

FUJITSU RESTRICTED

Programme: <i>(strikethrough as applicable)</i>		HNG-X / HNGA / DDS / P2C / - Other: _____	
CHANGE PROPOSAL		CP NO: 7408	
CP TITLE: HNG-X CP2851 - New Counter Access Report		DATE RAISED: 21 st February 2022	
REQUIRED APPROVAL DATE: <i>(mmm/yy)</i> March 2022 REQUIRED IMPLEMENTATION / PURCHASE DATE: <i>(mmm/yy)</i> March 2022 SOFTWARE Delivery Required Yes/No <i>(strikethrough as applicable)</i>		ORIGINATOR: Rosie Bacon CHANGE OWNER: Rosie Bacon (RECEIVED) SDM/SERVICE OWNER: Steve Bansal TECHNICAL SPONSOR: Steve Browell (RECEIVED)/ John Simpkins	
DATE BY WHICH CP TO BE IMPACTED: N/A - Pre-Impacted Chargeable / Service Improvement <i>(strikethrough as applicable)</i>		Approval for Impacting: <i>(Email or Hard Copy Signature)</i> CP Assessment Team (RECEIVED)	
CP CLASSIFICATION: FAST TRACK / ROUTINE / FOR INFORMATION* <i>(strikethrough as applicable)</i> <i>Note: Fast Track - Exceptional Circumstances(24-hr impacting), Routine - CP out for impacting, For Information - Pre-impacted CP</i>			
DAB Required: Yes/No <i>(strikethrough as applicable)</i>		Date DAB Authorised: N/A- TG	
GDPR Affected: Yes/No <i>(strikethrough as applicable)</i>		GDPR DPIA/Lower Level risk Assessment Reference: <i>(Note: Change owner to attach DPIA/Lower Level Risk Assessment to the CP - Technical Sponsor to own the Requirements)</i> N/A - RB/SB	
RELATED Change Request/Request for Work Package: RTQSR0003682 / CWO0574			
RELATED PEAKs: N/A			
RELATED CPs: N/A			
Attachments to the CP: Yes/No <i>(strikethrough as applicable)</i>			
Purpose/Summary of Change: <i>(Define why the CP is required and what it seeks to achieve):</i> Post Office require additional Horizon data to be made available to their Security team for their use when dealing with remote access to Branch counter by the Fujitsu Support team. In addition to the data in the ISMF monthly management report, Post Office would like a weekly report on all remote access made by the Fujitsu Support users to Post Office Branch counter systems. This will help Post Office to provide more comprehensive visibility and assurance for the counter access of support teams to Post Office counter assets.			
Description of Change Proposed: <i>(Provide a full description of the change unless detailed in attached documentation):</i> The report will be shared by SecOps on a weekly basis via email to the Post Office Security team mailbox and include the following detail: - Summary Title - Date and Time of Access			

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- Branch Code
- Node
- Command Request
- Command Result
- Post Office ServiceNow reference number where available
- Rig (i.e. Live or RDT Counters)

Reporting will be carried out 1 week in arrears and will be provided on the first working day of each week. It will be delivered in PDF format and will show a week's worth of counter access logs for the period Monday - Sunday.

The provision of these reports will be incorporated to the Management Information Service, added into section 2.1.6 'Reporting for Information Only' of the MIS Service Description (SVM/SDM/SD/0016). A CCN will be produced to formalise these updates.

This CP covers the effort to develop and test this report (to be carried out by SSC and SecOps) and also 3 months of ongoing costs for production of this report following CWO approval. Provision of the report beyond this 3-month period will be covered as part of the ongoing Management Information Service, described in SVM/SDM/SD/0016 which is to be updated under this CP.

