

## Understanding Challenged & Specific Access Search Results

This guide is designed for the Counter Fraud (CF) team, explaining the fields shown in the search results for Challenged & Specific Access requests. It covers what each field represents, where the data originates, and the business rules governing how this data is displayed. This will assist in interpreting the search results to support your investigative work.

### Field Descriptions

Here is a table illustrating the different values the fields can show:

User ID	Case ID	Request Type	Action	Action On (UTC)	Justification	Time Limit (UTC)
7a51b87d-36c6-47fa-b9ef-4257af8001c5	"1708968484691010 "	SPECIFIC	CREATED	"2024-09-30 13:56:14"	Just curious	N/A
77ff7bb9-fc72-4551-a080-d7715c54ddab	"1708968484691010 "	SPECIFIC	REJECTED	"2024-09-30 14:04:09"	Request more information - Be more specific please	N/A
7a51b87d-36c6-47fa-b9ef-4257af8001c5	"1708968484691010 "	SPECIFIC	CREATED	"2024-09-30 13:58:10"	Just curious about the case and stuff	N/A
77ff7bb9-fc72-4551-a080-d7715c54ddab	"1708968484691010 "	SPECIFIC	APPROVED	"2024-09-30 14:06:02"	N/A	"2024-10-08 00:59:59"
7a51b87d-36c6-47fa-b9ef-4257af8001f6	"1708968484691010"	SPECIFIC	CREATED	"2024-09-30 15:46:19"	I want to commit fraud	N/A
77ff7bb9-fc72-4551-a080-d7715c54ddab	"1708968484691010"	SPECIFIC	REJECTED	"2024-09-30 16:48:33"	N/A	N/A
66ff7bb9-fc72-4551-a080-d7715c54ddfg	"2708968484691023"	CHALLENGED	AUTO-APPROVED	"2024-10-01 11:48:33"	Other reason - I need to check a case outside of my area	"2024-10-02 00:00:00"

Each field will now be explained one by one, including the source of the data, and any business rules to be aware of:

#### 1. User ID

**Definition:** A unique identifier assigned to:

- the user making the access request (when the ACTION type is 'CREATED')
- the user who has approved/rejected the request (when the action type is 'APPROVED' or 'REJECTED').

**Source:** User management system (IdAM).

#### 2. Case ID

**Definition:** The unique reference number for the case the user is requesting access to.

**Source:** Case management system (CCD).

### 3. Request Type

**Definition:** Indicates the type of access being requested:

- CHALLENGED: Within jurisdiction but outside normal geographic restrictions.
- SPECIFIC: Outside of jurisdiction, requiring approval.

**Source:** System-generated, based on the type of access request made by the user.

**Business Rules:** Challenged access requests are auto-approved until the end of the day (midnight), while specific access requires manual approval.

### 4. Action

**Definition:** Describes the specific action taken on the access request. Possible actions include:

- CREATED: The user has made a new access request.
- APPROVED: The specific access request has been approved by the designated authority.
- REJECTED: The specific access request has been denied.
- REJECTED - with a request for more information: The approver requires further details before making a final decision.
- AUTO-APPROVED: Challenged access was automatically approved by the system.

**Source:** Role assignment system and system-generated statuses.

### 5. Action On (UTC)

**Definition:** The date and time the action was performed, displayed in Coordinated Universal Time (UTC).

**Source:** System-generated timestamps.

**Business Rules:** Every action has a corresponding timestamp that cannot be altered. This allows for accurate tracking of when an action (e.g., approval, rejection) was performed.

### 6. Justification

**Definition:** The reason provided by the user for:

- Requesting access to a SPECIFIC case
- Requesting access to a CHALLENGED case
- Rejecting a request, when an approver makes a request for more information

**Source:** User input.

**Business Rules:**

- Requesting SPECIFIC access to a case
  - This shows an ACTION of 'CREATED'
  - A justification is mandatory for every access request
- Requesting CHALLENGED access to a case
  - This shows an ACTION of 'AUTO-APPROVED'
  - The format for the justification field in this case is:  
'[Reason type] – [Reason text]',  
e.g. "Other reason - I need to check a case outside of my area"

- Since Challenged access requests are AUTO-APPROVED, the justification of the request is logged – there is no reason given for an approval, since it is approved by the system
- Rejecting a request, when an approver makes a request for more information
  - This shows an ACTION of 'REJECTED'
  - The format for the justification field in this case is:  
'Request more information – [Reason text]'
  - When rejecting cases, the user is only able to enter a justification reason when it is rejected with a request for more information

## 7. Time Limit (UTC)

**Definition:** The expiration date and time for the access granted, shown in Coordinated Universal Time (UTC).

**Source:** System-generated, based on the approval process.

**Business Rules:** Challenged access is automatically granted until midnight of the day it is requested, while specific access has a time limit set by the approver.

## Other notes on the Business rules

### Request Outcomes

These are the possible outcomes to a request; each is shown under the 'Action' field:

- APPROVED (specific access requests): The access request was granted after manual approval. There is never any justification reason provided with this action.
- REJECTED (specific access requests): The access request was denied. There is never any justification reason provided with this action (except in the case of the next example)
- REJECTED - request more information (specific access requests): The approver has requested additional information. Action type still shows as REJECTED, but the Justification field shows 'Request more information – [reason more information is needed]'.

- **AUTO-APPROVED (challenged access requests):** The system automatically approved the request for access without manual intervention. The access will always be granted until midnight on the same day, and this will be shown under the 'Time Limit (UTC)' field.