

**CLIST**

**SYSTEM OPERATION DOCUMENT**

MAB/GROUP IT/SOD/CLIST/1.0

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##### Application Management Services (AMS)

##### Group IT

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PART 1- MANUAL ADMINISTRATION

# RECORD OF REVISION

| **No.** | **Description Of Changes** | **Issue No.** | **Rev. No.** | **Author** | **Effective Date** |
| --- | --- | --- | --- | --- | --- |
| 1 | Original | 1 | 0 | Srikanth Reddy Kankara | 01-Jul-20 |
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# LIST OF EFFECTIVE PAGES

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Part** | **Page** | **Issue No.** | **Revision No.** | **Effective Date** |  | **Part** | **Page** | **Issue No.** | **Revision No.** | **Effective Date** |
| 1 | 1-1 | 1 | 0 | 01-07-20 |  |  | 4-12 | 1 | 0 | 01-07-20 |
|  | 1-2 | 1 | 0 | 01-07-20 |  |  | 4-13 | 1 | 0 | 01-07-20 |
|  | 1-3 | 1 | 0 | 01-07-20 |  |  | 4-14 | 1 | 0 | 01-07-20 |
|  | 1-4 | 1 | 0 | 01-07-20 |  |  | 4-15 | 1 | 0 | 01-07-20 |
|  | 1-5 | 1 | 0 | 01-07-20 |  |  | 4-16 | 1 | 0 | 01-07-20 |
|  | 1-6 | 1 | 0 | 01-07-20 |  |  | 4-17 | 1 | 0 | 01-07-20 |
| 2 | 2-1 | 1 | 0 | 01-07-20 |  |  | 4-18 | 1 | 0 | 01-07-20 |
|  | 2-2 | 1 | 0 | 01-07-20 |  |  | 4-19 | 1 | 0 | 01-07-20 |
| 3 | 3-1 | 1 | 0 | 01-07-20 |  |  | 4-20 | 1 | 0 | 01-07-20 |
|  | 3-2 | 1 | 0 | 01-07-20 |  |  | 4-21 | 1 | 0 | 01-07-20 |
|  | 3-3 | 1 | 0 | 01-07-20 |  |  | 4-22 | 1 | 0 | 01-07-20 |
|  | 3-4 | 1 | 0 | 01-07-20 |  |  | 4-23 | 1 | 0 | 01-07-20 |
| 4 | 4-1 | 1 | 0 | 01-07-20 |  |  | 4-24 | 1 | 0 | 01-07-20 |
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|  | 4-10 | 1 | 0 | 01-07-20 |  |  |  |  |  |  |
|  | 4-11 | 1 | 0 | 01-07-20 |  |  |  |  |  |  |

# DISTRIBUTION LIST

|  |  |  |
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| **NAME** | **DEPT / AREA** | **DESIGNATION** |
| Azrul Azwar Muhamad | GTO – Information Technology | System Owner |
| Siti Hafsah Mohd Desa | Group IT | Head IT SDM |
| Wan Mohd Husni Wan Hussein | AMS | AMS SDM |

Table 1: Distribution List

# LIST OF ABBREVIATIONS

The following are the abbreviations used for the purpose of simplification

|  |  |
| --- | --- |
| **Abbreviation** | **Denote** |
| AMS | Application Maintenance & Support |
| SRAS | Small Rapid Application System |
| SOD | System Operating Document |
| LDAP | Light Weight Directory Access Protocol |
| AD | Active Directory |
| MAB | Malaysia Airlines Berhad |

Table 2: List of Abbreviations

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PART 2- MANUAL BACKGROUND

# INTRODUCTION

This is the CLIST SOD, hereinafter referred to as “the Policy” provides comprehensive operating procedures within the scope and application herein defined in Part 2 Section 3.0 for Malaysia Airlines Berhad (MAB).

# PURPOSE

The objective of this document is to provide relevant information required to operate and support CLIST.

# SCOPE AND APPLICATION

This SOD covers all information required to operate and support the solution in production.

This SOD does not include the following:

* Application maintenance for the sub-systems interfaced by the core system.

