('firstname.lastname@bajajallianz.co.in')

If ID not found then

-----**Script for RM**------

Insert into BJAZ\_COVERNOTE\_PROFILE (USER\_ID, LOCATION\_CODE, ROLE\_NAME, RIGHT\_PAGE, LOCATION\_COVERED)

Values ('pritam.shah01@bajajallianz.co.in',2005,'RM','raise\_req,view\_req,pend\_ack,disp\_branch,send\_bl','2005');

-----**Script for BO\_RO**-------------

Insert into BJAZ\_COVERNOTE\_PROFILE (USER\_ID, LOCATION\_CODE, ROLE\_NAME, RIGHT\_PAGE, LOCATION\_COVERED)

Values('pritam.shah01@bajajallianz.co.in',2005,'BO\_RO','cn\_updates,view\_req,raise\_req,pend\_allot,pend\_ack,disp\_branch,send\_bl,reassignment,updation,cn\_search','2005');

---**Location code check in Agent table**-------------

SELECT \* from agents where loginname in ('firstname.lastname@bajajallianz.co.in')

Link to be given in User ID: [10.13] Cover note Control Module (M)

-------------------**CN RM rights script for swapnil**----------

INSERT INTO bjaz\_covernote\_profile

VALUES ('mehul.gajjar02@bajajallianz.co.in', 2215, 'RM',

'raise\_req, view\_req, pend\_ack, disp\_branch, send\_bl, cn\_search', 2215);

SELECT \* from bjaz\_covernote\_profile

WHERE USER\_ID='darshan.jain@bajajallianz.co.in'

INSERT INTO bjaz\_scr\_gen\_map

(lov\_id, control\_given, user\_name, loc\_code, prod\_code, lob\_code,

status, record\_date, remarks, grp\_id)

SELECT MAX (lov\_id) + 1, 'SCR\_LOC\_RIGHTS',

'rahul.gupta061@bajajallianz.co.in', '2406', 'ALL', 'ALL', 'Y',

SYSDATE, NULL, NULL

FROM bjaz\_scr\_gen\_map;

cover note link:

covernote control module

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

mallikarjuna.rao@bajajallianz.co.in 1802

mallikarjuna.rao@bajajallianz.co.in

select \* from bjaz\_covernote\_profile where user\_id in('mallikarjuna.rao@bajajallianz.co.in')

select \* from bjaz\_covernote\_profile where ROLE\_NAME in('BO\_RO')

select \* from agents where loginname in('mallikarjuna.rao@bajajallianz.co.in')

select \* from bjaz\_scr\_gen\_map where USER\_NAME in('pritam.shah01@bajajallianz.co.in')

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

update BJAZ\_COVERNOTE\_PROFILE set LOCATION\_COVERED='2225'

where USER\_ID in('darshan.jain@bajajallianz.co.in');

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

select \* from bjaz\_cn\_raise\_request where REQUEST\_NO ='668585' and status =14;

select \* from bjaz\_cn\_raise\_request where REQUEST\_NO ='668585' and status =14 and VERSION\_NO='4';

for one row make CHILD\_REQUEST\_NO =1

update bjaz\_cn\_raise\_request set CHILD\_REQUEST\_NO='1'/\*0\*/

where REQUEST\_NO ='668585' and status =14 and VERSION\_NO='4';

---------------------configure the location 2202 in this table  bjaz\_scr\_gen\_map

5:52 PM

and then check

5:52 PM

with user

5:52 PM

## 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.