

Process Owner: IT Operations	FORM	F-CMG-3.1
	Configuration Change Request	

#### Request Information

Requestor	Jeremiah Nantona			
Implementing Team	Site Technical Security Administrator			
Ticket Number/s				
Change Classification		Major	X	Minor
After the fact		Yes	X	No
Emergency		Yes	X	No
Proposed Change Date				
Proposed Change Start/End Time				
Proposed Change Verification Time				

#### Objective of the change

To utilize / Clean the users database of the biometric devices (12<sup>th</sup> floor and Ph1 Ayala)

#### Technical/Operational Impact of the change

Negative: Biometrics is not available during the time of maintenance	Beneficial: Better report of logs on web bio-links	Neutral: Logs from the device will remain intact to the database
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#### Affected IT Infrastructure components

Site	Hostname	IP Addrs	Function
Jaka	Kairos	172.17.0.11	Biometrics Server

#### Affected Departments and corresponding contact persons

Department	Contact Name	Contact Info
Site Technical Security Administrator	Jeremiah Nantona	jnantona@openaccessbpo.com

#### Test Environment implementation and Verification Summary

I Made a test user on the device both 12<sup>th</sup> floor and Ph1 Ayala. Did A badge in and out several times.

Delete the access of the test users on the device and re-uploaded it.

#### Test Environment results Summary

Deletion of users using the system/software wont delete the logs on the physical device as long as you will upload the respective users on that device so the user can search his/her access code on web bio links

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### Configuration Change Template

Baseline File	Kairos
Baseline Version	3.1.116

#### Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
Too much bio credentials is registered on the database of the devices including resigns/terminated and transferred is still appearing on its database	To clean the Users database of the devices	Better log reports on web bio links	PH1 Ayala and 12 <sup>th</sup> Floor

#### Physical Implementation Procedure / Advisory

Bernardo Dela Cruz <bdelacruz@openaccessbpo.com>Crissy Tuazon <ctuazon2@openaccessbpo.com>Lothar Mckenzie <lmckenzie@openaccessbpo.com>Anna Marie Pamatmat <apamatmat@openaccessbpo.com>Lily Fong <lfong@openaccessbpo.com>Ehrald Dabasol <edabasol@openaccessbpo.com>Manuel De Dorigo <mdedorigo@openaccessbpo.com>Frederick Escaro <fescaro@openaccessbpo.com>"Timoteo Jr. Navarro" <tnavarro@openaccessbpo.com>Zhamir lara Tagle Naicel Angelic Patrick Ocampo <pocampo@openaccessbpo.com>Cristobal <ncristobal@openaccessbpo.com><zhtagle@openaccessbpo.com>Roda Gorospe <rgorospe@openaccessbpo.com>Kate Sanchez <[ksanchez@openaccessbpo.com](mailto:ksanchez@openaccessbpo.com)>  
Cc: IT Group <itgroup@openaccessmarketing.com>Rynel Ryson Yanes <[ryanes@openaccessbpo.com](mailto:ryanes@openaccessbpo.com)>

Hi Team

We will having a preventive maintenance on our biometric device on May 5 2019 around 3:10pm-7:00pm  
This will affect the Ph1-Ayala Device and 12<sup>th</sup> Floor device.

Biometric device is down during this activity. Kindly advice your agent to come early or coordinate with the security guards for the manual time In/Out

For more inquiries kindly contact us on IT Group <[itgroup@openaccessmarketing.com](mailto:itgroup@openaccessmarketing.com)> orJeremiah Nantona <[jnantona@openaccessbpo.com](mailto:jnantona@openaccessbpo.com)>  
thanks