# TERMINOLOGY

Please refer to the below terminology used in this document

|  |  |  |
| --- | --- | --- |
| 1 | App | Application |
| 2 | DB | Database |
| 3 | DSL | Domain Specific Language |
| 4 | AD | Active Directory |
| 5 | OS | Operating System |
| 6 | SRAS | Small Rapid Application System |

Table 3: Terminology

# REFERENCES

This SOD is prepared with reference to the below supporting documents.

| **No** | **Document** | **Description** |
| --- | --- | --- |
|  |  |  |

Table 4: References

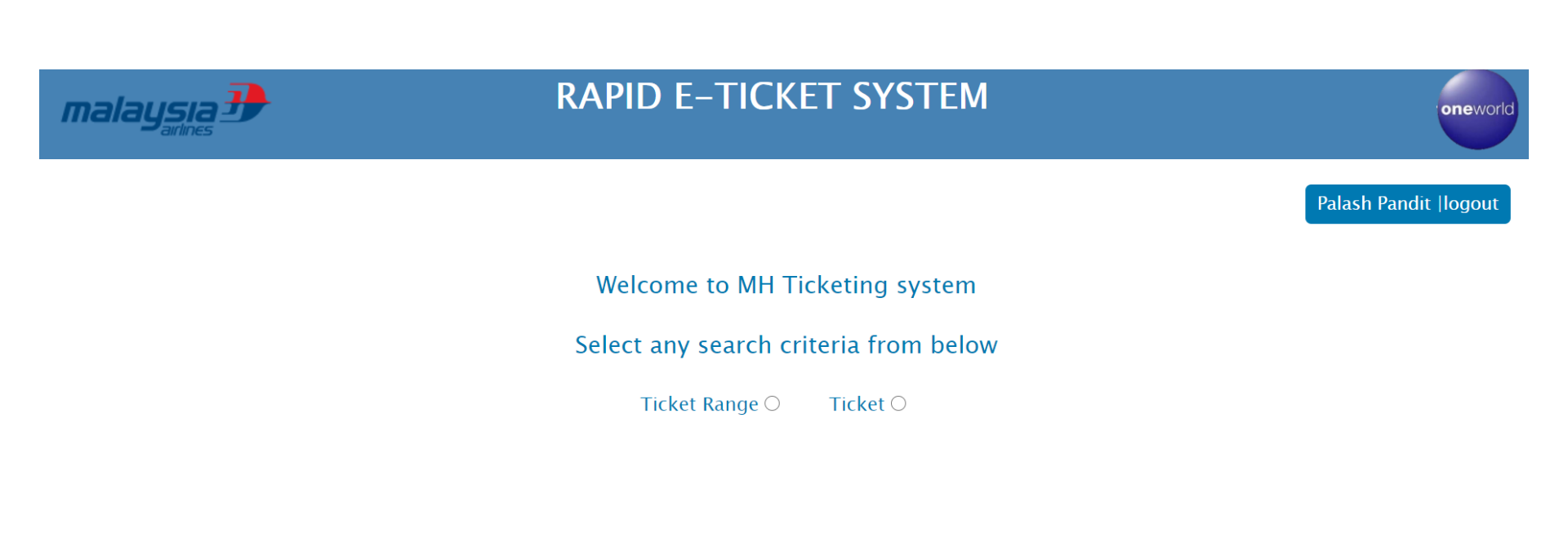
PART 3–OVERVIEW OF BUSINESS PROCESS

# OVERVIEW OF BUSINESS PROCESS

3.1.1 CLIST can be referred as Rapid E-Ticket System. This application is basically used for viewing ticket information. In this application we are retrieving the data from the database on the basis of search criteria provided. There are two search criteria Ticket Range and Ticket provided to fetch the ticketing information from the database.

3.1.2 CLIST;

* Ticket Range
* Ticket



*Figure 1: CLIST Dashboard*

PART 4- MANUAL CONTENT TITLE

**4.1** **Systems overview**

* The CLIST is a web-based applications developed using Open Source Software (OSS) such as Linux, Apache, DB2 and Java.
* This application consists of all the ticketing information that is used for viewing in the front end.
* So basically, this application is used for viewing the ticketing information that is stored in its database on the basis of search criteria selected.
* There are two search criteria like Ticket Range and Ticket provided using which ticket information is retrieved from the database. Ticket Range criteria is used to get the ticket information for particular range of ticket numbers provided in From and To text boxes whereas Ticket criteria is used to get the information for a single ticket number.
* If we select Ticket Range search criteria then we have to provide the range of ticket numbers as input in From and To text box and it will provide all the ticketing information related to the range of tickets entered.
* On the other hand if we select Ticket search criteria then it allows us to fetch ticket information for only one ticket number.
* The ticketing information consists of Ticket Information, Passenger Information and Fare And Tax Information.

