

Process Owner: IT Operations	FORM	F-CMG-3.1
	Create Secondary Groups for Postmates Shared Drive	

Request Information				
Requestor	Rovie G. Salvatierra			
Implementing Team	Systems and Server Operations			
Ticket Number/s	201915152			
Change Classification	<input checked="" type="checkbox"/>	Major	<input type="checkbox"/>	Minor
After the fact	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Emergency	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Proposed Change Date	May 3, 2019			
Proposed Change Start/End Time	18:00 – 20:00			
Proposed Change Verification Time	20:15			


Objective of the change
<ul style="list-style-type: none"> <li>- To create a sub-group for each team in Postmates.</li> <li>- To moderate the access of each team from accessing other Postmates folders. <ul style="list-style-type: none"> <li>• QAs, gcanson, and mflorendo will have read/write access to all folders and subfolders in the SHARE_postmates.</li> <li>• TLs will have read/write access ONLY to their respective team folders.</li> </ul> </li> </ul>

Technical/Operational Impact of the change		
Negative: No downtime during the implementation, and no production will be affected.	Beneficial: The Postmates shared folder will be strictly moderated to disallow inappropriate access to other team's files.	Neutral: Each team will be named after the TL's name for easier identification.

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
JAKA	JKA-VLIN-FNP01	172.17.0.124	Linux-based Samba shared drive

Affected Departments and Corresponding Contact Persons		
Department	Contact Name	Contact Info
Server Operations	Rovie Salvatierra	0917-627-4325
Postmates	Myka Florendo Gary Canson	mflorendo@openaccessbpo.com gcanson@openaccessbpo.com

Test Environment implementation and Verification Summary
<p>This process has been implemented previously when DWARFS folder need to have restrictions. The ticket number is 201706871.</p> <ol style="list-style-type: none"> <li>1. We tested the same procedure on the test CentOS virtual machine in the test Hyper-V with IP Address 172.18.133.10.</li> <li>2. Created two test accounts named hamdan and fazza.</li> <li>3. Created a primary folder named Formula 1, and two sub-folders named McLaren and Ferrari.</li> <li>4. Created two groups named pm_aagravante and pm_aprincipe with the following membership: <ul style="list-style-type: none"> <li>• McLaren - pm_aagravante – hamdan</li> </ul> </li> </ol>

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- Ferrari - pm\_aprincipe - fazza

5. Configured the folder permissions in the samba configuration file as shown below:

```
[Formula 1]
comment = Test
path = /home/SHARE_formula1
create_mask = 0660
force create mode = 0110
directory mask = 0770
valid user = @f1
writable = yes
veto files = /*.avi/*.flac/*.mp4/*.mkv/*.aa3/*.wma/*.flv/*.mpg/*.mpeg/*.zip/*.exe/*.wmv/
vfs objects = full_audit
full_audit:failure = none
full_audit:success = mkdir rename unlink rmdir open pwrite
full_audit:prefix = %u|%I|%m|%S
full_audit:facility = local5
full_audit:priority = NOTICE

[McLaren]
comment = Team AAggravante
path = /home/SHARE_formula1/SHARE_mclaren
valid user = @pm_aagravante
browsable = no
veto files = /*.avi/*.flac/*.mp4/*.mkv/*.aa3/*.wma/*.flv/*.mpg/*.mpeg/*.zip/*.exe/*.wmv/
vfs objects = full_audit
full_audit:failure = none
full_audit:success = mkdir rename unlink rmdir open pwrite
full_audit:prefix = %u|%I|%m|%S
full_audit:facility = local5
full_audit:priority = NOTICE

[Ferrari]
comment = Team APrincipe
path = /home/SHARE_formula1/SHARE_ferrari
valid user = @pm_aprincipe
browsable = no
veto files = /*.avi/*.flac/*.mp4/*.mkv/*.aa3/*.wma/*.flv/*.mpg/*.mpeg/*.zip/*.exe/*.wmv/
vfs objects = full_audit
full_audit:failure = none
full_audit:success = mkdir rename unlink rmdir open pwrite
full_audit:prefix = %u|%I|%m|%S
full_audit:facility = local5
full_audit:priority = NOTICE
```

