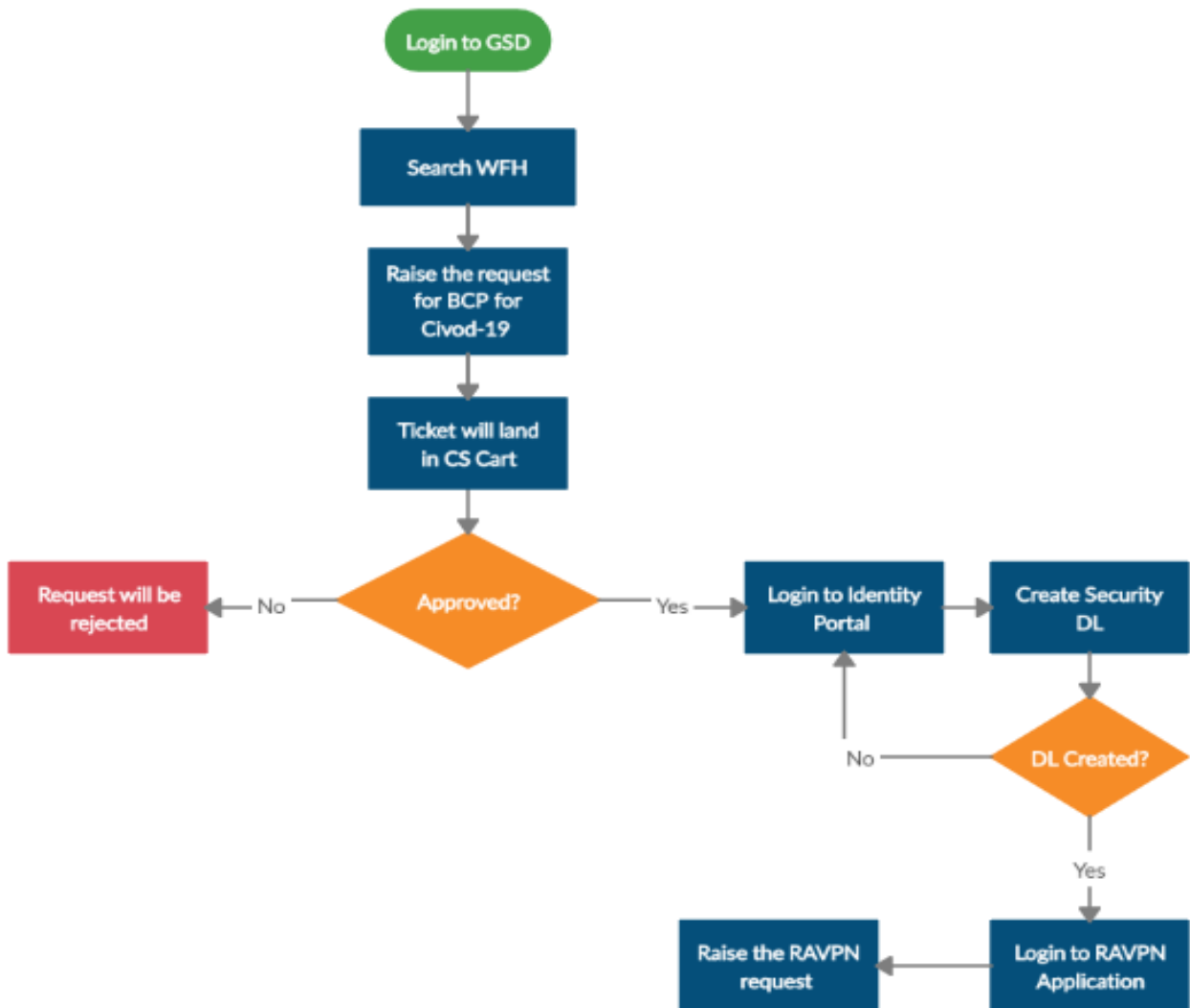




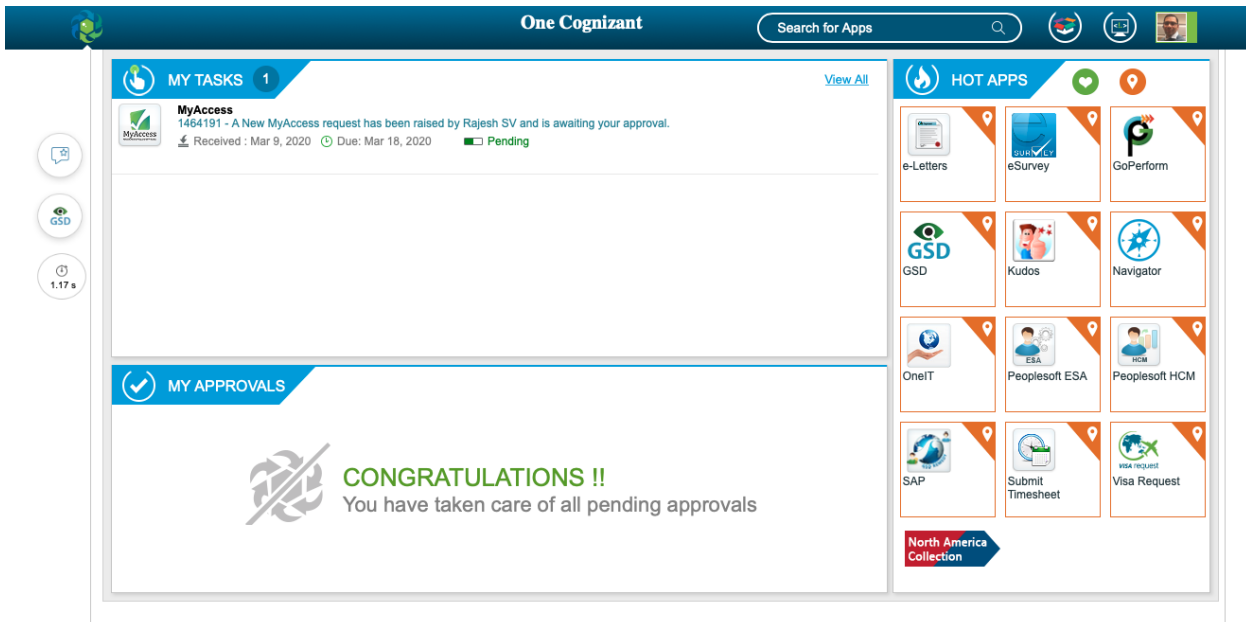
**Procedure For Raising GSD for WFH and
RAVPN Request for Covid-19 BCP Purpose**