## 4.1.1 System Architecture

* This application consists of all the ticketing information that is used for viewing in the front end.
* So basically, there are two search criteria like Ticket Range and Ticket provided using which ticket information is retrieved from the database and used for viewing in this application.

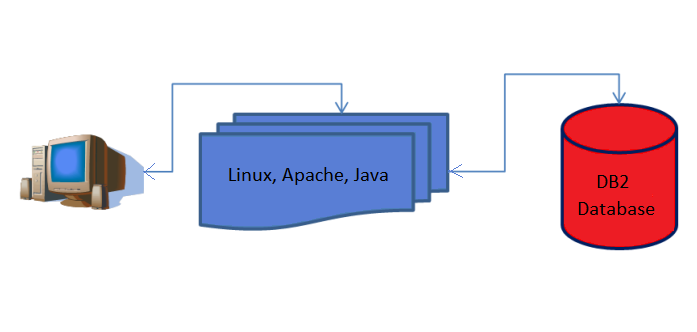


Figure 2: Data Flow diagram

## 4.1.2 Interfaces

### 4.1.2.1 User Interfaces

CLIST System will have the following features:

1. Login
2. Ticket Range
3. Ticket

#### 4.1.2.1.1 Login

Any user can login into CLIST System with their staff Id and password provided their staff id is registered prior to using this system. Using the following URL can launch the application.

