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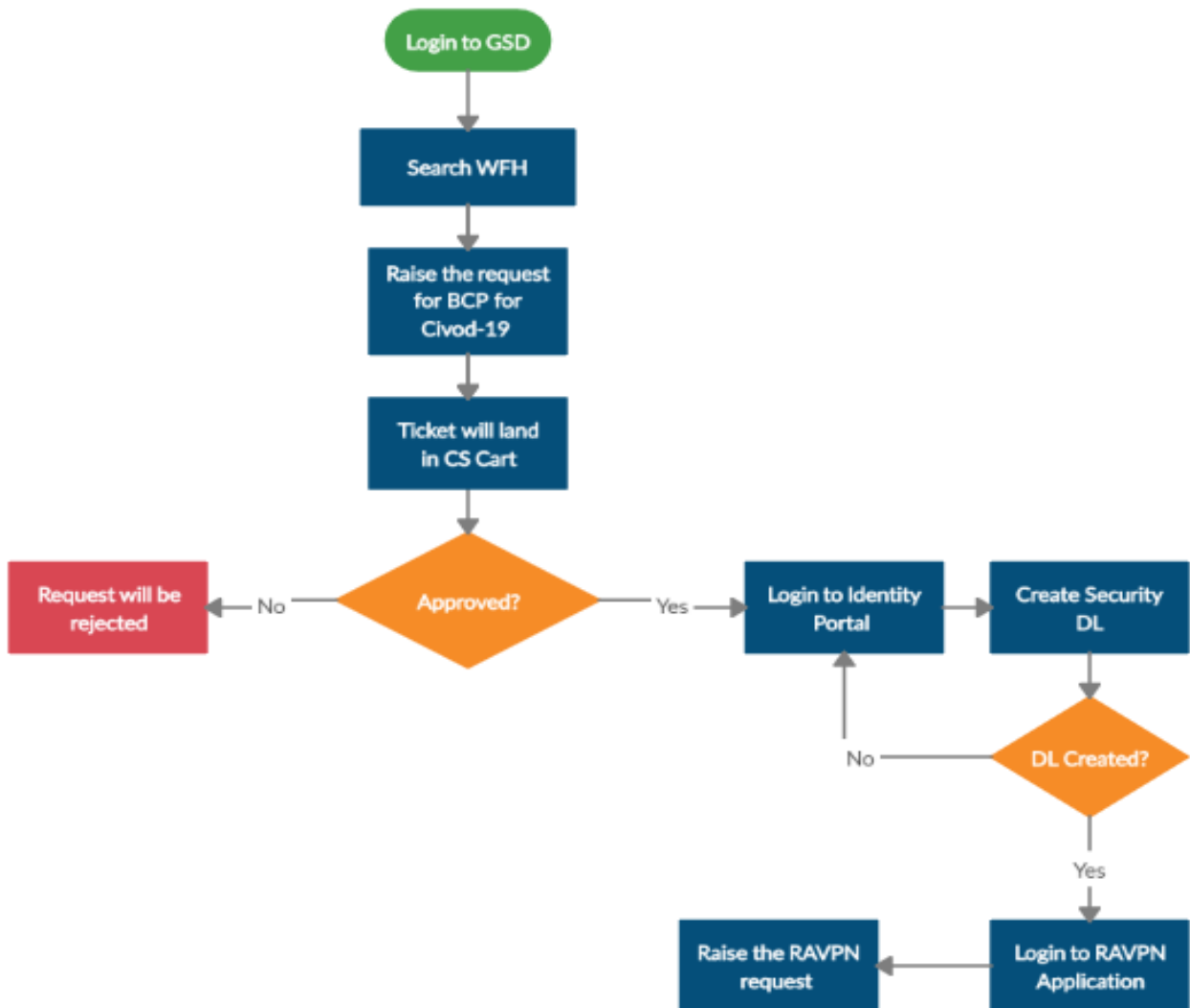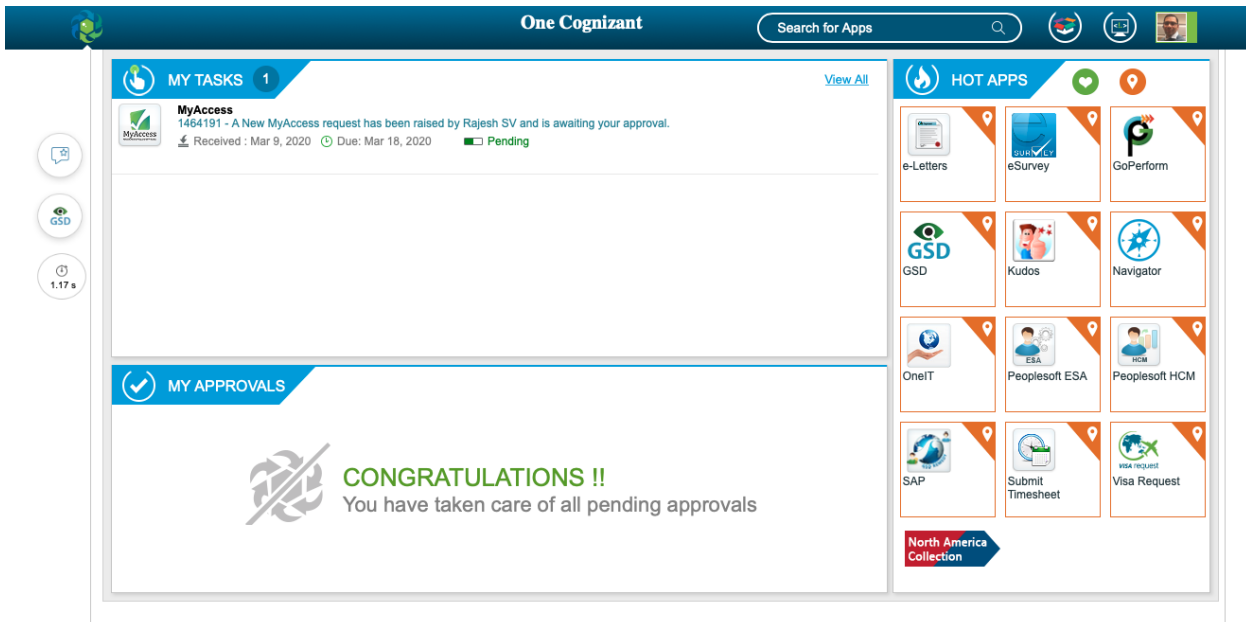# Procedure For Raising GSD for WFH and RAVPN Request for Covid-19 BCP Purpose