Acceptance Criteria and Methods *(Functional and Non Functional):*

Requirement: Counter Access Report developed and tested

Acceptance Criteria: Counter Access Report produced with content as described above

Acceptance Method: Solution Test

Requirement: Counter Access Report to be provided on a weekly basis to Post Office via email

Acceptance Criteria: Counter Access Report is provided to Post Office on the first working day of each week

Acceptance Method: Document Review

Requirement: SVM/SDM/SD/0016 updated to formalise ongoing charges for the production and delivery of this report on a weekly basis

Acceptance Criteria: SVM/SDM/SD/0016 updated and approved

Acceptance Method: Document Review

Pilot Requirements: *(identify any considerations and timescales for Pilot associated with this CP - where known)*

Following development and testing of this report and agreement with Post Office, the report will then be produced and shared with Post Office on a weekly basis. This CP covers 3 months of ongoing effort, and production and delivery of reports beyond that will be subject to CCN approval.

Dependencies (e.g. Third Party or Technical): *(identify dependencies on Post Office or third parties or of a technical nature that would be required to deliver this CP - where known)*

Ref	Type <i>(internal, external, technical)</i>	Description	Applicable <i>Y - (provide details) N</i>
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D001	External	3rd Party data-files e.g. AP Client files	
D002	External	PODG Route / Transformations (If Y consider the use of SSC to deliver Ref Data/PODG Live Route Copy Objects to the XCS)	
D003	External	Post Office Reference data	
D004	External	3rd Party implementations	
D005	External	APADC scripts / transactions	
D006	External	New CC counter bae version required	
D007	External	End to End testing required (including third parties)	
D008	Internal / External?	Other?	Post Office to approve CCN such that production and delivery of this report may continue beyond the initial 3 month period

PCI Requirements: *(identify any considerations and timescales for Payment Card Industry requirements associated with this CP - where known) PCI Platforms affected should be identified in appropriate section below.)*

None - Report will not contain any PCI data

GDPR Requirements: *(If GDPR is affected, the Technical Sponsor must identify any considerations and timescales for Personal Data Protection requirements associated with this CP - where known. Any Platforms or functional areas affected should be identified in appropriate sections below.):*

None - Report will not contain any GDPR data

Platforms (Physical) Affected: *(insert identity and details of all platforms requiring software update by this CP - where known. Please use platform types as defined in the PHL, unless new. And explicitly list any other hardware such as network devices)*

None

Account Teams Affected: *(insert identity and details of all functional areas/teams requiring update by this CP - where known, also identify any impact on INGENICO)*

SSC, Security Architecture, SecOps, Service Architecture, Project Management

Decommissioning Costs: *(identify any decommissioning considerations and cost that are covered by this CP - where known)*

None

Non-Labour Items required: *(identify any non-labour items required including (but not limited to) License Costs, 3rd Party License costs, Operating Systems, Tivoli, Red Hat, Anti-Virus, Applications) identifying if supplier is not on APL (Approved Technology List) - costs to be supported by quotes to be attached to CP):*

None

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Risks: (insert identity and details of all risks associated with this CP - where known, either the introduction of, or containment of Risks could be Programme, finance, business, ISO27001, etc - please specify identify Risk Owner - to be added to Risk Register under Project on approval of the CP)

None

Post Office Account resources (For Pre-Impacted CPs only): (insert additional rows as required)

Service Line	Team/Sub-Team	Contract Grade	Days	Non Labour Item & Cost (£)
DTS	SSC	UL	3	
ECS	Security Architecture	SMGR	1	
DTS	Service Architecture	SCM	3	
ECS	SecOps	LSE	6	
DTS	Project Mgmt	LSE	3	
Sub-Total:			16	£

Off-Account resources (For Pre-Impacted CPs only): (insert additional rows as required)

Service Line	Team/Sub-Team	Contract Grade	Days	Non Labour Item & Cost (£)
N/A	N/A	N/A	N/A	N/A
Sub-Total:				£
TOTAL:				£

Documents Affected: (insert additional rows as required)

Document Reference	Title	Current Version
SVM/SDM/SD/0016	Management Information Service Service Description	See Dimensions

See PGM/CHM/MAN/0002 for guidance on completing the template