#### Backup Procedure

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.Type : Windows +R

Mstsc

172.17.0.11

Creds : IT

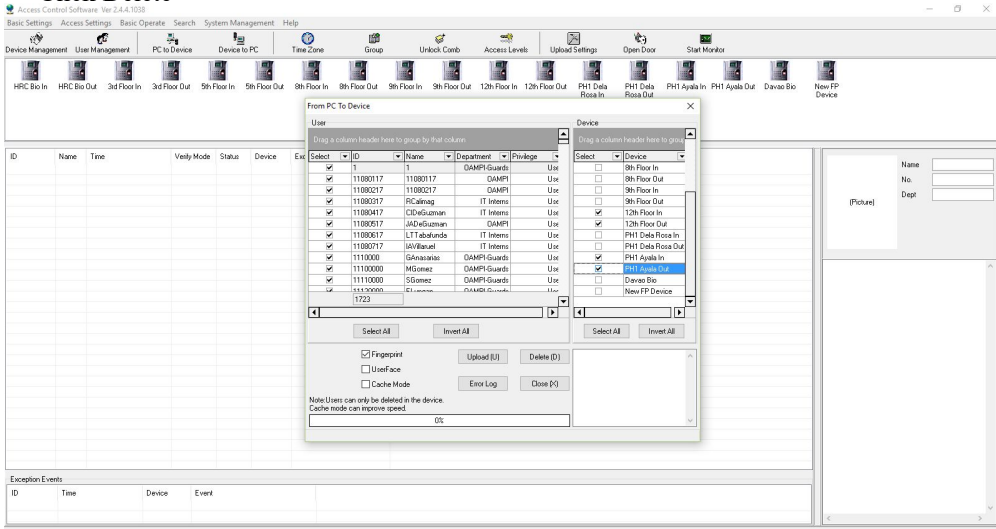
S\*\*\*\*\*k

High light the Devices 12<sup>th</sup> floor in/out and Ph1 Ayala in/out and click Downlog logs

From february 5 2019 to May 5 2019

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Physical Implementation Procedure
N/A

Technical Configuration Procedure
<p>1.Type : Windows +R Mstsc 172.17.0.11 Creds : IT S*****k</p> <p>2 Click PC to Device Check the 12<sup>th</sup> floor in and out Check the Ph1 Ayala in and out Click Delete</p> 

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### 3. Click PC to device

Click Invert all

Search for the FF to upload in 12<sup>th</sup> floor devices.

200000007	4290116	ACAS, RAMY M.
200001541	9240118	ARAHAN, MARC LAURENZ
200001858	1020119	BAJAL, ALVIS Q.
200000069	1130116	BAUTISTA, JEROME M.
200000143	9110115	DE GUZMAN, HONEY JHONARIE S.
200001797	11190418	DE GUZMAN, JOEMIL ANDRE GALANG
200000145	4254416	DE GUZMAN, MARLON I.
200001258	5070718	GALLANO, CYRUS JM M.
200000246	4030117	LASTIMOSO, IAN JOHN B.
200001926	1090219	LICTAO, JAN FRANCIS C.
200001990	1151119	MAYO, KENNETH G.
200000306	6133016	MEDRANO, ALVINN P.
200000311	7080115	MENDOZA, MAURICE S.
200001842	12030318	NANTONA, JEREMIAH MANANTAN
200001813	11200218	PAMATMAT, FREDRIK PAGTAKHAN
200000770	7170117	RIVADENEIRA, ALEXIS B.
200000404	5160113	SALVATIERRA, ROVIE G.
200000411	5015017	SARINO, JOSE MARI B.
200000470	1160108	VILLANUEVA, JIM F.
200000474	6010116	YANES, RYNEL RYSON L.
0130-1917	200000531	Bencito, Daycilyn
0202-0215	200000140	De Dorigo, Manuel
0503-0113	200000158	Dela Cruz Jr., Bernardo Miranda
1210-1218	200001880	Afonso Chagas De Lacerda, Amanda Taina
0204-0719	200002103	Alfano, Diego
0514-0718	200001256	Anabo, Ivy
0528-0218	200001261	Ando, Setsuko
1226-0118	200001864	Batan Jr., Benry
1112-0218	200001792	Birgander, Jorge Birger Marco
1105-0618	200001773	Bleeker, Rob
0204-2819	200002127	Blok, Anna Christina
1003-0118	200001606	Corso, Vladimiro