<http://clist.mas.net>

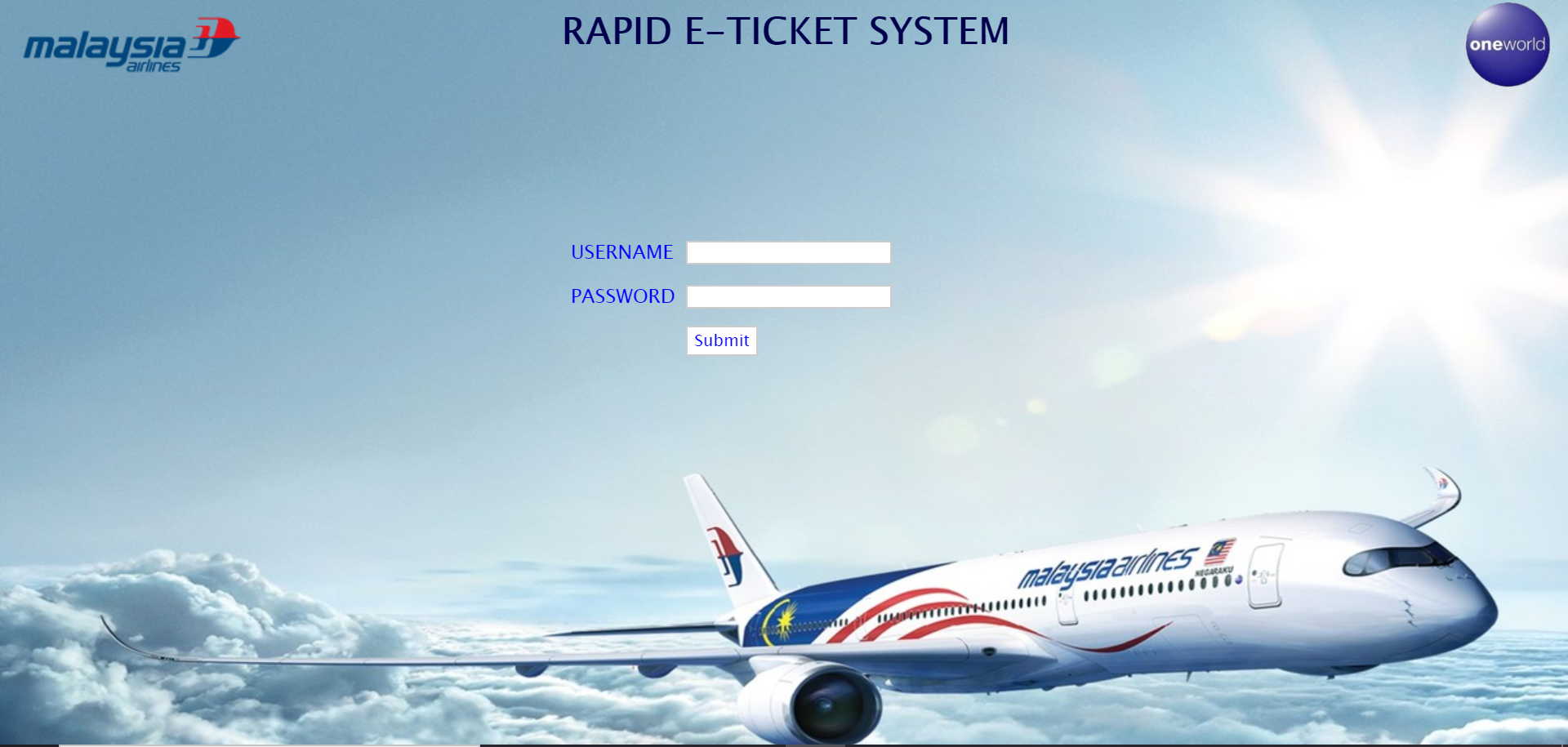


Figure 3: Login

#### 4.1.2.1.2 Ticket Range

#### 

#### CLIST provides two different search criteria Ticket Range and Ticket. If we select Ticket Range search criteria then we have to provide the range of ticket numbers as input in From and To text boxes and it will provide all the ticketing information related to the range of tickets entered. The ticketing information consists of Ticket Information, Passenger Information and Fare And Tax Information.