Workflow
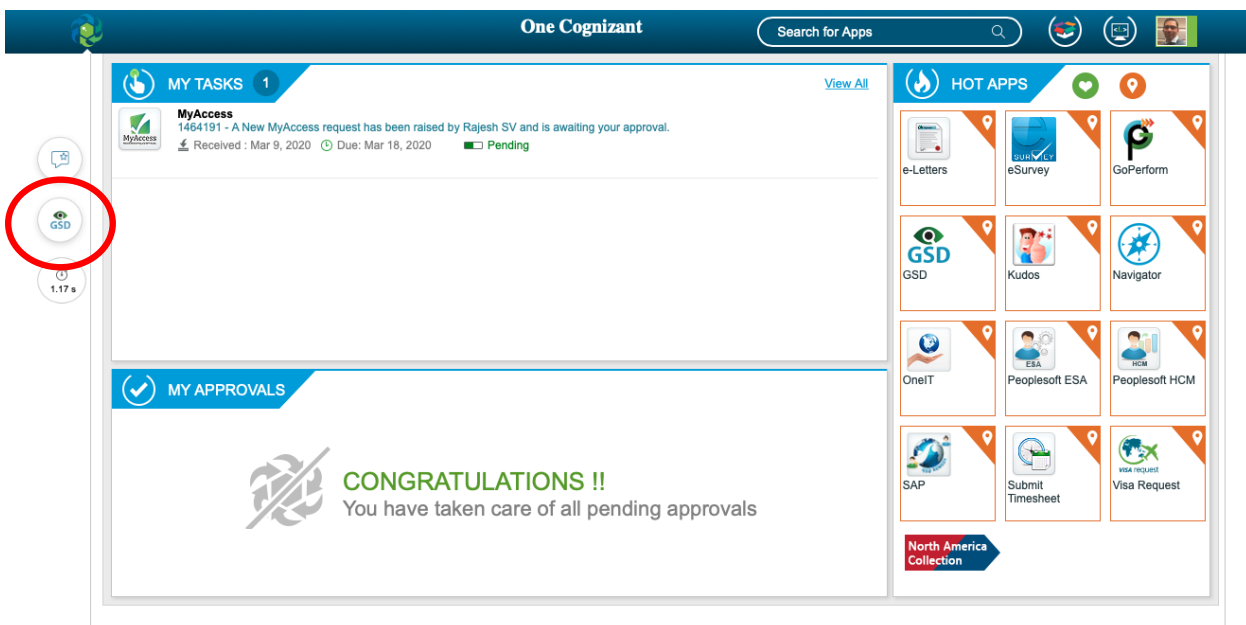
1. Steps to Raise GSD request for Working From Home