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0820-0118	200001354	Furukawa, Asumi	
0514-0118	200001242	Hasegawa, Guilherme Gomes	
0919-0118	200001553	Koua, Djekay Rodolphe	
1112-0118	200001791	Kouadjane, Noel Othniel	
1226-0318	200001933	Lunden, Milja Satu Maria	
0404-0118	200001228	Marshall, Aliff	
0604-0118	200001264	Mueller, Rainer	
0604-0518	200001272	Mochow, Mike Klaus	
1105-0318	200001770	Nuutinen, Mirva Tuulia	
0514-0218	200001243	Silva, Jessica	
1003-0218	200001607	Siman, Don Johnson	
1105-0118	200001679	Strom, Andreas	
1226-0218	200001908	Suella, Fredrik Sebastian	
0521-0518	200001259	Tumimomor, Christian	
0423-0218	200001231	Varela, Luciana	
0813-0218	200001355	Fradet, David Nicolas	
0508-0118	200001246	Leal, Erick Joel	
1123-0118	200001825	Serena, Leonardo	
0114-2619	200001987	Diamante, Kerl Ray	
1210-2818	200001899	Maniego, Juliet Anjelique	
0311-0119	200002201	Dango, Angelo Sebastien	
0311-0219	200002202	Medina, Marivie Ann Charmaine	
0311-0819	200002211	Jonson, Aerian Shane	
0311-1019	200002213	Serafico, Leodie	
0319-0319	200002221	Gomez, Gonzalo Jose Garcia Solans	
0304-0219	200002203	Blanchon, Christophe Etienne Patrick	
		Guttormsen, Brage	
0325-0119	200002222	Ariola, Jessa	
0401-0919	200002233	Meloni, Matteo	
0401-1019	200002235	Karundeng, Gizella	
0401-0619	200002230	Sangian, Elisabeth Clara	
0401-0519	200002229	Mostardo Soa Dos Santos, Marcus Vinicius	
0404-0319	200002266	Wedel, Siegfried	
0404-0119	200002263	Pazos, Manuel Vazquez	
0415-0619	200002277	Loppe, Valentin Christophe	
		Shackie, Aziz	
4110716	200000671	OCAMPO, PATRICK CARIASO	
2020215	200000140	DE DORIGO, MANUEL	
5030113	200000158	DELA CRUZ JR., BERNARDO MIRANDA	
11210111	200000596	FLORENDO, MYKALIZA ENRIQUEZ	
0430-0319	200002313	Amo, Jan Kristoffer	

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0430-0219	200002312	Castro, Desiree Anne	
0430-0119	200002311	Cruz, Charlotte Eddel	
	200002299	Ririn Desriani Silaen	
	200002306	Malmros, Johannes Wilhelm	
4110111	200000056	Baltazar, Anna Grace	
1100119	200001966	Bordon, Ann Mikaela	
8200618	200001441	Francia, Ma. Jhessica	
5020612	200000238	Lacson, Jayne Cyrhril	
3030216	200000303	Medina, Jiezelle	
8260208	200000352	Pamatmat, Anna Marie	
4080114	200000467	Verana, Rissavilla	
4060316	200000471	Villaranda, Eugene Terence	
200000623	0613-2216	MCKENZIE, LOTHAR	
200000648	0418-8016	INGUENGAN, LOTHAR	
200000853	0911-0417	PAZ, JOE	

**Search for the FF to upload in PH1 Ayala devices.**

200000007	4290116	ACAS, RAMY M.
200001541	9240118	ARAHAN, MARC LAURENZ
200001858	1020119	BAJAL, ALVIS Q.
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200000145	4254416	DE GUZMAN, MARLON I.
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200000306	6133016	MEDRANO, ALVINN P.
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200001813	11200218	PAMATMAT, FREDRIK PAGTAKHAN
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200000404	5160113	SALVATIERRA, ROVIE G.
200000411	5015017	SARINO, JOSE MARI B.
200000470	1160108	VILLANUEVA, JIM F.
200000474	6010116	YANES, RYNEL RYSON L.
	200000006	Abris, Shenna Cerda
0310-0108	200000031	Aquino, Joeffrey Aquino
0730-1218	200001346	Baliguat, Brian
0604-1612	200000183	Escaró, Frederick
0121-1019	200002028	Garbrecht, Mirko
0828-0218	200001453	Hechanova, Shalom
0205-0413	200000247	Latido, Apple Gay Malabanan

