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Document Title:	Post Office Account User Access Guide
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Abstract:	This document describes the controls that Post Office Account follow to manage user access to its assets, based on its contractual requirements to protect assets, systems, and data.
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Approval Authorities:

Name	Role	Signature	Date
Geoff Baker	Information Security Manager	See Dimensions for record	

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0 Document Control

0.1 Table of Contents

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	12/12/08	Initial Draft version	N/A
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13.0	22-Jan-2019	Approval version	
13.1	04-Feb-2020	Update to Section 8 Appendix C – List of POA systems	

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0.3 Review Details

*See HNG-X Reviewers/Approvers Matrix (PGM/DCM/ION/0001) for guidance on completing the lists below. You may include additional reviewers if necessary, but you should generally **not exclude** any of the mandatory reviewers shown in the matrix for the document type you are authoring.*

Review Comments by:	
Review Comments to:	farzin.denbali GRO and PostOfficeAccountDocumentManagement GRO
Mandatory Review	
Role	**Name**
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Crypto Key Manager	Andy Dunks
Security Analyst	Ifran Khan
Security Analyst	Joel Glanvill

(*) = Reviewers that returned comments

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0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)		See Dimensions for latest version	POA HNG-X Generic Document Template	Dimensions
ARC/SEC/ARC/0003		See Dimensions for latest version	HNG-X Technical Security Architecture	Dimensions
SVM/SDM/SD/0017		See Dimensions for latest version	Security Management Service: Service Description	Dimensions
SVM/SEC/POL/0005 [POL Ref: RM/POL/002]		See Dimensions for latest version	Post Office Ltd Community Information Security Policy (CISP)	POL–owned and / Dimensions
SVM/SEC/POL/0003		See Dimensions for latest version	POA HNG-X Information Security Policy	Dimensions
SVM/SEC/STD/0026		See Dimensions for latest version	POA ISM Terms Of Reference	Dimensions
SVM/SDM/PRO/4293		See Dimensions for latest version	Horizon Data Changes Process Work Instruction	Dimensions
		See NWE Connect for latest version	Fujitsu Europe Security Master Policy Manual	NWE Connect
		See NWE Connect for latest version	Fujitsu Europe Security Policy	NWE Connect
		See NWE Connect for latest version	Minimum Security Controls – Access Management	NWE Connect
		NWE PAM process	http://emeia.fujitsu.local/emeia/c/P0004/Process_Maps/PAM_Process.htm	NWE Connect
		NEW PAM Procedure	http://emeia.fujitsu.local/emeia/sites/cdc/d/EBMS/Security/PAM_procedure.htm	NWE Connect

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.5 Abbreviations/Definitions

Abbreviation	Definition
BM	Business Management
CCD	Contract Controlled Document
CISO	Chief Information Security Officer
CISP	Post Office Ltd Community Information Security Policy
CSPOA	Post Office Account Operational Security Team
EBMS	Europe Business Management System
HR	Human Resources
ISM	Information Security Manager
ISMF	Joint Fujitsu and POL Information Security Management Forum known as M6
Line/Assignment Manager	Manager responsible for resources working in their area of responsibility

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Abbreviation	Definition
Minato	The resource management platform for authorised Fujitsu NWE users
POL	Post Office Limited
POA	Post Office Account
SOM	Security Operations Manager
System Owners	Team who maintains access to specific systems in the Post Office Account
TfSNow	Triole For Service: Help Desk Call Management System

0.6 Changes Expected

Changes
None

0.7 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained because of any error or omission in the same.

0.8 Information Classification

The author has assessed the information in this document for risk of disclosure and has assigned an information classification of FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE).

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1 Introduction

This Post Office Account User Access Guide details how access is given to both physical and IT system assets within the Post Office Account (hereafter referred to as POA) and Fujitsu supporting functions, and is managed by a central point, namely CSPOA.

This document sets out how access to these assets shall be created, managed, removed and how these requirements are reported and monitored. CSPOA controls the access to systems and any asset dedicated to POA and receives reports from other functions within Fujitsu who provide a shared service to POA.

1.1 Purpose

This document establishes the controls that POA have to meet to manage user access to its assets, based on its contractual requirements, in particular those from Schedule A4 Legislation Policies and Standards:

> *4.1.2 Fujitsu Services shall be compliant with ISO 27001.*
>
> *4.1.3 Security for the Services, HNG-X Development, Associated Change Development and Equipment shall be managed and organised by Fujitsu Services in accordance with the CCD entitled POA Information Security Policy" (SVM/SEC/POL/0003) as applicable and, …the CCD entitled "Security Management Service: Service Description" (SVM/SDM/SD/0017).*
>
> *4.1.4 Security Standards Fujitsu Services shall adhere to all parts applicable to the Fujitsu domain, as defined in Section 2 Definitions of the CRD entitled "Community Information Security Policy for Horizon" (SVM/SEC/POL/0005) and co-operate with Post Office to assist Post Office in complying with this standard and requirement.*
>
> *4.1.5 Data Security The confidentiality, integrity, availability, and completeness of data shall be maintained throughout all storage, processes, and transmissions, including during periods of Service Failure and recovery from Service Failure.*

Fujitsu shall adhere to all applicable parts of the NEW Fujitsu Security Legal Register.

Controlling access to IT resources requires a combination of directive, preventive, detective, corrective, and recovery controls that are used to manage hardware, software, operations, data, media, network equipment, support systems, physical areas, and personnel. They involve both manual procedures and technical controls on the IT system. The Fujitsu Europe Business Management System (EBMS) outlines the processes to be followed to create, amend, and revoke Privileged Access for a given account. The Fujitsu Corporate Procedures below follow EBMS:

All framework controls that POA is required to meet are detailed in full in the Fujitsu Europe Security Policy Manual, which aligns to ISO27001:2013, and follows the Fujitsu Minimum Security Controls Framework.