Workflow

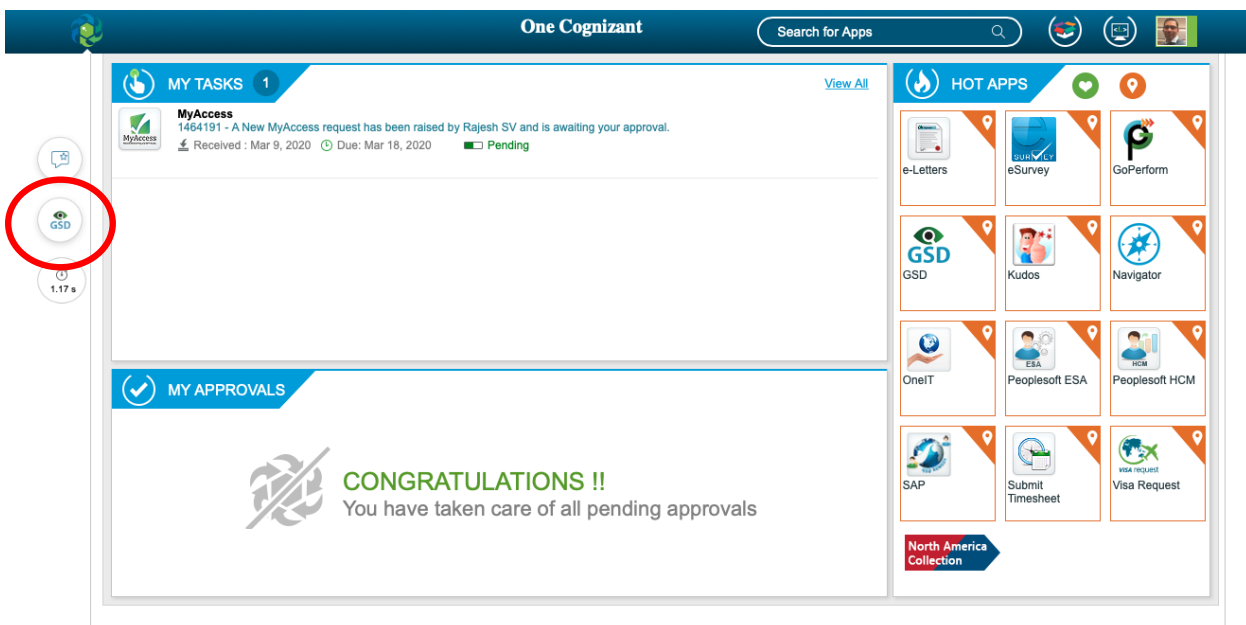


1. Steps to Raise GSD request for Working From Home

Login to <https://onecognizant.cognizant.com>



Click on GSD icon on the left



Select All and Type WFH

GSD

Search for Apps

RAISE REQUEST
TRACK REQUEST
NOTIFICATION
APPROVE
Edit Profile

Report a Security Incident

Welcome Sivakumar, How can we help you today?

All
WFH

WFH or Working from Home or Telecommuting or working remotely

Contact Us
Vnet: 56666 | 1800-572-0473/For Admin or CWS services 56999/0008004407023 | From UK: 0800-678-1616 | From US: 1-866-822-2024

Fill in the below details and also upload Account level information

GSD

Search for Apps

RAISE REQUEST
TRACK REQUEST
NOTIFICATION
APPROVE
Edit Profile

Please fill the below details

Summary

WFH or Working from Home or Telecommuting or working remotely

Details *

Please attach the Associate list with Associate ID, Associate Name and Location in the below link
(1) Client name :
(2) Types of services Cognizant is providing :
(3) Locations Cognizant is providing services :

Attach a document

Hey! To process your request, we may reach you at /. Would you like to update your Phone number Seat Number, PC Number etc ?[Click here](#) for better tracking