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0930-0118	200001586	Miles, Maria Angela
0828-0118	200001460	Nueva, Reygin
0121-0119	200002009	Ramamonjisoa Andriatsivalaka, Lovaniaina Anais
0813-0618	200000407	Sanchez, Kate
0813-0318	200001380	Sprunk, Michael
0420-0415	200000436	Tan, Kathlene Marie Tizon
0716-0118	200001300	Zambrano, Wendy Jenireth Colmenares
1016-0118	200001681	Zhao, Anli
0212-0619	200002159	Eder, Patrick Franz
0212-0519	200002158	Javela Machado, Lizeth Viviana
0218-1619	200002172	Tang, Edwin
0304-0119	200002189	Bella Ndaa, Therese Vanessa
0318-0319	200002220	Samson, Lita
6041612	200000183	ESCARO, FREDERICK TAYONA
8130618	200000407	SANCHEZ, KATE
7281208	200000455	TUAZON-ANGELES, CHRISTINE MARIE CHUA
0225-0819	200002188	Daval Santos, Pocholo Edd
0620-0716	200000191	Fernandez, Maria Winona
0225-0619	200002186	Pama, Camille
0225-1219	200002193	Raymundo, Raysiel
0803-0715	200000147	De Guzman, Rolando Pineda
0604-0413	200000270	Lumayno, Dianne Marie Salazar
0921-0915	200000372	Ramirez, Charize Vasquez
0815-0316	200000075	Bicol, Erwin Lopez
0508-0217	200000089	Bustamante, Namthip Somphod
0107-0619	200001939	Kilchichakov, Aleksandr
0521-0218	200001253	Yuryeva, Sofya
0511-0515	200000207	Geneblazo, Zarah
0720-0615	200000215	Gorospe, Roda Realin
0326-0214	200000129	Cristobal, Naicel Angelic
0701-0210	200000205	Garing, Mary Ann
1117-0214	200000249	Lee, Charles Kevin Tiu
1124-2214	200000118	Chan, Jeric Lin
0105-0215	200000212	Go, Wincelle Dior Po
0105-0115	200000243	Lao, Alvina Bianca Chan
1020-0114	200000431	Sy Lato, Lennie Wong
0831-0315	200000437	Tan, Julius Mercado
0518-0715	200000491	Vasileva, Galina Aleksandrovna
0525-0115	200000042	Asuncion, Rochelle Discargar
0225-0719	200002187	Baladad, Chris Evert
0107-1419	200001959	Borabo, Ryan
1218-0218	200000583	Delos Santos, Jessa
0331-1217	200000172	Domingos, Sebastiao
0107-1519	200001960	Goles, Sheryl
0225-0919	200002190	Hernandez, Laiza Marie



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0107-1019	200001944	Mendoza, Mardaveth Eloizza
0128-0419	200002017	Payapaya, John Kennith
0427-0515	200000375	Ramos Jr., Antonio Estores
0225-0519	200002185	Sarudate, Honey Mae
0128-4919	200002086	Zunzunegui, Leandro Oscar
0125-0216	200000064	Bartolo, Emylou Queja
1012-0315	200000027	Angcaya, Vhernalyn Comia
0107-0919	200001942	Enriquez, Donalyn
0229-0316	200000196	Flichtman, Erez
0128-0219	200002008	Komina, Tatiana
0128-0319	200002013	Kustikova, Natalia
0225-0319	200002180	Levykin, Artem
0803-0315	200000313	Michael, Vassilian Bonifacio
0302-0315	200000425	Suarez, Maria Athina Fresnido
0309-1015	200000490	Varlamos, Nikolaos
1214-0415	200000463	Vela, Helen Niebres
0302-0115	200000350	Paizs, Andras-Alpar
0223-1316	200000358	Pascual, Yani Joy Sombilon
0302-0215	200000396	Rozgonyi, Gyorgy
	200000135	Dabasol, Esmeraldo III
0206-0112	200000433	Tagle, Zhamir Iara
0225-0119	200002153	Dje, Bi Aristide Briand
1219-0216	200000229	Ionita, Radu Dumitru Lucian
0128-0719	200002023	Raileanu, Mihai Andrei
1219-0116	200000424	Stancu, Vasile
0619-0118	200001282	Andersson, Sandra Desiree
0613-0218	200001275	Feuz, Peter
0613-0118	200001274	Pineda, J. Christian Rey
0225-0219	200002154	Saton, Philomon
0618-0118	200001263	Sjoestroem, Marc Benjamin
0225-0419	200002184	Custodio, Maria Theresa
0815-0516	200000189	Fajardo Iii, Dominador Damian
0225-1119	200002192	Ortega, Ma. Linda
0815-1116	200000480	Zamora, Laarni Cervantes
0401-0219	200002226	Marchenko, Yuliia
3260214	200000129	CRISTOBAL, NAICEL ANGELIC REYES
11040110	200000135	DABASOL III, ESMERALDO MENDOZA
5070214	200000199	FONG, LILY MAGLIPON
7010210	200000205	GARING, MARY ANN HIZON
7200615	200000215	GOROSPE, RODA REALIN
12400311	200000340	ORTIZ, CLINT MARTIN SOLIS
2060112	200000433	TAGLE, ZHAMIR IARA MARTIN
1310119	200002087	GONZALES, LIMWELL