Figure 1

6. Saved the settings and tried accessing the test server as shared drive, using the two test accounts.

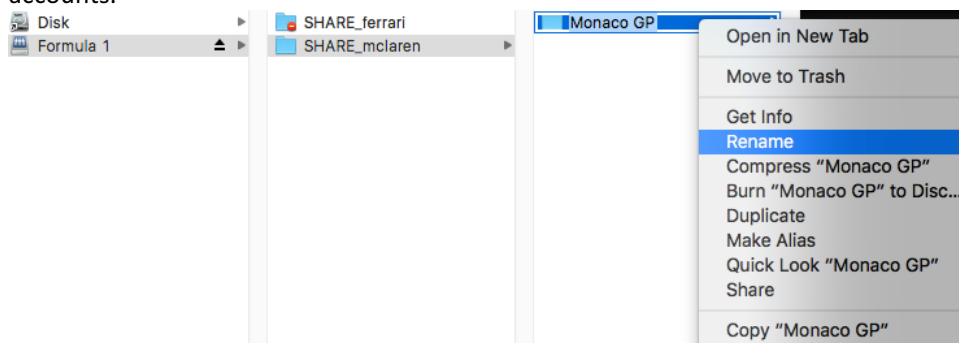


Figure 2: Hamdan's access has no permission to the Ferrari folder

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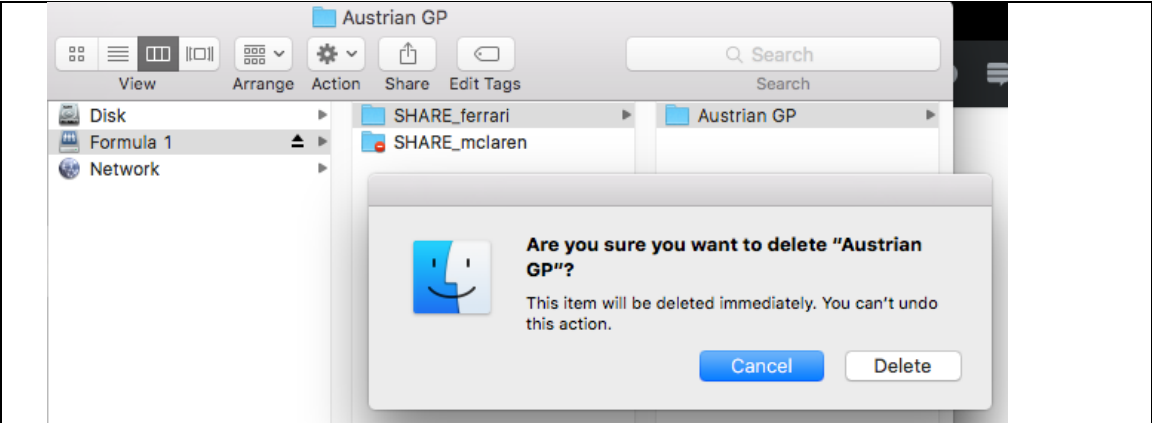