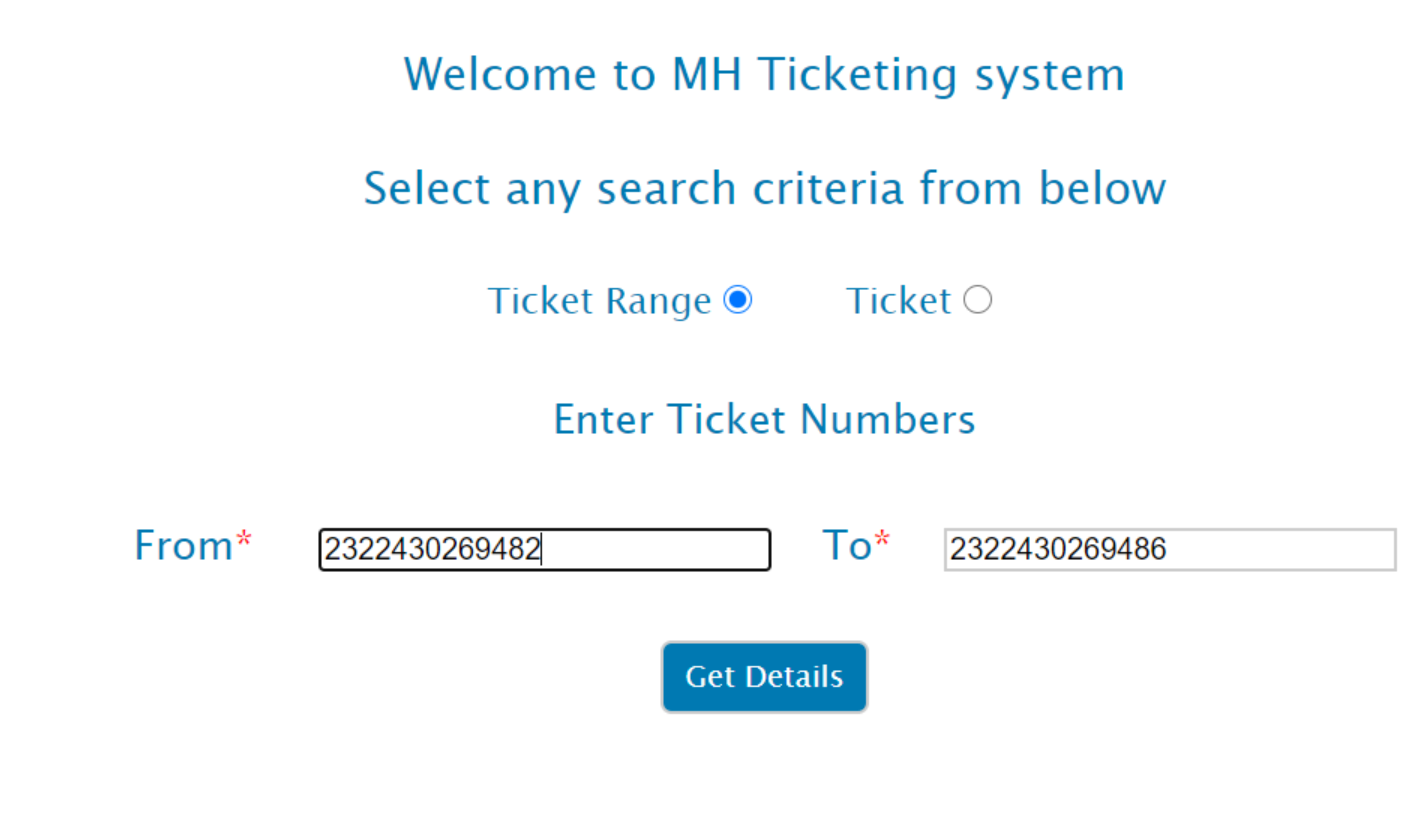


Figure 4: Ticket Range Criteria

**4.1.2.1.3 Ticket**

The other search criteria that CLIST provides is Ticket. if we select Ticket search criteria then it allows us to fetch ticket information for only one ticket number. In this criteria we need to provide Ticket Number and Date of Issue to get the ticket details. The ticketing information consists of Ticket Information, Passenger Information and Fare And Tax Information.