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2 User System Access

2.1 Pre-requisites for allocation and removal of Access

Prior to access being requested for POA specific assets, Fujitsu HR processes for joiners and movers onto POA, shall be followed.

For Shared Services, Assignment Managers will apply for resources via Minato according to Fujitsu corporate procedures.

Once employment has been confirmed, the appropriate security clearance is initiated and managed by Fujitsu Group Security. If an existing employee, then clearance will already exist. Note that there is no POA specific security clearance required.

Once the individual has been accepted into the role, the Assignment Manager can apply for access to the support systems to be set-up and for Fujitsu Facilities management to provide physical access to relevant locations for the role.

If the individual fails clearance, HR and the Line Manager will be notified, and the circumstances discussed with the POA Information Security Manager and Security Operations Manager to determine how to proceed.

In addition, if an individual moves away from POA or leaves Fujitsu, the Fujitsu HR processes are to be invoked by the individual's Line/Assignment Manager, and CSPOA notified, to ensure revocation of their access from all POA specific assets.

For those individuals who are leaving Fujitsu Services completely, the Line/Assignment Manager must follow HR policies and procedures for a termination. These can be found on NWE Connect.

All 3rd party access also follows the guidance detailed in this document.

2.2 CSPOA User Database

The User Access Process on the POA is based on the creation and maintenance of a User Access Database (Secure and Restricted access) of all personnel who work on POA.

This database is controlled by CSPOA and is maintained and updated in line with requests being submitted. It tracks all personnel working on POA, details of the requestor, the system access they have been given, dates access was granted and revoked and any security clearance level they have been granted. It is also subject to a monthly review as described in section 5.1.

The database also aids any audit that may be required, by providing the details of personnel and access levels granted.

Below is an example from the User Access Database (with redactions as necessary) showing the system access granted to the user. Other tabs (Events, Security Info, Floor Access, MSAD and Network Drives) will show any additional system access and security clearance.

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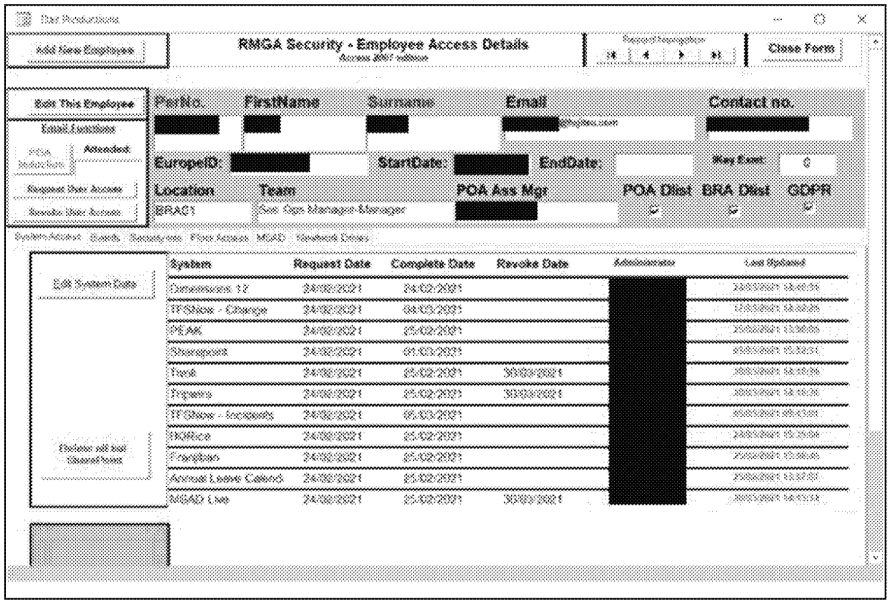

CSPOA manage the following systems under their Joiners, Movers and Leavers Process:

System
Annual Leave Calendar
APT Access (includes Jira,Clf,SVN/APT)
Atlassian/Jira Cloud
AWS Access
BCMS
CACTI
CISCO Prime (NCP)
CONSOLE Server access
Database Access
Dimensions 12
DRS Workstation
FMNOS Platform
Franjiban
HORice (LIVE/LST/SV&I)
Impacting Tool
Ingenico e-Portal
Ingenico e-Portal Test
Ingenico My Service
ITG Network Access
MSAD Live
MSAD LST

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MSAD SV&I
MVM Vulnerability Scanner
Network Security Manager (NSM)
PEAK
Peak - SSC website only
POL Jira Access
Quality Centre
Shared TfSNow
Sharepoint
Spectrum (NCS)
TACACS (Live)
TACACS (LST)
TESQA (User)
TESQA (Admin)
Test Rig Access
TfSNow - Change
TfSNow - Incidents
Tivoli
Tripwire

2.3 Privileged Access Management (PAM)

Some specialist support staff require Privileged Access to be able to keep systems working, investigate issues, and make necessary and required updates. Such access relies on PAM processes.

A privileged account has additional abilities to a "standard" user account and may include access rights to operating systems or to application software and databases.

System privileges and levels of access required to perform management functions are higher than those assigned to standard users. Therefore, the allocation and use of privileges is restricted and controlled, and the principle of least privilege is used. The principle of least privilege refers to the concept and practice of restricting access rights to only those resources required to perform the authorised activities. Individuals are not granted unnecessary privileges.