Figure 3: Fazza’s access has no permission to the McLaren folder

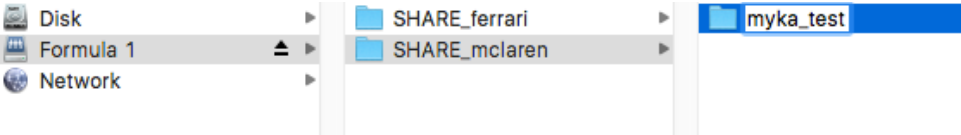


Figure 4: Myka’s access to McLaren folder

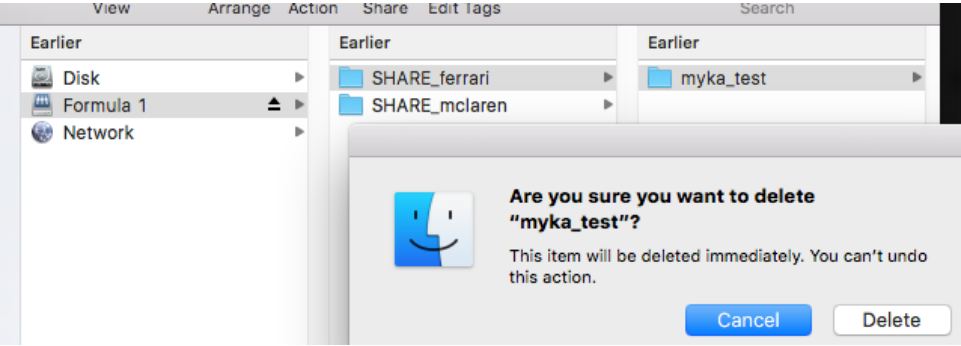


Figure 5: Myka’s access to Ferrari folder

Test Environment Results Summary
<p>Only members of the primary group can access the corresponding sub-folder, adhering to the PCI-DSS requirement.</p> <p>Manager has access to all folders.</p>

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#### Configuration Change Template

Baseline File	3.1.146 JKA-VLIN-FNP01
Baseline Version	5

#### Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
No existing sub-group for Postmates campaign; just the universal groups for all Postmates personnel.	Create 12 sub-groups for the 12 Postmates Team.	There will be 12 secondary groups under the Postmates group, indicating the respective TL and member agents.	Share Permission tab

#### Physical Implementation Procedures / Advisory

No physical implementation required for this.

After the implementation, send an email confirmation to Postmates TLs, QAs, and Managers.

To: [postmatesopmanagement@openaccessbpo.com](mailto:postmatesopmanagement@openaccessbpo.com);

[postmatessupport@openaccessbpo.com](mailto:postmatessupport@openaccessbpo.com)

Cc: [mflorendo@openaccessbpo.com](mailto:mflorendo@openaccessbpo.com); [nmartinez@openaccessbpo.com](mailto:nmartinez@openaccessbpo.com);

[gcanon@openaccessbpo.com](mailto:gcanon@openaccessbpo.com); [itgroup@openaccessbpo.com](mailto:itgroup@openaccessbpo.com); [ryanes@openaccessbpo.com](mailto:ryanes@openaccessbpo.com)

Subject: Internal Shared Drive Access Permission

Hi,

We have completed implementing the changes to the Postmates shared drive with file path <\\172.17.0.124\Postmates>.

We created a folders for each team and only the TL and their team members can access it. The names of the folders are as follow:

\\172.17.0.124\Postmates\Team\_Keshia\  
 \\172.17.0.124\Postmates\Team\_Byron\  
 \\172.17.0.124\Postmates\Team\_Jazz\  
 \\172.17.0.124\Postmates\Team\_Macy\  
 \\172.17.0.124\Postmates\Team\_Alyssa\  
 \\172.17.0.124\Postmates\Team\_Vincent\  
 \\172.17.0.124\Postmates\Team\_Jaycee\  
 \\172.17.0.124\Postmates\Team\_Benjamin\  
 \\172.17.0.124\Postmates\Team\_Leanderson\  
 \\172.17.0.124\Postmates\Team\_Racel\  
 \\172.17.0.124\Postmates\Team\_Mark\

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\\172.17.0.124\Postmates\Team\_Alvin\

For us to properly employ the permissions, kindly transfer right away all your files from your previous folders, because we'll be deleting the old directory to avoid confusion.

The QAs, as well as Myka and Gary have full access to each folders and sub-folders as requested.

Let us know if you're having issues with your access to your respective teams so we can check it.

### Backup Procedures


1. Log on to 172.17.0.124 via SSH using your own elevated credentials.
2. Switch to the root environment by sending the command **sudo su -**.
3. Copy the samba configuration file to your home folder by sending the command below:
  - **cp /etc/samba/smb.conf /home/fnp01\_smb\_mmddyyy.conf**
4. Next, log on to 172.17.0.1 via SSH using your own elevated credentials, then switch to the root environment.
5. Copy the back-up samba configuration by sending the command below:
  - **scp -P3489 rovie@172.17.0.124:/home/ fnp01\_smb\_mmddyyy.conf .**
6. Once back-up is complete, exit the connection by entering **exit**.