Login to https://onecognizant.cognizant.com

Click on GSD icon on the left

Select All and Type WFH

Fill in the below details and also upload Account level information

2. GSD Intake – Minimum Requirements

#	BU WFH REQUESTS INTAKE QUESTIONNAIRE	Response	Details
1	Client Name:		
2	Client Location:		
3	Vertical:		
4	Types of Services provided to the client:		*(Horizontal Services)*
5	Current ODC Setup (Standard ODC/Secure ODC):		*Isolated by Firewall or common network*
6	Current Connectivity Type (Site-Site VPN to Client, Remote Access VPN, To Client VDI / CITRIX):		*Current connectivity model*
7	Is Client Providing VDI to Work From Home? (Yes/No):		*(Yes/No)*
8	Is WFH allowed currently by Client in the contract? (Yes/No):		*(Yes/No)*
9	Liability for a security incident/breach (Unlimited, =TCV, > TCV, or < TCV):		*Provide the breach or contract penalty*
10	Number of associates supporting the client (Offshore):		
11	Number of associates supporting the client (Onshore):		
12	Locations Cognizant is providing services from (by Country):		*Cognizant location by country*
13	Do Cognizant associates have access to regulated data (PHI, PII, PCI, etc.)? (Yes/No):		*Based on data access or visibility to your resources*
14	Security control/data protection Contractual Requirements (Yes/No):		
15	Client type (Platinum, Strategic, or Base):		*Platinum, Strategic or Base*
16	Alternatives to work from home:		
17	Desired configuration to work from home (e.g., personal device, client-provided VDI, client-issued laptop, etc.):		
18	Any other relevant details:		

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If the WFH solution provided is through RAVPN, follow the below process