The management of PAM accounts is completed using a variety of tools such as an Access database, Excel spreadsheets, email, and SharePoint. A central database is held which records all access across all environments.

Privileged Access is reviewed monthly as explained in Section 5.1.2 below.

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3 Roles

The table below lists the Fujitsu, POA, POL and Third-Party teams and individuals, and the functions they perform in relation to user access.

Role	POA or Corporate	Function
HR	Fujitsu Corporate	Process Joiners, Movers and Leavers to Fujitsu
Site Facilities	Fujitsu Corporate	Process passes to allow access to Fujitsu buildings, floors, and rooms
Group Security	Fujitsu Corporate	Process clearances for individuals joining Fujitsu.
Line/Assignment Managers	POA	Manager responsible for resources working in their area of responsibility
System Owners	POA / Fujitsu Corporate	Teams that maintain access to specific systems for POA
CSPOA Security Operations Team	POA	The team on POA that manage, control and report on both physical and system access.
CISO (if appointed)	POA	The individual responsible for all aspects of Security on POA.
Information Security Manager	POA	The individual responsible for all aspects of Security on POA in the absence of a CISO.
Fujitsu Test Managers	POA	POA Test Managers who work jointly with POL Test Teams
User Management Team (part of Programme Management Office)	POA	Responsible for organising and maintaining POA induction. Review and report on Joiners, Movers and Leavers
Contractor/Third Party	Supplier	An organisation or person that is not part of Fujitsu or POL
POL Staff	POL	An individual who is employed by POL
POL Test and Release Managers	POL	POL staff who work jointly with POA Test Teams

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4 Processes, Procedures & Controls

4.1 Joiners

Detailed below are the steps that must be followed when an individual joins Fujitsu and POA, or joins the POA from another area within Fujitsu. The Assignment Manager will apply for role-based access to the support systems to be set-up for a new user, and for Fujitsu Facilities management to provide physical access to relevant locations for the role. The process flow is shown in Figure 1.0, Diagram of User System Access Process Flow for New Joiners.

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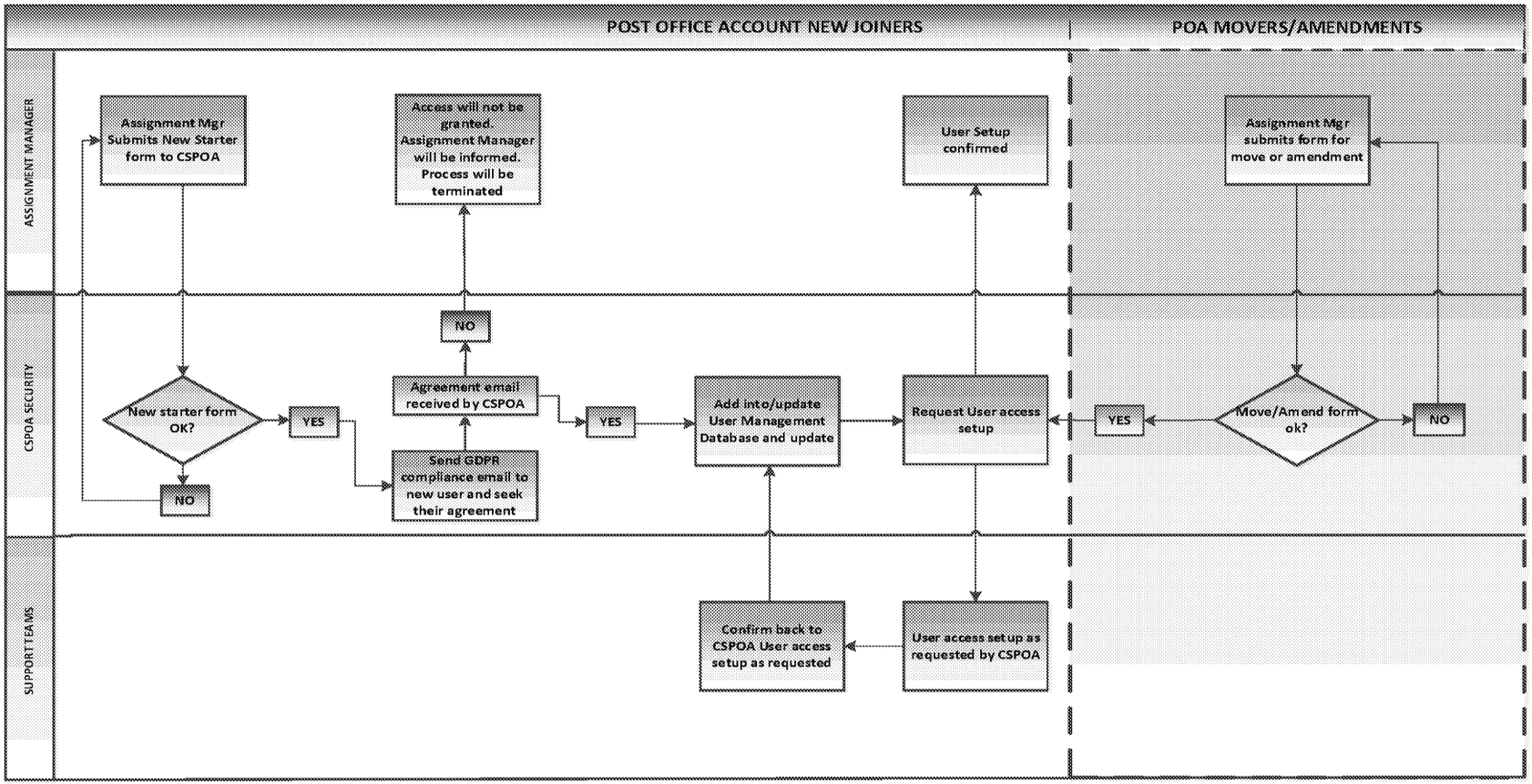
Figure 1.0 Diagram of User System Access Process Flow for New Joiners