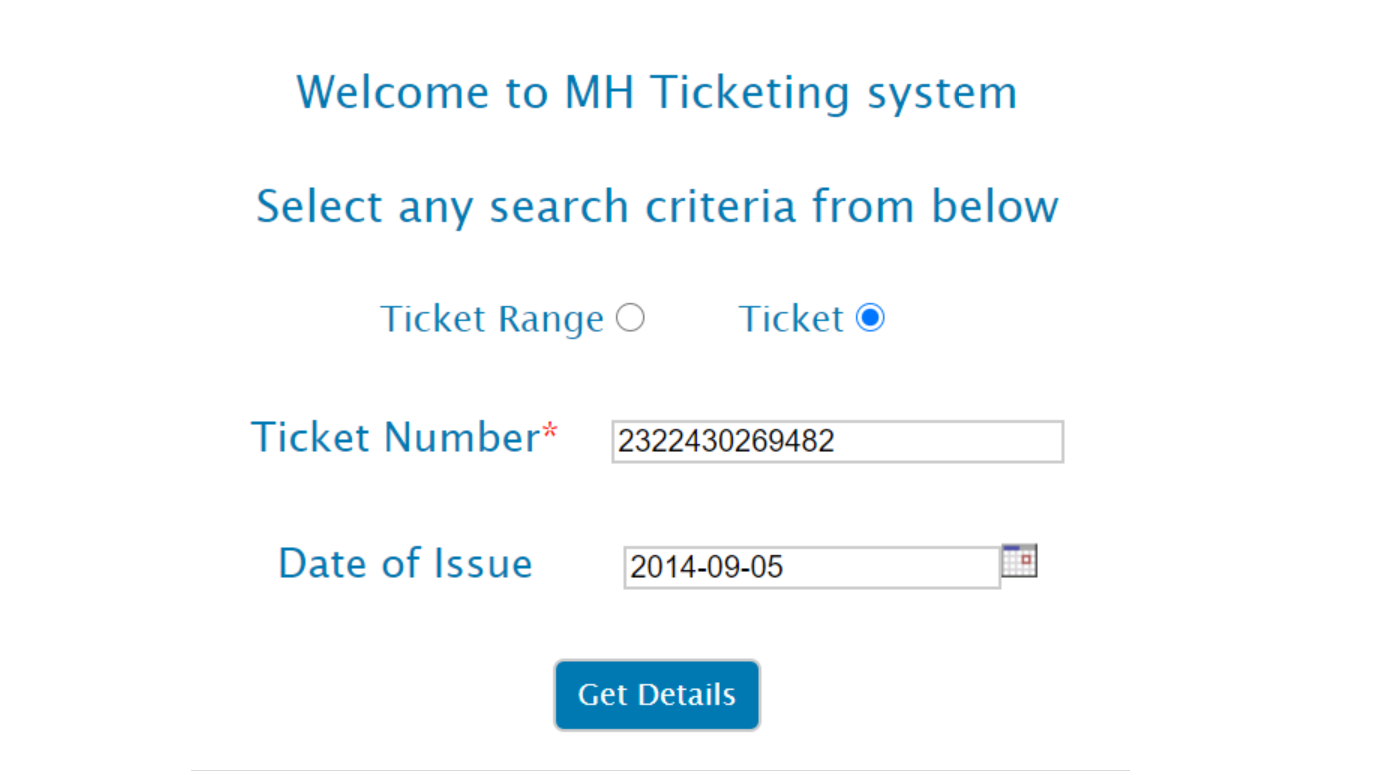


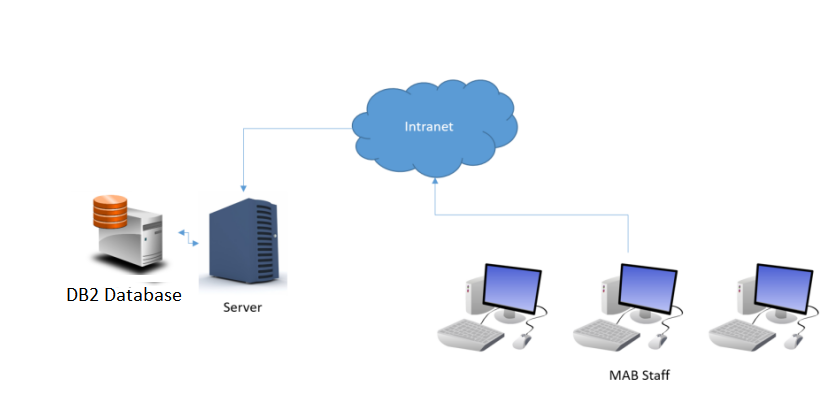
Figure 5: Ticket



Figure 5: Ticket Information

**4.1.2.2** **System Interfaces**

System interface diagram for CLIST Application



*Figure 6: System Interface Diagram*

## 4.1.3 Maintenance Period

The maintenance period details are as below.

|  |  |  |
| --- | --- | --- |
|  | **Start Date** | **End Date** |
| Maintenance and Support (SRAS Application) | *5/10/2016* | *31/5/2021* |

Table 5: Maintenance Period

## 4.1.4 Roles and Responsibilities

Below table contains the roles and responsibilities of support team.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Responsibility** | **Name** | **Designation** | **Company / Department** | **Contact (Phone & Email)** |
| MAB Group IT Infrastructure Group  (Midrange Team) | * Responsible for maintaining BID infrastructure. * Responsible backup and restore activity for BID * Responsible for maintaining web server. * Responsible for troubleshooting infrastructure related problems. | Rajendra Prasad | Unix Admin | TCS/MIDRANGE | ext\_rajendra.prasad@malaysiaairlines.com  GD\_TCSMidrange |
| MAB Group IT Infrastructure Group  (DB Team) | * Responsible for maintaining database. * Responsible for troubleshooting database related problems. * Creation of new database | Mayur Dhawan | Database Admin | TCS/DBA | ext\_mayur.dhawan@malaysiaairlines.com  GD\_TCSDatabase |
| MAB Helpdesk | * As single point of contact to coordinate when BID problems occurred. * Responsible to coordinate problem reporting to the respective parties | - | - | - | helpdesk@malaysiaairlines.com  +6 03 7863 2020 |
| Application Support (AMS) | * Responsible for maintaining BID application as second level support. * Assess change request for BID. * Develop and unit testing new BID request * Coordinate UAT with BU. * Work with Infra to deploy new BID changes. | Srikanth Reddy Kankara | IT Assistant Consultant | ATOS AMS | ext\_srikanth.kankara@malaysiaairlines.com  GD\_AMS\_SRAS  +91 9986373560 |

Table 6: Roles and Responsibilities

*\*Note: Proper handover must be performed if there is any change to the above roles and the matrix will be updated accordingly.*

