***Security***

Starting July 9th Microsoft no longer releases security updates for our server.

During 2018 IT has indicated that the server needs to be migrated and that I will need to work with them during migration.

I have reached out to Mark Patten in March 2019 regarding it.

I did not receive a response so I followed up in May 2019.

He then informed me he would reach out once they have a date. I have not received any communication related to it since then.

We are currently using server that is no longer supported by Microsoft. All of our data integrations are supported by packages built in Microsoft 2008 version. Once we upgrade the server, we will not be able to use those packages. This means we will not have any new data. Without resolving ticket #173764 (opened in September 2018) we are not able to rebuild packages to be able to use them on the new server. I planned to have Nicoleta start rebuilding the packages in 2018. If IT plans to upgrade the server, which seems like a critical thing to do similar to GP, then I would like to know when so that we can prepare for it. Aside from the security issues, since the new version is at least 5 years newer, it also has many new functionality that would make the work a lot more efficient.

***Responsiveness and communication***

I have tickets open with IT that go back longer than a year. Sometimes IT goes months without responding.

Please see attached the list of outstanding tickets including how long they have been open.

We have a complete code written for automation of the UK and AU daily counterparty report and are unable to automate the run of it. The ticket [184991](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=184991) that Nicoleta was referring to was opened on January 7th, almost 10 months ago. Despite our consistent follow-ups, it took over 5 months for IT to respond. The last time that ticket was worked on was July. It is still pending a resolution and in the meantime Nabiil (and in his absence I) manually run the report that could have been fully automated.

Ticket [173764](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=173764) has been open on September 20th, 2018. In October 2018, IT said they would investigate the issue and in March 2019 set the ticket to ‘Resolved’ even though there was no follow up or resolution. This ticket is at this time still pending resolution.

Ticket [181461](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=181461) was opened on December 6th 2018. First response we received was in February 2019, 3 months since ticket opening. In April 2019, the ticket was set to resolved by IT even though there was no resolution. We followed up again. There was some work done in April and then again no communication until June. Last activity on the ticket was IT asking for a password, which we sent and again no response since then. This ticket relates to the permissions to preform basic task which is a part of then Nicoleta’s and now Nabiil’s job.

In May, while I was working on an urgent request for ASIC, Elvin restarted the server during work hours. Instead of sending out the notice to the team, he instant messaged Nicoleta and then reset the server while I was logged in. I was in New York at that time. Because of the re-start, I have lost an entire day worth of work while working on a tight regulatory deadline and joggling other priorities. Imagine Doug restarting GP in the middle of the workday while Accounting is logged in and they lost all of their work. Whenever Doug is preforming maintenance on the server, he will email the entire team. I would expect the same on our server. This should not be new to Elvin. In the past, he would contact me and let me know when he is planning to restart the server. After the issue late last year, it seems that the protocol was no longer in place. I found out the server was reset because I reached out to Mark to ask why I lost my connection, and at that point, Mark informed me that they restarted the server.

What makes the communication even more difficult is the fact that the DBA for our server has blocked me on IM.

Basic permissions that my team encountered on the first business days that, would prevent them from completing the work needed to be done on that day. I would have to drop.

1. Iva opened the ticket for Market Abuse job failure (send db email)

* Opened on Dec 3
* Back and forward with Elvin on what changed
* On dec 4 Elvin:

*After doing some research, it seems that the "Trustworthy" database option may need to be enabled.*[*https://docs.microsoft.com/en-us/sql/relational-databases/security/trustworthy-database-property?view=sql-server-2017*](https://docs.microsoft.com/en-us/sql/relational-databases/security/trustworthy-database-property?view=sql-server-2017) *Read this article and if you approve the change, I can turn on the Trustworthy option on the "REPORTS" database.*

* Iva response

*Please implement whatever IT deems reasonable solution to grant the permission to execute this job.*

* Elvin response Dec 4th

*Enabling the "Trustworthy" database option is something that has never been required in the past for any SQL database. I'm not certain if enabling this option is the best route to take. You and I need to do further research.*

* No response until Mar 22 Mark asked if this is still an issue
* Iva responded yes, but we found a temp workaround (used nicoletas admin account)
* May 20 Iva followed up on ticket, Mark responded
* Resolved on May 28th

1. Nicoleta open ticket on Jan 29, resolved on May 28

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=187688>

1. Nicoleta open ticket on Jan 29, never responded, resolved <https://helpdesk.fxcorp/rt/SelfService/Display.html?id=187635>
2. Nicoleta open ticket on Jan 16, responded on Mar 22 and resolved

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=186047>

1. Nicoleta asking for permissions to VOLUME Jan 16:

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=186046>

1. Nicoleta asking for ALTER, VIEW, EXECUTE and CREATE for database VOLUME for

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=195009>

* March 28th ticket was opened
* No response
* Nicoleta followed up on May 03rd
* Mark Patten responded on May listing all possible permissions
* We don’t have knowledge to understand particular set ups
* Nicoleta asked to mirror REPORTS
* Ticket Competed May 7th

1. Created a service account in order to run the windows task under it, but then refused to give pw to my intern.

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=183905>

After a month of opening the ticket and back and forward, I gave her the password.