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The following steps must be followed:

1. The Assignment Manager shall complete the latest New User Access Form from the POA Security Operations Portal with all required information. The completed form shall be returned to CSPOA via email to CSPOA.Security GRO
   Privileged Access requests must come from either a Fujitsu or POL email address. All access follows least privilege and role-based principles as outlined in Fujitsu EBMS.
   Where a New User form has been completed by or on behalf of a new user (by a person other than the Line/Assignment Manager), the Line/Assignment Manager must be copied in on the email request for awareness and authorisation.

   Below is an example of the email CSPOA receive for an individual who has joined the POA (with redactions as necessary):

2. CSPOA shall check the form to ensure that it has been completed correctly, and in line with Fujitsu Security Policy. If any information is missing or incorrect, the form will be rejected and returned to the Line/Assignment Manager for amendment.

   - A "Start Date" will be stated on the New User Access Form. However, CSPOA may receive a completed form weeks in advance of the stated start date. In that case, CSPOA shall retain the form and set an Outlook reminder to not process the access request until a maximum of one week prior to the requested start date.

3. CSPOA shall email the new starter to:

   - Inform them that their personal data (name and personnel number) may be shared with POL in accordance with our obligations.
   - Seek acknowledgement, and agreement for their Name and Personnel number to be supplied to POL.

   This is a GDPR compliance requirement and access to POA systems cannot be granted without this agreement.

4. Once both the correct New User Access Form and the GDPR agreement have been received, CSPOA shall arrange for all relevant access to be set up for the user.

5. CSPOA shall e-mail (generated from the user management database) the relevant system owners and request user access to be set up. A TfSNow call will be raised for back-end system requirements and a copy of the completed request form will be attached to the TfSNow call, where required. In addition, POL and Ingenico Jira ticket(s) will be raised for Post Office Cloud and Ingenico access, where required. *NOTE - System owners must only make changes to User accounts when instructed to do so by CSPOA.*

   Below are examples of the emails CSPOA send to the relevant system owners for user access to be set up (with redactions as necessary):

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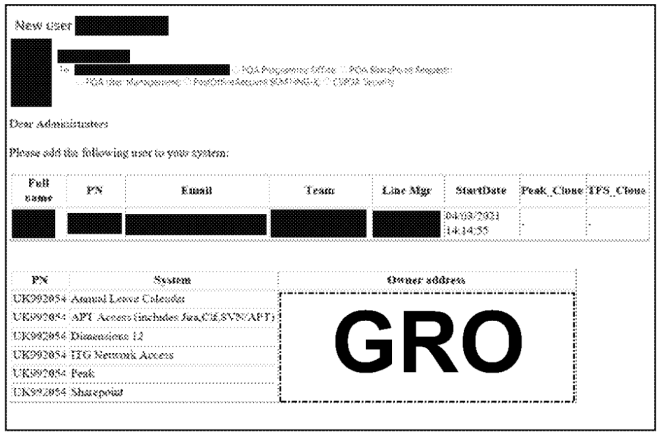


New user [redacted]

[redacted]

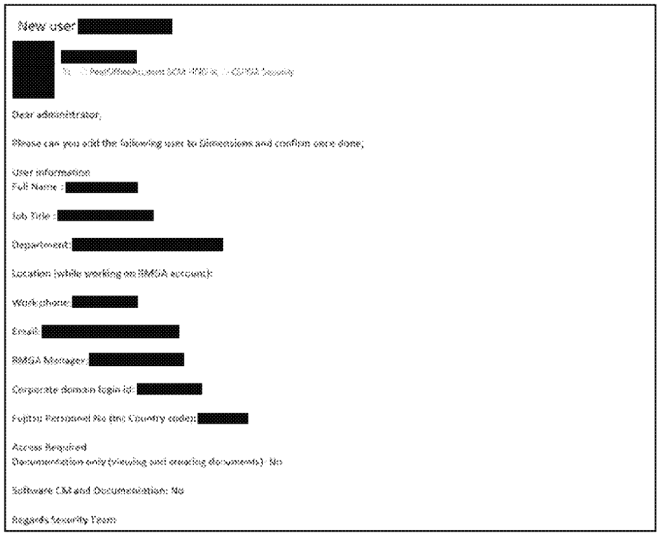
To: [redacted] ; POA Programme Office ; POA SteerPost Support ; POA User Management ; PostOfficeAccount SOM HNG-X ; CSPOA Security

Dear Administrators

Please add the following user to your system:

Full name	PN	Email	Team	Line Mgr	StartDate	Peak_Close	TFS_Close
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	04/08/2021 14:34:55		

PN	System	Owner address
UK992054	Annual Leave Calendar	GRO
UK992054	API Access (includes Jira,CE,SVN/API)	
UK992054	Dimensions 12	
UK992054	EG Network Access	
UK992054	Peak	
UK992054	Sharepoint	



New user [redacted]

[redacted]

To: [redacted] ; PostOfficeAccount SOM HNG-X ; CSPOA Security

Dear administrator,

Please can you add the following user to Dimensions and confirm once done;

User information
Full Name : [redacted]

Job Title : [redacted]

Department: [redacted]

