**Standard Operating Procedure Document**

**For**

**PPM – Renewal Notice Download Rights (As per channel wise)**

# 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 renewal notice download rights as per channel wise 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 renewal notice download rights in PPM module.

# 2. Definitions and Acronyms

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

# 3. Application Overview

Renewal notice module is used to generate a renewal notice and we also prepare data for quick policy issuance with premium calculation.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | **WEB** |
| **Acronym** | Website |
| **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 renewal notice download rights for users respectively within specified timeframe.

## 5.1 Start Criteria

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

## 5.2 Table Master

* bjaz\_rnw\_agents\_validations
* bjaz\_sub\_cahnnel\_master

## 5.3 Required Information

* Need of approval for renewal notice download rights
* User web id, location code, channel, sub-channel code needs to be gathered from ticket

## 5.3 Process Flow

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

* We need to check approval attached to ticket from vertical head, if not then request for the same.
* Take all details which require for renewal notice download rights 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

## 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 renewal notice download rights activities:

**Insert Statement:**

insert into bjaz\_rnw\_agents\_validations(WEB\_LOGIN\_ID,location\_code,channel\_code,sub\_channel\_code,active\_yn,CONFIGURED\_ON,CONFIGURED\_BY,LAST\_MODIFIED\_ON) values('pawan.kumar6@bajajallianz.co.in','1202','BA','6','Y',sysdate,49579057,sysdate);

insert into bjaz\_rnw\_agents\_validations(WEB\_LOGIN\_ID,location\_code,channel\_code,sub\_channel\_code,active\_yn,CONFIGURED\_ON,CONFIGURED\_BY,LAST\_MODIFIED\_ON) values('pawan.kumar6@bajajallianz.co.in','1203','BA','6','Y',sysdate,49579057,sysdate);

## 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.