# 4.2 TECHNICAL SPECIFICATIONS

## 4.2.1 Hardware specifications

Hardware specifications are given in below table

|  |  |  |
| --- | --- | --- |
| **No** | **Category** | **Configuration** |
| 1 | Testing Server IP :  10.221.12.30  (3srasjavaapp2.mas.net) | Running in VMware System  2x vCPU  3.5 GB Ram Memory  100G Harddisk  Red Hat Enterprise Linux AS RHEL 7.2 |
| 2 | Testing DB Server IP:  10.221.14.38  (3srasjavadb2.mas.net) | Running in VMware System  2x vCPU  3.5 GB Ram Memory  100G Harddisk  Red Hat Enterprise Linux AS RHEL 7.2 |
| 3 | Production Server IP:  10.221.4.33  (1srasjavaapp2.mas.net) | Running in VMware System  2x vCPU  3.5 GB Ram Memory  100G Harddisk  Red Hat Enterprise Linux AS RHEL 7.2 |
| 4 | Production DB Server IP:  10.221.6.24  (1srasjavadb2.mas.net) | Running in VMware System  2x vCPU  3.5 GB Ram Memory  100G Harddisk  Red Hat Enterprise Linux AS RHEL 7.2 |

*Table 7: Hardware Specifications*

## 4.2.2 Software specifications

Below is the list of software required for CLIST development, support & maintenance activity.

|  |  |  |
| --- | --- | --- |
| **S.No** | **Software** | **Specifications** |
| 1 | App Server | Apache Tomcat 8.5.9 |
| 2 | Monitoring application | SCOM |
| 3 | Programming Language – UI | Java, Web services & JSP |
| 4 | Programming Language – DB | DB2 |
| 5 | Front-end | IE 8+, Firefox 5+, Chrome 18+, Safari 5+, Opera 9+ |
| 6 | Database | DB2 |

Table 8: Software Specifications

## 4.2.3 Communication / Network Specification

The server is accessible through TCP/IP LAN/WAN connection. Users using their desktop browser can access the application over the LAN connection to the server. The current supported browser is Internet Explorer (IE) ver. 11

|  |  |  |
| --- | --- | --- |
| *No* | ***Category*** | ***Configuration*** |
| 1 | Web Port 8080 | 3srasjavaapp2.mas.net |
| 2 | Web Port 8080 | 1srasjavaapp2.mas.net |
| 3 | Web Port 3036 (DB) | 3srasjavadb2.mas.net |
| 4 | Web Port 3036 (DB) | 1srasjavadb2.mas.net |

*Table 9: Communication / network specification listing*

## 4.2.4 User and Equipment Locations

Users need an appropriate browser to access the application. Supported browsers are listed in Section 4.2.

## 4.2.5 File Management

### 4.2.5.1 Libraries and files

**N/A**

### 4.2.5.2 DBMS setup

CLIST uses DB2 as the DBMS.

# 4.3 TECHNICALOPERATIONSGUIDE

Tomcat needs to be restarted when it goes down.

Database needs to be restarted when it goes down

## 4.3.1 Backup and Recovery

**N/A**

## 4.3.2 Monitoring Tools

## CLIST servers will be monitoring by SCOM Monitoring System.

## 4.3.4 Report Management

## N/A

## 4.3.5 Baseline Performance Information

CLIST is classified as a Business Criticality Definition (BCD) level 4 applications. There is no Disaster Recovery capability for this application. In the event of disaster recovery, the application will not be available. To mitigate the risk that can impact the business, user of this application should have a back-up plan in the event of the application or system unavailability.

# 4.4 MAINTENANCE AND SUPPORT

The maintenance CLIST operations team as listed below

|  |  |  |
| --- | --- | --- |
|  | ***Type of Support*** | ***Contact Details*** |
| 1 | IT Helpdesk  (1st Level Support) | (603) 7840-2020, 1-800-88-1173  helpdesk@malayasiaairlines.com |
| 2 | Group IT Operations  (2nd Level Support) | System Administrator (Midrange)  [GD\_TCSMidrange@malaysiaairlines.com](mailto:GD_TCSMidrange@malaysiaairlines.com),  DB Administrator  [GD\_TCSDatabase@malaysiaairlines.com](mailto:GD_TCSDatabase@malaysiaairlines.com)  Network Administrator  [GD\_TCSNetwork@malaysiaairlines.com](mailto:GD_TCSNetwork@malaysiaairlines.com)  SMTP/FTP Administrator  [GD\_TCSNetwork@malaysiaairlines.com](mailto:GD_TCSNetwork@malaysiaairlines.com)  For the actual support during the operation period, refer to MAB Helpdesk for up-to date Infra support personnel who are on call.  Application Support  [gd\_ams\_sras@malaysiaairlines.com](mailto:gd_tcs_sras@malaysiaairlines.com) |

Table 10: Maintenance and support listing

## 4.4.1 Problem Logging

The Help Desk personnel should ask the users:

For a screenshot of the error/issue that they are facing

For the steps that need to be performed to recreate the error/issue

To check the same steps to recreate the error/issue on another machine

To check if others are also facing the same error/issue.