Location: (while working on RMGA account): [redacted]

Work phone: [redacted]

Email: [redacted]

RMGA Manager: [redacted]

Corporate domain login id: [redacted]

Fujitsu Personnel No (inc Country code): [redacted]

Access Required
Documentation only (viewing and creating documents): No

Software CM and Documentation: No

Regards Security Team

6. The System Owners shall follow their own processes and work instructions to configure the user access.

7. CSPOA shall then close the TfSNow call and the Jira ticket(s) and update the register.

8. Electronic copies of all forms and records are stored securely and retained for audit purposes.

4.1.1 Fujitsu Staff not on the POA

For any Fujitsu shared services staff who are provided to POA, the Line Manager shall notify CSPOA of the relevant Assignment Manager on POA. The Assignment Manager shall then follow the process in Section 4.1 for obtaining access to the relevant systems for the user.

4.1.2 POL Staff and 3rd parties

It is the responsibility of POL to verify, authenticate, and ensure that appropriate access has been granted to POL staff (and its 3rd parties) who have been provided with access to Fujitsu systems.

The PAM processes and principle of least privilege still apply. Access should be granted as detailed in Section 4.1, replacing Line Manager with Post Office assigned line manager.

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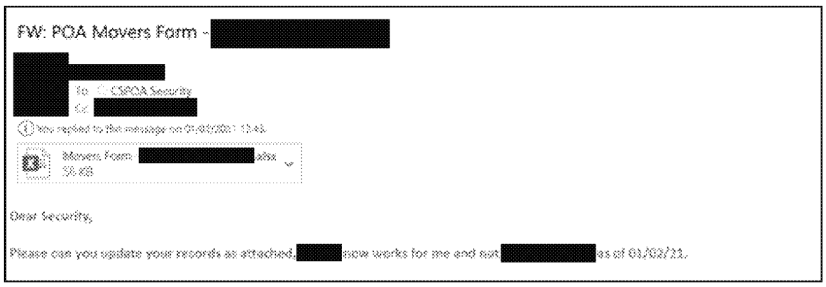
All POL requests for TESQA and HORice access must be authorised by POL's Head of Contract Management & Deployment - Franchise Partnering.

4.2 Moving within POA or amendment to access

In addition to individuals who join POA and/or Fujitsu as new staff, there are cases where people are moved within the POA. The Assignment Manager should complete the latest new Mover form from the POA Security Operations Portal with all information required, and return to CSPOA by emailing to CSPOA.Security GRO

Details of the process flow are shown in the Figure 1.0, Diagram of User system access flow under the POA Movers/Amendments heading on the right-hand side.

Below is an example of the email CSPOA receive for an individual moving within the POA (with redactions as necessary):



4.2.1 Requests for TESQA & APPSUP access elevated privileges

The TES_TESQA_USER access is applied to user accounts when required for investigations into TESQA queries. Such requests must be authorised by POL's Head of Contract Management & Deployment - Franchise Partnering. There are a limited number of TESQA licences available and the request for access from POL involves removing the licence from one user and assigning it to another.

SVM/SDM/PRO/4293 describes the process for granting temporary APPSUP access.

4.2.2 Emergency Access to Live Systems

If a user requires emergency access to the live system outside business hours, the request must be approved by the CSPOA duty manager. Note that the access may not be given outside business hours if the system owners are not available to set up the required access.

4.3 Leavers

Detailed below are the steps that must be followed prior to or upon an individual leaving Fujitsu and/or the POA. The process flow is shown in Figure 1.2, Diagram of User system access flow for Leavers.

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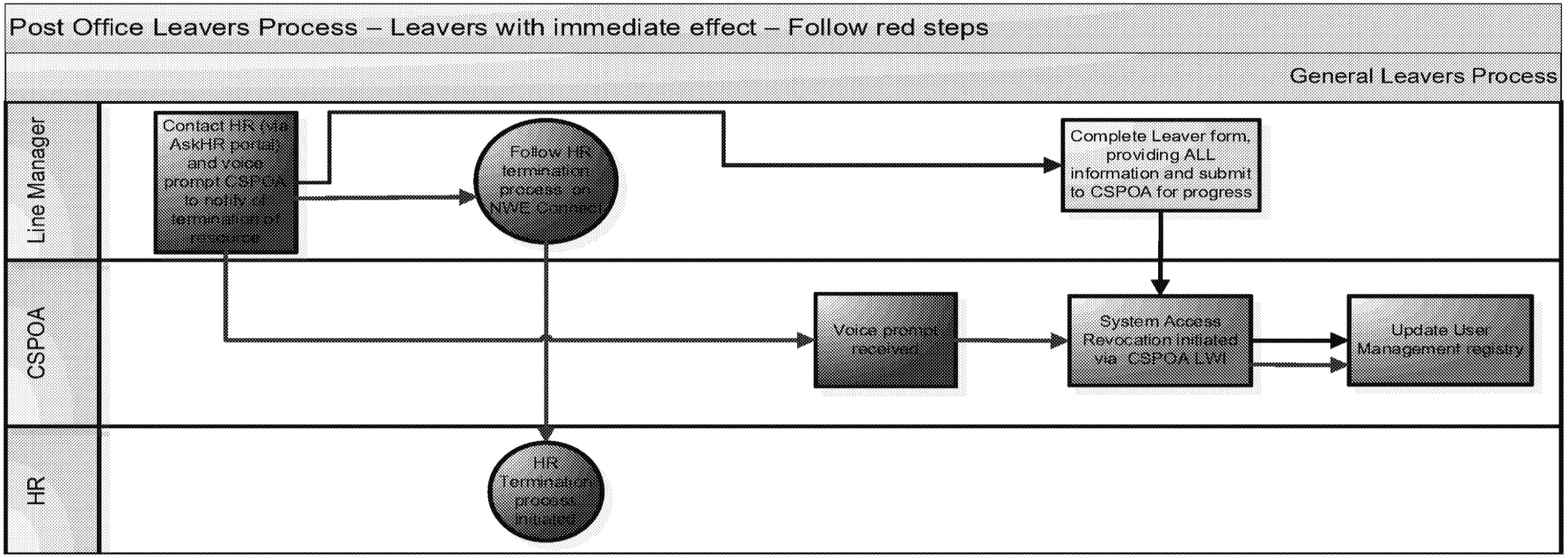
Figure 1.2 Diagram of User system access flow for Leavers

