

**To:** Andrew Parsons[andrew.parsons@fujitsu.com];  
**Cc:** Newsome, Pete[pete.newsome@fujitsu.com]; Jonathan Gribben[jonathan.gribben@fujitsu.com]; Ibbett, Dave[Dave.Ibbett@fujitsu.com];  
**From:** Lenton, Matthew[matthew.lenton@fujitsu.com] (FYDIBOHF23SPDLT)/cn=Recipients/cn=87f95ed0a28548a8bd569f2cb6f]  
**Sent:** Fri 3/8/2019 3:31:24 PM (UTC)  
**Subject:** RE: URGENT = FW: APPSUP  
 RE: Action requests Remote Access

Andy,

I noticed that the emails that Dave Ibbett (email below) and I (attached) sent yesterday had some contradictory statements, which I will clarify here.

1. As a result of PC0208119, the script to create new SSC users was changed to no longer grant the DB\_MONITOR role, and to add the SSC role by default. This contradicts what was stated in the email below, and I have corrected it as highlighted. Dave Haywood has confirmed that his understanding of that was mistaken and we have had the script that made this change reviewed for confirmation.
2. The **process** was changed so that the APPSUP role was not invoked by the DBA team when creating **new** SSC users, but would only henceforth be granted on an as needed basis when authorised by Security Operations. At this point, the ability for **existing** SSC users to switch themselves into the APPSUP role without prior authorisation was not yet revoked.

The ability for SSC users to switch themselves into the APPSUP role without prior authorisation was removed from existing users in August 2016; as to the reasons why this took so long, we don't have an explanation for the delay between the recognition of the **preference** for removing the role from being a permanent role for SSC, and that change actually being executed. Two things to note about PC0208119 however are 1) that was not originally raised in order to cover off this particular issue, and that original purpose of the Peak was indeed closed off, and 2) that it appears that it was closed incorrectly, so that it instead of it being routed to Unix DBA as suggested by the penultimate entry, it was instead closed. Following an audit in August 2016 a new Peak was raised (PC0253156) in order to follow up the task to remove the APPSUP role.

As has been stated on previous occasions, even when SSC had the ability to switch into the role themselves, it was always a conscious decision to do so (so the role was never a permanently applied state) and the switch into it was always audited.

**Matthew Lenton**  
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**From:** Ibbett, Dave <Dave.Ibbett@fujitsu.com>  
**Sent:** Friday, March 8, 2019 7:13 AM  
**To:** Andrew Parsons <andrew.parsons@fujitsu.com>  
**Cc:** Newsome, Pete <pete.newsome@fujitsu.com>; Lenton, Matthew <Matthew.Lenton@fujitsu.com>; Jonathan Gribben <jonathan.gribben@fujitsu.com>  
**Subject:** FW: URGENT = FW: APPSUP

Hi Andy,

The Feedback below shows that we had a 2 stage fix rather than just the one extended one. Not sure if you have made these audits available.

According to Peak PC0208119, the initial change was produced as baseline UNIX\_SUPPORT\_UTILS\_0622\_D018-D017 and targeted at Release HNG-X 06.22. The change appears to have been delivered (after passing testing) into the production environment on 20 May 2012 under release Peak PC0216786. The change ensures that new users in the SSC are **[Lenton, Matthew] NOT** given the database DB\_MONITOR role.

Deloitte and PCI audits highlighted the APPSUP database role and Peak PC0253156 was raised in August 2016 to remove the APPSUP role from existing users. This was completed under MSC 043J0451867 by October 2016.

Regards,

Dave.

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**From:** Andrew Parsons [mailto:andrew.parsons@womblebond.com] **GRO**

**Sent:** 07 March 2019 13:49

**To:** Lenton, Matthew <Matthew.Lenton@womblebond.com> **GRO**

**Cc:** Jonathan Gribben <jonathan.gribben@womblebond.com> **GRO**; Newsome, Pete <pete.newsome@womblebond.com> **GRO**; Ibbett, Dave <Dave.Ibbett@womblebond.com> **GRO**

**Subject:** APPSUP

Matthew

One follow-up question on APPSUP, which I think maybe for Dave Haywood (??).

I've attached the relevant Peak. Could Dave (or someone at FJ) explain why it took 4 years for this issue to get resolved?

We suspect that Cs will attack FJ on this Peak, saying that FJ knew SSC had more access permissions than they should have had and that FJ were dilatory in fixing that issue. If there is an explanation for why it took so long that would be good? Or an explanation for why it doesn't matter that it took so long?

Thanks  
Andy

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