

SSC Offline

Thursday 9 Sep

WI Reference: WI1149S
Title: Requesting journal data from Audit
Author: Anne Chambers
Created: 25/08/2011
Last update: 23/08/2021
Last updated by: Adam Woodley
Version: 9

Details:

All journal messages arriving at the data centre are retained for audit. Occasionally SSC may need to ask for data to be retrieved to enable issues which happened more than six months ago to be investigated (less than six months, there may still be sufficient and more accessible information in BRSS).

When asking for transactions for a FAD and date range, ask for the **QUERY_AT\FINAL\Filteredhx.xml** file which will contain all transactions for a given date range and FAD code in XML format. These will however lack the JSN and ReqMessageID.

The alternative is raw files containing data for all 80 or so branches in the FAD hash, which is far harder to read but does contain JSN and ReqMessageID.

Route the Peak with the request to Security Ops.

If you think the call may be part of a Post Office investigation into a branch that might lead to litigation, then this should not be handled by SSC unless already authorised by the SSC manager.

References:

Reference Type	Value	Description
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