1. Login to Identity portal to create Security DL
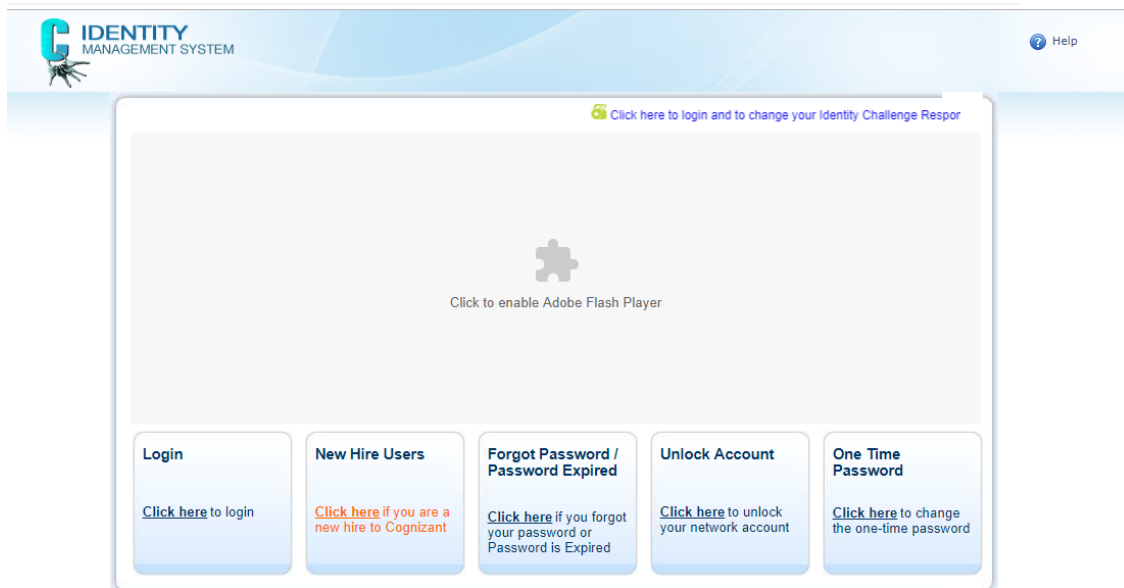
2. Project Manager Home Page:

PM/ Proxy needs to create DL

Click on Create

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3. Distribution List creation page:

- Post fill-up the above form, click on Submit
  - **Please Note, the DL needs be a Security DL**

- Once DL is created, PM/ Proxy PM needs to go to the RAVPN Application in OneC
- Search in OneC is enabled with the below keywords
  - RAVPN – Directly land to RAVPN app inside OneIT framework
  - VPN Access – Open suggestion inside OneIT and Associate can click on RAVPN app link
- Also, in OneIT, we can access RAVPN with the below navigation.
  - OneC > OneIT > Service > Network Service > RA VPN Access.
  - Alternatively , we can also search for RAVPN or VPN Access in One IT.

**Only PM/ Proxy PM can raise the request.

4. Project Manager/Proxy PM Home Page:

RAVPN

My Assignments   My Approvals

Logged In As MANAGER ▼

Action Required (24)

The profile listed here is about to expire in **5 days**

Profile Name	Project Name (ID)	Client Name	End Date	Associates	
COGIND22222	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	Cognizant Application Services	12/31/2021	5	↻ Renew

My Profiles

Project Name (ID) --Select-- ▼

+ New Profile

Click on New Profile

Request ID	Request Type	Project Name (ID)	Profile Name	Status	Action	
100315	New	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	COGIND22...	FAG Validation Pending	Modify	⋮
100314	New	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	COGINDdu...	FAG Validation Pending	Modify	⋮
100311	Modify	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	COGINDpr...	FAG Validation Pending	Modify	⋮
100310	New	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	COGINDpr...	Corporate Security Approval Pending	Modify	⋮

1 2 3 4 5 6

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5. New Profile Creation Page:

- Project Name (ID): List of projects will display which are all allocated to that Project Manager (Login user)
- Based on the Project selection, Account Name & Vertical Name will be auto populated.
- Only 3 options will display in the Horizontal drop down (ITIS/BPS/IT).
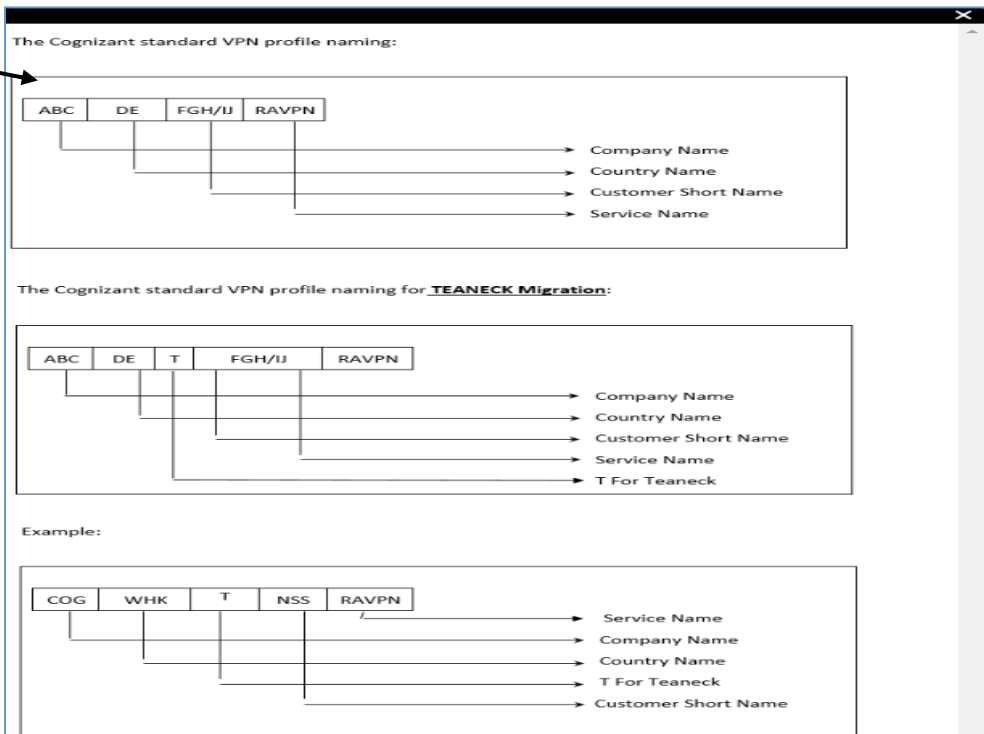- Profile Name should follow the cognizant standard as below:

Prerequisites.docx

Attach the approval from CS Team along with the GSD number and DL details. Attached sample Pre-requisites document

Please note, GSD number and DL is mandatory. Without these, your request will be rejected

- When click 'Add Associates' link, Associates list will display in the pop up who all are mapped to that selected project.
- Project Manager can be able to select only 5 associates in the time of request creation. More or less than 5 associates will be thrown an error pop up.

- Project Manager can search the associates by associate ID or Associate Name in the search field.
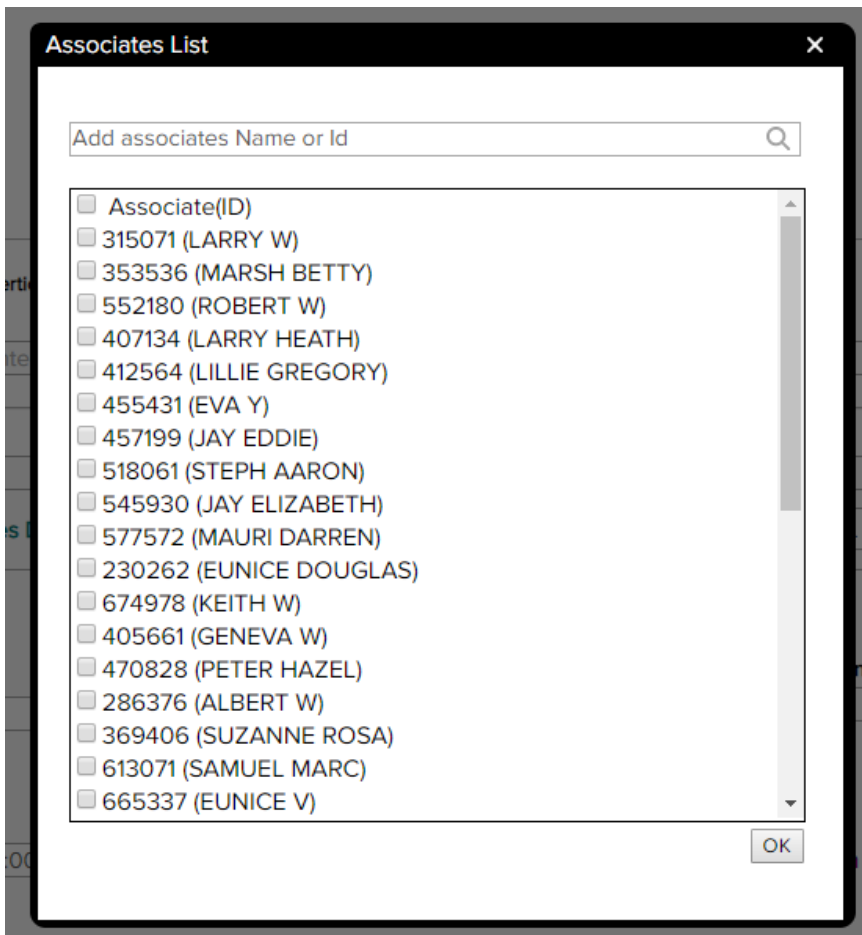
- ODC Type (ODC, Non-ODC), Asset Type (Cognizant Asset, Client Asset), Access Type (Cognizant Destination, Client Destination) drop downs will display
- Destination IP: Project Manager can enter multiple valid IP separated by semi colon (;)
- Port Number: Project Manager can enter multiple Port No IP separated by semi colon (;)
- Access End Date: By default, project end date will display. Project Manager can modify the end date.
- Attach File: Project Manager can attach any number of files in any format.
- <Clear> button is used to reset all the fields
- <Cancel> button is used to navigate to Home page
- When Project Manager selects Access Type as 'Cognizant Destination', 'Additional Profile Details' pop up will display when he clicks on <Submit> button

