

SSC Offline

Thursday 9 Sep

WI Reference:	WI3028L
Title:	Appsup role
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Created:	31/10/2016
Last update:	10/08/2021
Last updated by:	Rob Gelder
Version:	21
Details:	

This SI is being superseded by SVM/SDM/PRO/4293 SVMSDMPRO429302SB100821 'Horizon Data Change Process Work Instruction', which also provides the process around use of AppsUp role.

Below is the **Historic** Process

The Horizon security design has two main groups with privileged access to the system, Belfast Operations (for operational purposes) and SSC (for data correction and support). This privilege was deliberately split between the two units to separate the roles for security purposes and prevent a single point of failure. In each case the requirement is for a distinct privileged role that would only be used when suitable change control has been raised for audit trail (not authorisation) purposes.

In the case of the BRDB there are two methods used to provide the required privileged access for the SSC:

1. The Transaction Correction Tool (BRDBX015)
2. The Oracle role Appsup

When either of these facilities are used the SSC will apply the two man rule as described in the **data correction** work instruction.

The Transaction Correction Tooling - No longer used by the SSC BRDBX015 provides a packaged and audited interface to run defined data correction scripts. It is no longer well named as it has evolved to perform not only standardised and necessary financial transaction corrections, but also corrections to non-financial data.

Details of the transaction correction tool and the other scripts that are available to execute corrections can be found in the **Host Branch Database Support Guide (5.6 SCC Transaction Correction Tools)**

At the time of writing the following correction scripts are defined:

1. Clear Stock Unit Lock (clear_su_lock.sh)
2. Clear Rollover Lock (clear_ro_lock.sh)
3. Update Outstanding Recovery Transaction Tool (upd_rvy_txn.sh)
4. Branch & Stock Unit Financial Year Update (upd_ro_fad_fyr.sql)

Check the current version of the **Host Branch Database Support Guide** for up to date functionality.

Use

Whenever the SSC need to use the facilities of these tools there will be an associated Peak. The use is recorded on the Account change control system and reference for the change is recorded on the incident.

The Appsup Role

The standard SSC role for BRDB access (named SSC) has sufficient functionality to investigate and gather evidence. The APPSUP role has elevated privilege and can be assigned temporarily to an SSC user by Belfast Operations under approved change control, for un-envisaged ad-hoc live amendment not covered by BRDBX015.

When the SSC identify another requirement not covered by BRDBX015, a Peak (or Cloned Peak) should be raised to request this functionality via the Transaction Correction Tool and directed to the BDB-Host-Dev stack.

Use

Use of the Appsup role requires explicit approval before Belfast Operations can grant access.

The current (In Hours) process is:

1. SSC to assign the Peak to 'Security Ops' with the following information:

- a) Time for commencement of the work
- b) Anticipated Time duration of the work
- c) Confirmation that the 3 approvals been granted by POL and Service Manager (Steve Bansal / Sandie Bothick) The SSC Duty Manager may have an approval email

2. Sec Ops raise Tfs to UNIX

3. UNIX apply rights to account
4. SSC makes amendments whilst being witnessed by a second member of the SSC. Both names must be recorded on the change control for audit purposes.
5. Confirm once complete to Sec Ops.
6. Sec Ops request UNIX (via TfS) to revoke access.

Out Of Hours process:

When the task is identified In Hours, but has to be implemented Out Of Hours , the same process as In Hours is applicable (the witness is to be allocated by SSC-DM - usually SSC OOH Diagnostician).

When the task is identified Out Of Hours, the SSC OOH Diagnostician will escalate the requirement to use Appsup to the POA DM. The POA DM can give ISD Unix permission to provide the role to the SSC. The change still needs to be witnessed (second SSC OOH Diagnostician, or Unix OOH failing that).

Both names must be recorded on the change control for audit purposes.

References:

DOC	DESAPPHLD0020	Branch Database HLD
DOC	DESAPPSPG0001	Host Branch Database Support Guide
WI	WI3649S	Data corrections
DOC	SVMSDMPRO4293	Horizon Data Change Process Work Instruction