

WI approved

Data Correction

The DPA requires that access to personal data remains within the European Union and PCI data security standards mandate physical security restrictions must be applied where update access is allowed to user data. Currently the only units which fulfil all these requirements for data access are the SSC and ISD Unix. The responsibility for data correction is vested with the SSC although ISD sometimes act under SSC authorisation.

Corrections to live system data must be authorised and auditable.

Data corrections

Support investigation may indicate the need for a data correction. If any correction is required then a clear audit trail must exist in the form of narrative on a Peak incident and an approved Account change control entry (e.g. TfSNow). This should include the reason for the change and technical detail showing how the change is being carried out.

Financial data

Changes to financial data are rarely required. Where a requirement exists such changes must be made via contra journal entries to maintain audit trail and the change must be made using the two man rule. The "two man rule" (sometimes called the "four eyes rule" in security circles) specifies that there must be two individuals that must act in concert in order to perform some action. Further, each individual should have comparable knowledge and skill in order to detect attempts of subversion initiated by the other.

Within the SSC, one member of the SSC will perform the data correction while a second member of the SSC will witness the change being made. Both names must be recorded on the change control for audit purposes.

See the Host Branch Database Support Guide for details of the transaction correction tool used by SSC to correct transactions by inserting balancing records to transactional / accounting / stock tables in the BRDB system.

References:

Reference Type	Value	Description	
DOC	DESAPSPG0001	Host Branch Database Support Guide	Del
DOC	DESAPPHLD0020	Branch Database HLD	Del
WI	WI3028L	Transaction Correction Tool / Appsup role	Del

New Reference:

Reference Type	Value	Description	
Peak Incident			Add
	Find		

20/02/2019

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+ More details