Additional Profile Details   ✕

Access for a Cognizant asset requires the following questions to be validated

Does the machine that would be accessed from Cognizant provided Laptop have any sensitive information or access to sensitive information(e.g:PII , PHI etc..)from the machine is possible?

○ Yes ○ No ○ MayBe

Can you log into any other devices remotely from Cognizant laptop?

○ Yes ○ No

Will you be connecting to client network through the RAVPN?

○ Yes ○ No ○ MayBe

Do you have access to sensitive data from the client network through RAVPN?

○ Yes ○ No

Is DLP configured in the assets?

○ Yes ○ No

[Confirm and submit] [Cancel]

- New profile Request will be created when Project manager click on <Submit> or <Confirm and Submit> button.
- Request type will display as 'New' in all supervisor inboxes for New Profile request.

6. Project Manager View Request page:

- When click Request ID link in Home page, view Request page will display.

RequestID _100315   ✕

Project Name (ID)
ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)

Client Name	Account Name	Vertical	Horizontal
Cognizant Application Services	Cognizant Application Services	Internal	BPS

Profile Name
COGIND222...

315071,353536,552180,588622,598528

VPN DETAILS

ODC Type	Asset Type	Access Destination	Destination IP
Non-ODC	Client Asset	Client	2.3.3.2

Port Number	Access End Date	Shared Asset?	
21/tcp	12/31/2021	No	

Business Justification
230

[Cancel]

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7. New Profile Rejection:

- Any Supervisor can reject the New Profile Request.
- Once the Request has been rejected, it will not go to next level of approver.
- Request status after the Supervisor reject that request will be (FAG Validation Rejected or Corporate Security Rejected or FSG Rejected or GNS Rejected or FAG Processing Rejected or DL Creation Rejected or ACS Configuration Rejected)

8. New Profile Reconfirmation:

- Reconfirmation scenario will be applicable only for New Profile Request.
- Supervisor can send the reconfirmation request only to the Project Manager. The request status will display as 'Requestor Reconfirmation Pending'
- Except FAG Validation team, all other supervisors can send the reconfirmation request
- Except Project Name and Profile Name, Project Manager can modify any fields.
- Project Manager can be able to select only 5 associates in the time of updating request. More or less than 5 associates will be thrown an error pop up.

9. Edit Profile page:

10. Modify Profile page:

When Project manager wants to modify any details or he wants to add or Remove any associates, he can raise modify request.

- Only processed profile can be modified.
- Except Project Name and Profile Name, Project Manager can modify any fields.
- Project Manager can select any number of associates in the time of modifying request. There are no restrictions on the associates count at the time of modifying request. It may be more or less than 5.
- Request type will display as 'Modify' in all supervisor inboxes for Modify Profile request.
- Once the request has been approved by ACS team, Request status will display as 'Processed' in project Manager's home page and the Request type will be changed to 'New'