## 4.4.2 Problem Categorization and Escalation MATRIX

Helpdesk will analyze the problem and assign a ticket number and a severity level which is mutually agreed by the user based on the Group IT SLA.

For all non-application related problems, Helpdesk will channel the problem ticket to the respective support from Infra- Midrange, Infra-DBA, Infra-Network or Desktop support for PC / browser problems.

## 4.4.3 APPLICATION / Technical Support

Refer to section 4.1.4

# 4.5 Accessing the Application

Users can access the application by visiting http://CLIST.mas.net in their browsers. The compatible browsers are given in section 4.3.

# 4.6 CONTRACT MANAGEMENT

|  |  |  |
| --- | --- | --- |
| SI No | **Contract** | **Parties** |
| 1. | Service contract for AMS support services | Signed between MAB and ATOS |

Table 11: Contract management listing

*Copies of the contract / agreement are kept by (Name) and can be read at (directory).*

# 4.7 HANDOVER ITEMS

1. System Operating Document (SOD)

# 4.8 INFORMATION SECURITY

## 4.8.1 Audit and Compliance Requirements

Audit & compliance requirements are given below

|  |  |  |
| --- | --- | --- |
| **Activity** | **Frequency** | **Responsible Party** |
| Perform ID review every quarter and submit result to IRS  [Req: ISO 27001, PCI-DSS] | Quarterly | ID Admin |
| Update user access matrix and submit to IRS  [Req: ISO 27001, PCI-DSS] | Yearly | System Owner |
| Install Critical Security Patches for the application and submit report to IRS  [Req: ISO 27001, PCI-DSS] | Quarterly | System Owner |
| Performed Backup restoration  [Req: ISO 27001, PCI-DSS] | Yearly | System Owner |
| Review & update security documentation and submit to IRS:   * Super/privilege IDs and access * Security Controls Setting * Audit Logs setting * System bypass * List of connections and integration * List of used ports * Data encryption setting * Application/system schematic diagram   [Req: ISO 27001] | Yearly | System Owner |

Table 12: Audit and Compliance Requirements

## 

## 4.8.2 Password Policy Compliance

Application follows the below password policy compliance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Password Policy Requirements** | **Yes** | **No** | **Remarks** |
|  | Password length at least 8 characters (minimum) | Yes |  |  |
|  | Alphanumeric | Yes |  |  |
|  | Change temporary password at first logon | Yes |  |  |
|  | Password expiry = 90 days (maximum) | Yes |  |  |
|  | Password reuse generation = 5 (minimum) | Yes |  |  |
|  | Account lock out after 5 failed login attempts | Yes |  |  |
|  | Application shall disconnect or suspend inactive sessions= 15 Minutes | Yes |  |  |
|  | Wrong password shall be recorded in an audit log | Yes |  |  |

Table 13: Password Policy Compliance

# 4.8 DOCUMENTATION AND REFERENCES

Following are other documents related to the application

|  | **Document** | **Location and reference** |
| --- | --- | --- |
| 1 | System Operation Document  (soft copy of this document) |  |

Table 14: Document and References

## APPENDIX

**PATCH MANAGEMENT REPORT**

Application : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Owner **: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |
| --- | --- |
| **Date** | **Patch / Service Pack Applied** |
|  |  |
|  |  |
|  |  |
|  |  |

**Prepared By: Approved By:**

**.................................................... ....................................................**

**System Admin System Owner**

**BACKUP RESTORATION REPORT**

Application : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Owner **: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Date** | **Status of Restoration** |
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**Prepared By: Approved By:**

**.................................................... ....................................................**

**Backup Admin System Owner**

**NON COMPLIANCE REPORT**

Application : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Owner **: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- |
| **Date** | **Reference Number** | **Description** |
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**Prepared By: Approved By:**

**.................................................... ....................................................**

**System Admin System Owner**

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