Leavers with Immediate Effect is covered in RED



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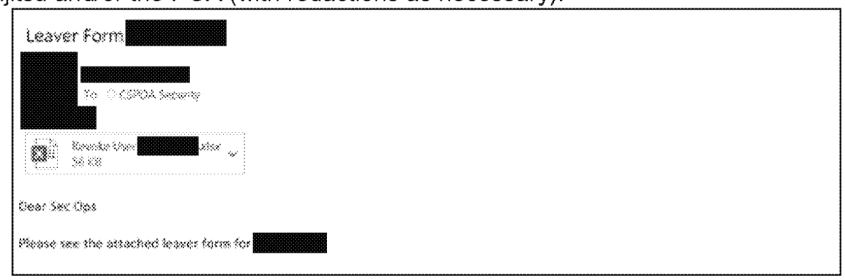
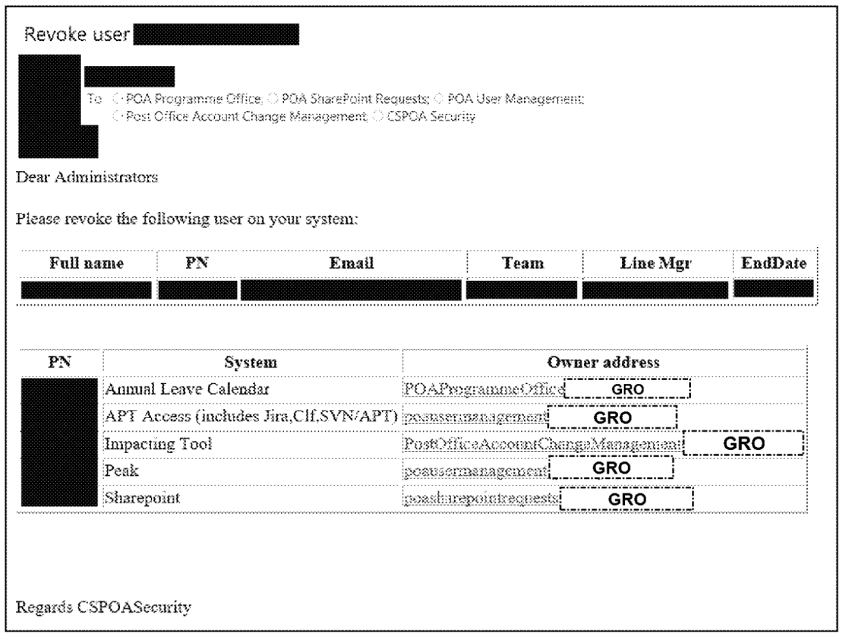
The following steps must be followed:

1. The Assignment Manager should complete the latest Leaver Form from the POA Security Operations Portal with all information required, and return to CSPOA by emailing to CSPOA.Security GRO Below is an example of the email CSPOA receive for an individual leaving Fujitsu and/or the POA (with redactions as necessary):



2. CSPOA shall check the form to ensure that it is completed correctly. If any information is missing or incorrect, the form will be rejected and returned to the Line/Assignment Manager for amendment.

3. When a correct form has been received and checked, CSPOA shall arrange for all relevant access to be removed for the user. Below is an example of the email CSPOA send to the relevant system owners for user access to be removed (with redactions as necessary):



4. CSPOA shall arrange for floor/door access to be revoked by emailing Fujitsu Facilities Management and requesting removal of Floor/door access. CSPOA shall arrange for Network drive access to be revoked using Fujitsu Corporate Processes.

5. CSPOA shall notify the relevant system owners via e-mail, and where backend system access is held, a TfSNow call shall be raised and progressed to the system owners requesting revocation of access. In

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addition, POL and Ingenico Jira ticket(s) will be raised for revocation of access to Post Office Cloud and Ingenico, where required.
NOTE – System owners must only make changes to User accounts when instructed to do so by CSPOA.

6. The System Owners shall follow their own processes and work instructions to remove the user and confirm revocation to CSPOA. CSPOA will then update the TfSNow call.

7. CSPOA shall then close the TfSNow call, the Jira ticket(s), update the register and confirm with relevant teams that access has been revoked.

8. Electronic copies of all forms and records are stored securely and retained for audit purposes.

4.3.1 Staff who are terminated with immediate effect

For those users whose employment is terminated with either the POA or Fujitsu with immediate effect, the Line/Assignment Manager must immediately contact HR (via AskHR portal) and CSPOA (by phone) and then follow the Fujitsu Corporate Leaver's Process making sure all the relevant forms are completed. The process in Section 4.3 will be applied retrospectively to individuals whose employment is terminated with immediate effect.