1. Nicoleta opened the ticket with issue with Market Abuse alert could not access REPORTS db in Dec 07.

* First response received on March 22nd
* By that point we figured out a work around.

1. Kristin opened ticket on Dec 05

* Permissions to KEYS, REPORTS, VOLUME db
* Followed up on Jan 2nd
* Then Mark sent it for approval to CFO instead of me
* No comment after that, Kristin left end of Jan

1. Nicoleta asked for permissions to all of our DBs

* Opened on Dec 5
* Dec 12 Mark responded asking why does she need outside of server admin account
* She was connecting through Citrix so she couldn’t use the server admin account
* No response
* IN the mean time they moved my team from Citrix to local and created admin accounts
* Feb 8th Nicoleta said she no longer need the ticket resolved

1. Kristin asked for remote access to the server

* Ticket opened on Nov 14th
* Mike Lee responded Nov 20 that it was granted
* Kristin responded Nov 23 that she still doesn’t have access
* Elvin send an IM after she left the office on Nov 26th
* No comment after

***Lack of Knowledge***

1. **Counterparty Automation:**

* Built an app to run the report over a year ago
* Initially we were requested to set it up on a VM, at which point IT assigned one.
* None of the team members have the admin rights to the machine
* In order to be able to run the .NET application on the VM, the file needs to be whitelisted by IT
* Every time a change is made to the file, it needs to be re-whitelisted
* We are required to make changes quite often
* We was advised by IT that if the application has a self-signed digital signature, a rule for it to run will be created only once and changes to the code won’t affect it
* AppLocker didn’t recognise the certificate as valid
* A potential reason might be that the certificate’s publisher is not listed as a Trusted Publisher on the VM
* I was advised by IT that the self-signed certificate can’t be moved under Trusted Publishers, therefore a legitimate certificate needs to be used.
* We have asked for certificate twice since then and have not received it.
* When we were initially creating the certificate and the signature we also required the admin login
* My intern did all the research and told IT guy what to do each step of the way
* In other words, she was the one doing the research but lacking the permission to use any Developer Tool herself.

1. ***Multiple tickets for the same set up:***

* When Nabiil hired asked to mirror Nicoletas set up, instead of mirroring he created a new SQL Group that did not have the same level of permissions
* Multiple ticket opening interruption in work

1. ***Trying new setups with insufficient permissions***

SQL Groups and Jobs: took 3 days to resolve

* Cannot view job history or edit them
* 7 hours later Elvin:

*Confirmed that he can view job history by right clicking the sql job and selecting "View History".  
  
He is unable to edit jobs he is not the owner of.*

* Iva:

*Please create a login for him so I can change the ownership.*

* Elvin

*he already has a login. usa\mnpeerbocussadmin*

* Iva

*When I try to change the owner to his login, his login is not listed. When you say you created it, did you create a user for him? If so, why can't i see it when i'm trying to change the owner of the job. If you just created a group and added him to it, that will not work, because i can't set the group to be the owner of the job.*

* Elvin

*try again.*

* Iva

*His login does not have permissions to use proxy. He's getting the below error msg. Can you please mirror the same permissions as Nicoleta's login.*

*JobOwner USA\mnpeerbocussadmin doesn't have permissions to use proxy 4 for subsystem SSIS*

* At that point I change the permissions myself
* Elvin

*Added USA\FinSQLUsers to the proxy permissions list*.

***Restricted Access:***

* Restricting access on the server to just a specific folders
* Can I be granted elevated permissions to open and use the SSIS package in "C:\Program Files\Packages\Updates\Integration Services Project1" on the nyacctsql02 server.

<https://helpdesk.fxcorp/rt/SelfService/Display.html?id=212764>

***No back up because of lack of permission***

* None of my team members had the same level of access as I in order to be able to cover for me when I’m not in.

***No time coverage and takes a long time to resolve an issue even when responsive***