SUBMIT

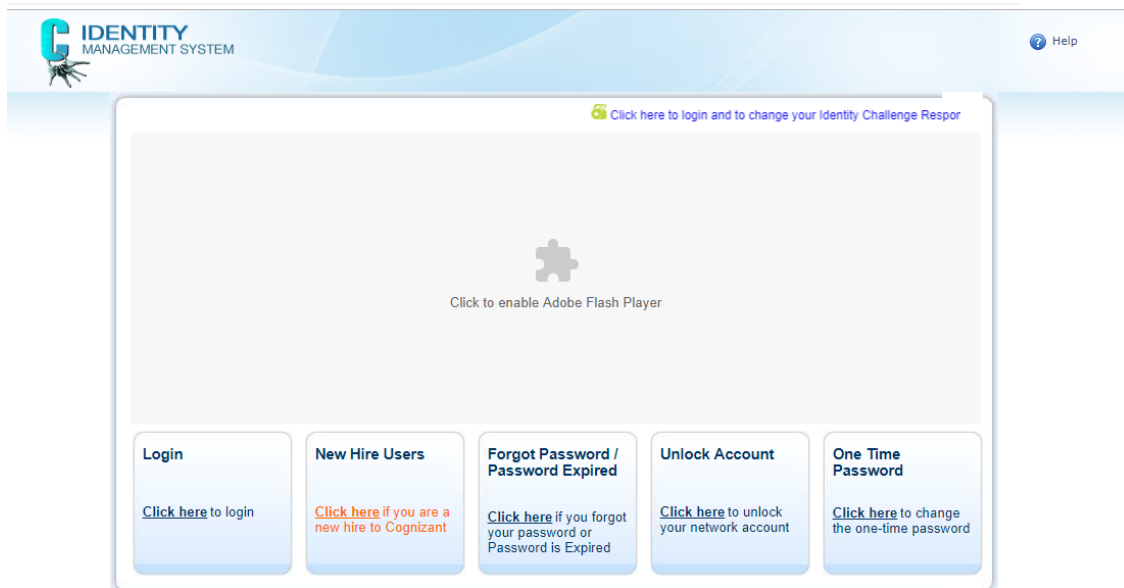
CANCEL

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:		<i>(Horizontal Services)</i>
5	Current ODC Setup (Standard ODC/Secure ODC):		<i>Isolated by Firewall or common network</i>
6	Current Connectivity Type (Site-Site VPN to Client, Remote Access VPN, To Client VDI / CITRIX):		<i>Current connectivity model</i>
7	Is Client Providing VDI to Work From Home? (Yes/No):		<i>(Yes/No)</i>
8	Is WFH allowed currently by Client in the contract? (Yes/No):		<i>(Yes/No)</i>
9	Liability for a security incident/breach (Unlimited, =TCV, > TCV, or < TCV):		<i>Provide the breach or contract penalty</i>
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):		<i>Cognizant location by country</i>
13	Do Cognizant associates have access to regulated data (PHI, PII, PCI, etc.)? (Yes/No):		<i>Based on data access or visibility to your resources</i>
14	Security control/data protection Contractual Requirements (Yes/No):		
15	Client type (Platinum, Strategic, or Base):		<i>Platinum, Strategic or Base</i>
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:		