4.3.2 Fujitsu shared services staff whose POA assignment has been completed

For all Fujitsu shared services staff on POA assignment, the Assignment Manager shall notify the Line Manager of the expiry of the individual's assignment to POA. The Assignment Manager shall then follow the process in Section 4.3 for removing access to the relevant systems for the user.

4.3.3 POA staff who are moving to another part of Fujitsu

Line/Assignment Managers whose staff are directly employed as part of POA and move to another part of Fujitsu shall follow the process in Section 4.3 for the termination of user's rights that are associated directly with systems dedicated to POA.

4.3.4 POL Staff

POL staff who are provided with access to Fujitsu systems are the responsibility of POL. Access should be revoked as detailed in section 4.3, replacing Line Manager with Post Office Assigned Line manager.

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5 Management

All access is validated monthly to ensure that the access supplied is still required and appropriate, including standard user access for all POA systems and privileged user access for the Production environment. Access is revoked if verification is not possible, for instance:

- When requested by Assignment Manager, and within a short timeframe, or on a date specified
- **When verification of the continued need for access is not received**
- Where roles change and access is no longer appropriate or required
- Where a user account has not been used for more than 90 days

Key steps within this User Access Procedure are reviewed, reported, and audited to ensure that it is functioning effectively and efficiently. Below are the details of how this is achieved.

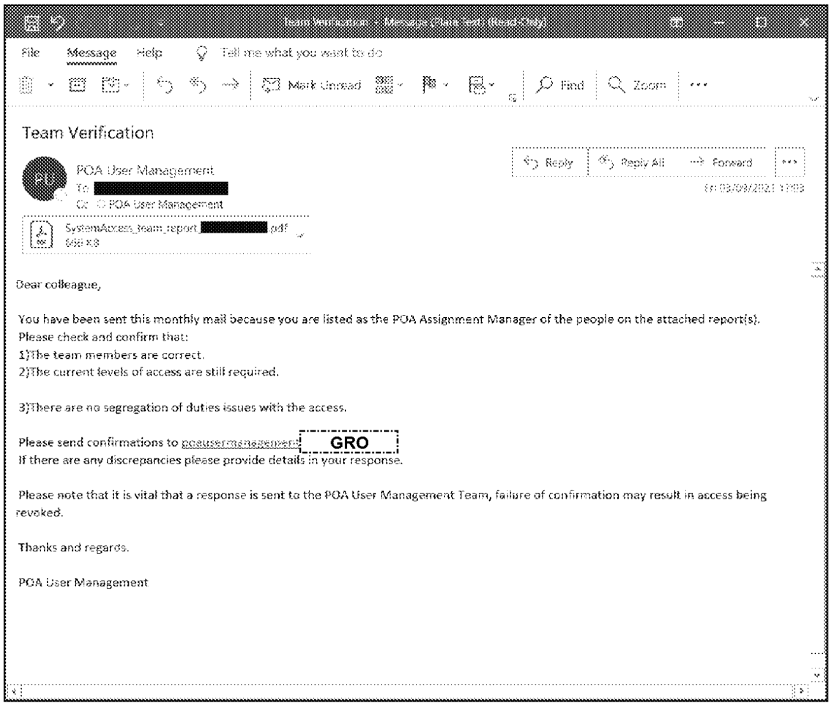
5.1 Review

The POA User Management and CSPOA Teams shall undertake a monthly review of the access granted to individuals and its continued appropriateness.

5.1.1 Team Verification (Standard User Access Verification)

1. POA User Management Team shall produce details of all users contained in the register and their access levels and shall email these to the relevant Line/Assignment Managers.
2. Line/Assignment Managers shall review whether the current access of their employees is still in line with their job role.
3. Line/Assignment Managers shall consider whether any users require their access be amended and they shall email these details to POA User Management Team within 10 working days of receipt of the original e-mail.
4. Line Mangers shall confirm each employee's current access rights requirements and shall email these details to POA User Management Team within 10 working days of receipt of the original e-mail from POA User Management Team. If a response has not been received by POA User Management Team within 10 working days, CSPOA will be informed, and users' access may be removed.
5. CSPOA will audit access rights and roles with each functional area; the results of which will be presented at the monthly Team Access Review meeting with POA User Management.

   Below is an example of the Team Verification email and the System Access Report (user access levels, with redactions as necessary):



Team Verification

POA User Management
To [redacted]
Cc POA User Management

SystemAccess_team_report_[redacted].pdf

Dear colleague,

You have been sent this monthly mail because you are listed as the POA Assignment Manager of the people on the attached report(s).
Please check and confirm that:
1)The team members are correct.
2)The current levels of access are still required.

3)There are no segregation of duties issues with the access.

Please send confirmations to poausermanagement GRO
If there are any discrepancies please provide details in your response.

Please note that it is vital that a response is sent to the POA User Management Team, failure of confirmation may result in access being revoked.