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1310219	200002088	MANALO, RICA MAE
1310319	200002089	SUMARAGO, APRIL
1310819	200002134	SAN JOSE, EVANS
1310419	200002090	PETIT, HARALD ROY
1310519	200002118	STEPANOV, ANTON
1310719	200002133	MAGDATO, NINO
0311-0719	200002237	RAQUEL, SONNY
0311-0319	200002204	LU, MIKHAIL HENRI
0313-0119	200002218	KOOMPROM, NATTHANPHOL
0313-0219	200002217	URNOS, LUKE EMMANUEL
0313-0319	200002208	MARIANO, REUBEN
0325-0219	200002223	Schropp, Florian
0429-0419	200002302	Rivera, Aaron Paul
0429-0519	200002305	Dumo, Sean Orville
0429-0919	200002310	Buzilo, Kristina
0429-1219	200002319	Ivanov, Denis
	200002225	Hussien, Moataman
	200002227	De Leon, Edmond
	200002278	Khattab, Yahya
	200001296	De Vera, Reich Heherson

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## Verification Procedure

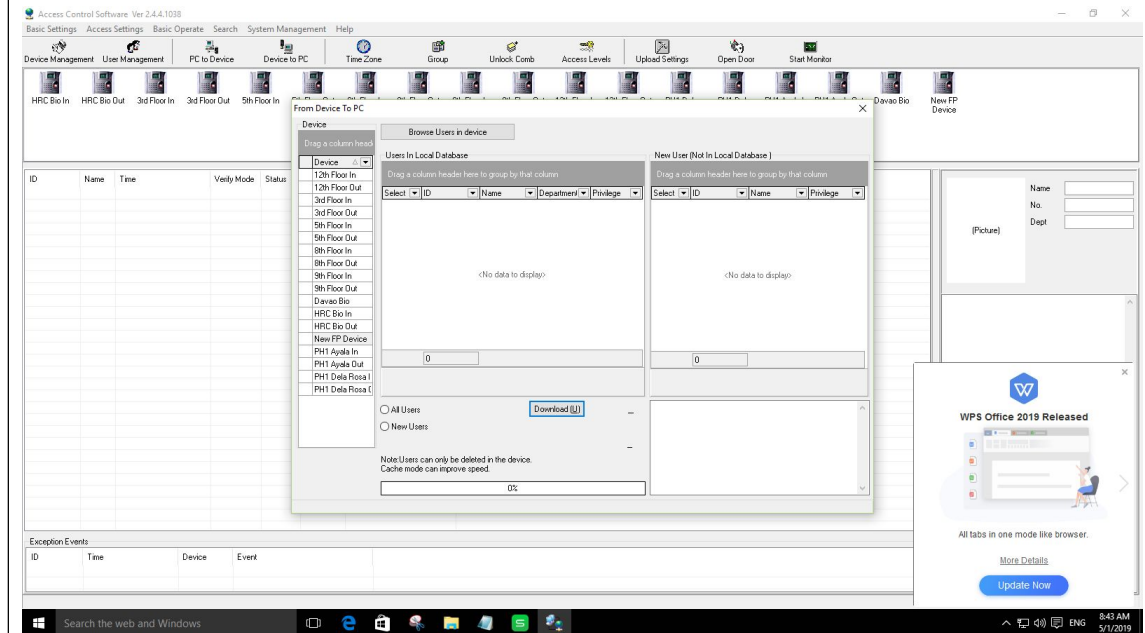
Check the database of users per device -

Go to Device to PC

Click the Device (12<sup>th</sup> floor In, 12<sup>th</sup> floor Out, ph1 Ayala In, Ph1 Ayala Out)

And click- Browse Users in the Device

Cross Check the list from the OAM Schedule File- Masterlist from Work force to the Users In the device



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Back-out Procedure
N/a