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



3. Distribution List creation page:

The screenshot shows the 'Create Distribution List' page in the Identity Management System. The left sidebar contains navigation links: My Profile, My Password (Change Password, Change Secret Q & A), My Requests, My Activities (Approve/Review Requests, Delegate Activities), and Other Activities (Create Other Accounts, Manage My Accounts, Create Distribution List, My Owned DLs, My DLs, Join DL). The main content area is titled 'Create Distribution List' and includes a message: 'You have selected DL type as Security. This DL is used for assigning permissions to shared resources.' The form fields are: Distribution List Name (text input), Distribution List Display Name (text input), Distribution List Type (dropdown menu set to 'Security'), Project Id (text input with value '1000199732'), Project Manager Id (text input with value '101601'), Proxy Manager Id (text input with value '174360'), Project Name (text input with value 'IT Technology Services'), Project End Date (text input with value '12/31/2021'), Date till which DL should be active (text input with value 'MM/DD/YYYY'), Initial Members (text input with an 'Add' button), and Description (text area, Max. 100 characters). At the bottom are 'Submit', 'Reset', and 'Cancel' buttons. Annotations with arrows point to specific fields: 'Type Distribution List' points to the Distribution List Name field; 'Select Distribution' points to the Distribution List Type dropdown; 'Select Project ID. Here one Project-ID has been shown as sample. PM/' points to the Project Id field; 'Select DL end Date' points to the Project End Date field; and 'Add members in the' points to the Initial Members field.

- 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
COGIND2222	ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)	Cognizant Application Services	12/31/2021	5

>

Renew

My Profiles

Project Name (ID)

--Select--

+ 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

Click on
New
Profile

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:

RAVPN

RAVPN-NEW PROFILE

Project Name (ID)
Select

Account Name Vertical Horizontal
Select

Profile Name
Associates Details Only maximum of five associates can be added during creation of DL Add Associates