### Technical Configuration Procedures

1. Log on to 172.17.0.124 via SSH using your own elevated credentials.
2. Switch to the root environment by sending the command **sudo su -**.
3. Create the team groups one by one by sending the commands below:
  - **groupadd pm\_kmeneses**
  - **groupadd pm\_bsicat**
  - **groupadd pm\_jmiranda**
  - **groupadd pm\_mgarcia**
  - **groupadd pm\_aprincipe**
  - **groupadd pm\_vhernandez**
  - **groupadd pm\_jsundiam**
  - **groupadd pm\_bubongen**
  - **groupadd pm\_lalon**
  - **groupadd pm\_rparedes**
  - **groupadd pm\_mrigor**
  - **groupadd pm\_aagravante**
4. Send the command below to switch the agent's primary group to their respective **team group**. You may refer to the [Postmates Team Distro](#) for the list of users per team:

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<ul style="list-style-type: none"> <li>• <b>usermod -g &lt;team group&gt; &lt;username&gt;   usermod -G postmates &lt;username&gt;</b></li> </ul> <p>&gt; make sure to this for all users listed, including the team leader &gt; this will set the user's primary group to their team group, and then the campaign group as the secondary group</p> <p>5. Next, create a directory for each Team Lead by sending commands below:</p> <ul style="list-style-type: none"> <li>• mkdir Team_Keshia</li> <li>• mkdir Team_Byron</li> <li>• mkdir Team_Jazz</li> <li>• mkdir Team_Macy</li> <li>• mkdir Team_Alyssa</li> <li>• mkdir Team_Vincent</li> <li>• mkdir Team_Jaycee</li> <li>• mkdir Team_Benjamin</li> <li>• mkdir Team_Leanderson</li> <li>• mkdir Team_Racel</li> <li>• mkdir Team_Mark</li> <li>• mkdir Team_Alvin</li> </ul> <p>6. Edit the samba configuration file as shown below so that each team's folder is moderated accordingly.</p> <p>&gt; send the command vi /etc/samba/smb.conf &gt; press shift + A simultaneously to edit the file &gt; insert the lines below</p> <p>[Team Keshia] comment = PM - Keshia Team path = /home/SHARE_postmates/Team_Keshia valid users = @pm_kmeneses mflorendo gcanson edeguia kvigidor rlicup vmangao rdeniega browsable = no /*.avi/*.flac/*.mp4/*.mkv/*.aa3/*.wma/*.flv/*.mpg/*.mpeg/*.zip/*.exe/*.vmv vfs object = full_audit full_audit:failure = none full_audit:success = mkdir rename unlink rmdir open pwrite full_audit:prefix = %u %l %m %S full_audit:facility = local5 full_audit:priority = NOTICE</p> <p><b>NOTES:</b></p> <p>&gt; create a section for each team folder &gt; change those highlighted in yellow accordingly, by referring to steps 3 and 5 for the <b>group name</b> and <b>share name</b> &gt; refer to the <a href="#">Postmates Team Distro</a> for the TL's first name</p> <p>7. Once done, press <b>esc</b>, then enter <b>:wq!</b> to save the changes.</p>
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8. Next, add the following users to all secondary groups in **Step 3**:  
 mflorendo  
 gcanson  
 edeguia  
 kvigidor  
 rlicup  
 vmangao  
 rdeniega  
  
 > to do this, send the command **usermod -G group1,group2,group3 <username>**
9. Restart the samba service by sending the command **service smb restart**.

#### Verification Procedures

1. Advise one agent from each team to test their access to the file path [\\172.17.0.124\Postmates\](https://172.17.0.124/Postmates/).
  - they should have read/write ONLY to their team's folder
2. Advise Gary, Myka, and one QA to check their access to each Team's folder.
  - they should have read/write access to all Postmates Team folders

#### Back-out Procedures

1. Log back in via SSH to 172.17.0.124 using your own elevated credentials.
2. Navigate to the configuration file by entering the command **cd /etc/samba**.
3. In the samba directory, rename the existing smb.conf by entering **mv smb.conf smb\_old.conf**.
4. Next, copy the back-up file from the /home/ folder to the /etc/samba/ folder.
  - **cp /home/fnp01\_smb\_mmddyyy.conf /etc/samba/smb.conf**
5. Restart the samba service by sending the command **service smb restart**.