Thanks and regards,

POA User Management

System access report for assignment manager: [redacted]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , [illegible]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , Sharepoint
[redacted]	[redacted]	Annual Leave Calendar , Sharepoint
[redacted]	[redacted]	Annual Leave Calendar , AWS Access , Sharepoint
[redacted]	[redacted]	Annual Leave Calendar , Sharepoint
[redacted]	[redacted]	Annual Leave Calendar , Sharepoint

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Team: Aps Dev/4th Line - Dev Man — Assignment Mgr: [redacted]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , AWS Access , Dimensions 12 , PEAK , Sharepoint , TFSNow - Change

Team: Aps Dev/4th Line - Integratio — Assignment Mgr: [redacted]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , APT Access (includes Jira,Clf,SVN/APT) , AWS Access , Dimensions 12 , Impacting Tool , Sharepoint

Team: Aps Dev/4th Line-Applicatio — Assignment Mgr: [redacted]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , APT Access (includes Jira,Clf,SVN/APT) , AWS Access , Dimensions 12 , Franjiban , Impacting Tool , Ingenico e-Portal , ITG Network Access , MSAD LST , PEAK , Sharepoint

Team: Aps Dev/4th Line-Architectu — Assignment Mgr: [redacted]

Name	Per. No.	List of accessible systems
[redacted]	[redacted]	Annual Leave Calendar , APT Access (includes Jira,Clf,SVN/APT) , Atlassian/Jira Cloud , AWS Access , Dimensions 12 , Franjiban , Impacting Tool , ITG Network Access , PEAK , Quality Centre , Sharepoint

Team: Aps Dev/4th Line-Dev Mana — Assignment Mgr: [redacted]

Name	Per. No.	List of accessible systems

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5.1.2 Privileged User Access Verification

1. A more detailed access verification check is conducted monthly, specifically for Production Privileged Access. CSPOA shall produce details of all users with Privileged Access and email these to the relevant Line/Assignment Managers. As part of this monthly verification process, segregation of duties is also checked to ensure there are no segregation issues e.g., due to changes to a user's role or responsibilities.
2. Line/Assignment Managers shall review whether the current Privileged Access of their employees is still in line with their job role.
3. Line/Assignment Managers shall consider whether any users require their Privileged Access to be amended and they shall email these details to CSPOA within 15 working days of receipt of the original e-mail.
4. Line Mangers shall confirm each employee's current Privileged Access rights requirements and shall email these details to CSPOA within 15 working days of receipt of the original e-mail. If a response has not been received by CSPOA within 15 working days, users' Privileged Access will be removed. This will be presented at the monthly Team Access Review meeting with POA User Management.
5. Below is an example of the Privileged User Access email (with redactions as necessary):

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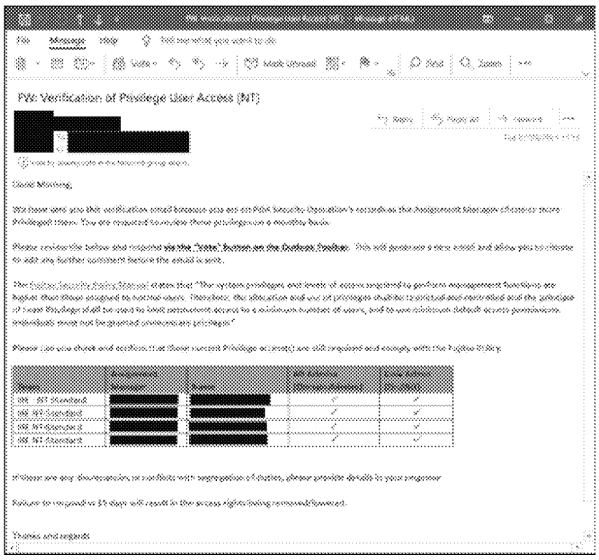

5.1.3 Floor Access (Dedicated POA areas)

1. CSPOA shall produce details of all users with floor access and email these to the relevant Line/Assignment Managers.
2. Line/Assignment Managers shall review whether the current floor access of their employees is still in line with their job role.
3. Line/Assignment Managers shall consider whether any users require their floor access to be amended and they shall email these details to CSPOA in a timely manner.
4. Line Mangers shall confirm each employee's current floor access requirements and shall email these details to CSPOA. If a response has not been received by CSPOA in a timely manner, users' floor access may be removed.
5. CSPOA will produce and review the card swipe/floor access attempts report.
6. This will be presented at the monthly Team Access Review meeting with POA User Management.

5.1.4 Other Access

In addition to the above, the following checks are carried out:

1. A weekly spreadsheet is supplied to CSPOA which details all Production AD accounts, the last login date/time stamp as well as AD groups applied to the accounts. CSPOA review the spreadsheets monthly to challenge requirements to retain accounts not used in the last 90 days, and to check appropriateness of AD groups based on RBAC, as derived from the CSPOA User Database. An example can be seen below (with redactions as necessary):

Logon	Full Name	OU (Team)	Account Status	Created Date/Time	Modified Date/Time	Last Logon Date/Time	Age (days)	Password Never Expires	Groups
[redacted]		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Domain Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Terminal Service Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Remote Desktop Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Backup Operators
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Domain Admins
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Administrators
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Domain Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Terminal Service Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	Remote Desktop Users
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]
		Admin Users\UNIX Team	ENABLED	[illegible]	[illegible]	[illegible]	1	NO	[illegible]

2. CSPOA will review the list of individuals who have been added to the iKey Exemption List.
3. POA User Management Team provide a monthly report detailing all Joiners, Movers and Leavers on POA for CSPOA to review.

5.1.5 Other CSPOA Regular Checks

Over and above the Assignment Manager and PAM access monthly verifications, CSPOA conduct other regular checks of systems. These regular checks are performed on a number of selected systems each month. The current active user account list is obtained and then compared to the central records held. Inconsistencies are investigated and appropriate action taken. A record is kept of which system has been checked, when, and the outcome.

5.2 Audit

All areas involved in the processes detailed in Section 4 must have records available to enable POA to provide evidence of the following for audit purposes:

1. Any Joiners, Movers and Leavers into POA follow the planned processes detailed in Section 4.
2. Only authorised individuals have access to the assets that their role requires.
3. The access provided is managed, monitored, reviewed, and controlled.

The reports and reviews can be found in CSPOA Monthly Report.