VPN DETAILS

ODC Type Select Asset Type Select Access Type Select Destination IP

Port Number Eg: 21/TCP (or) 1000/UDP Access End Date Shared Asset? Yes No

Business Justification

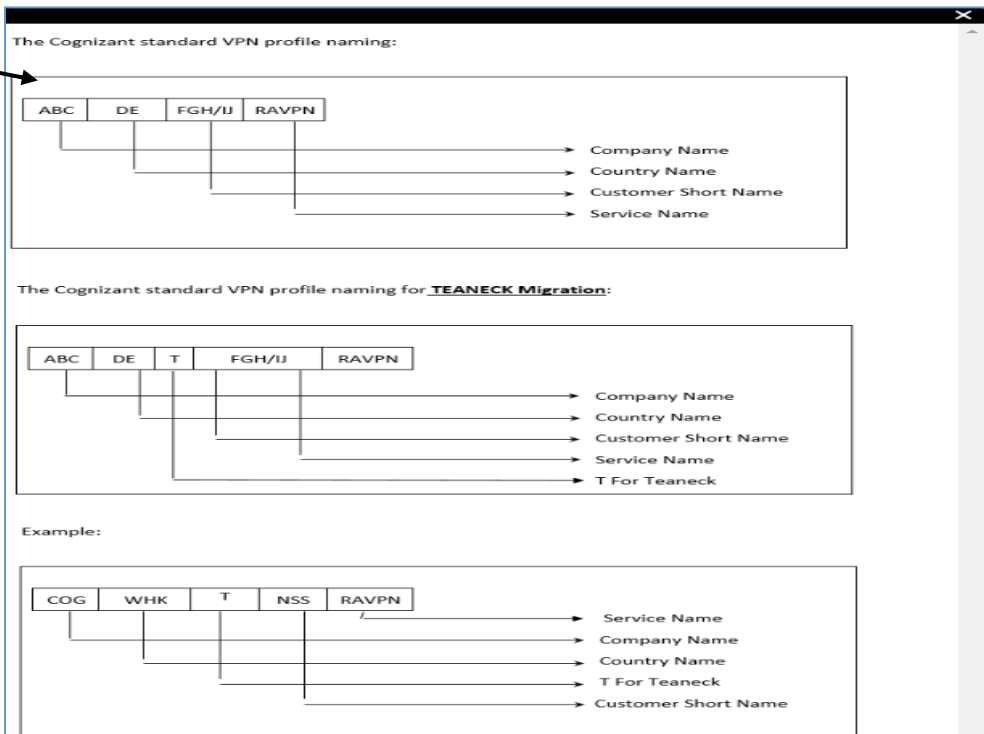
Submit Cancel Clear



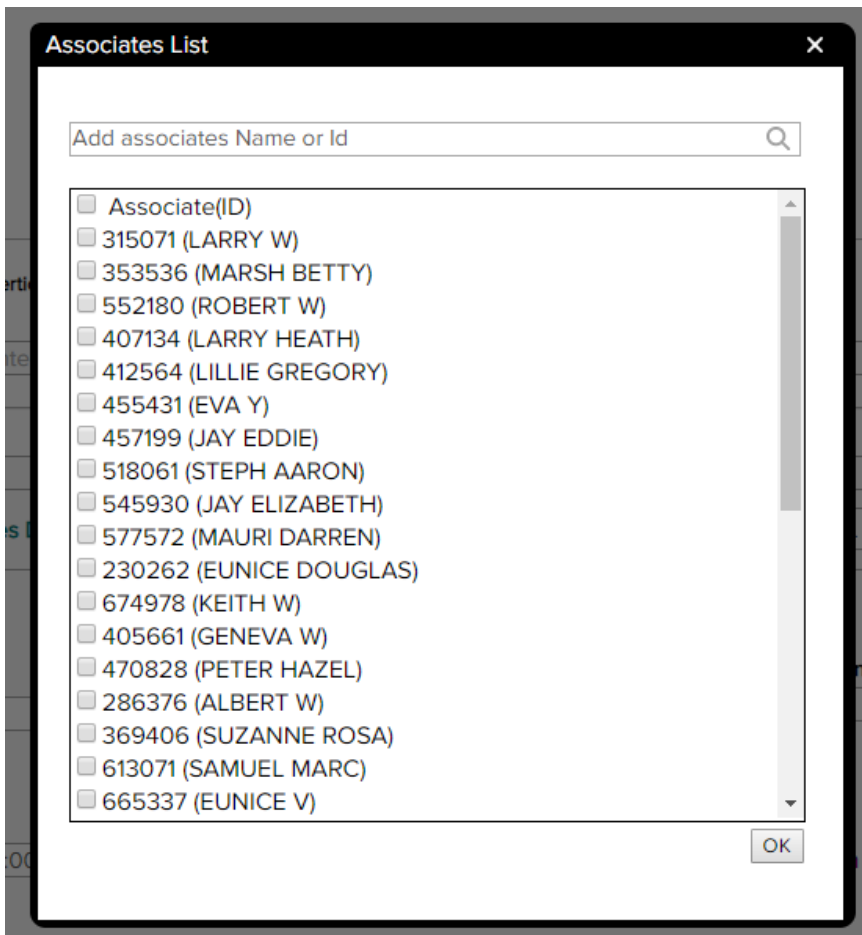
Prerequisites.docx

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

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:

RAVPN

RAVPN-MODIFY PROFILE

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

Account Name	Vertical	Horizontal
Cognizant Application Services	Internal	BPS

Profile Name
COGINDjkkj...

307847,319157,412564,420230,665337

Add Associates

VPN DETAILS

ODC Type Non-ODC	Asset Type Client Asset	Access Destination Client Destination	Destination IP 23.22.33.28
Port Number 89/TCP	Access End Date 12/31/2021	Shared Asset? <input type="radio"/> Yes <input checked="" type="radio"/> No	Client Approval Mail
Business Justification hjigy			<div>SubmitCancel</div>

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.

RAVPN

RAVPN-MODIFY PROFILE

Project Name (ID)

ITAPPS-CSS2018-INFRA-ToolAut-C(1000225866)

Account Name

Vertical

Horizontal

Cognizant Application Services

Internal

BPS

Profile Name

COGINDjkkj...

307847,319157,412564,420230,665337

Add Associates

VPN DETAILS

ODC Type

Non-ODC

Asset Type

Client Asset

Access Destination

Client Destination

Destination IP

23.22.33.28

Port Number

89/TCP

Access End Date

12/31/2021

Shared Asset?

☐ Yes ☒ No

Client Approval Mail

Business Justification

hjgy

Submit

Cancel

- 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'