

DQ Version Information for: Third Party Maintenance & Procedure

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DQ Content Authority	IS Manager (Julia Harris)			
Supplier Authoriser	Planning & Compliance Manager (Andy Strangeways)			
Contact(s) for Help	Andy Strangeways, Paul Boyns			
Description	<p>Intended Audience: This document is applicable to everyone involved in establishing and operating a remote maintenance facility.</p> <p>Use: This document dictates the process to be followed in establishing the Remote Maintenance Facility, and identifies the minimum procedural requirement for third party access.</p> <p>Author Reference: NSO170119</p>			
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British Broadcasting Corporation

Third Party Maintenance Process and Procedure BI_MAINT_001



Summary

It is sometimes necessary for external non-BBC personnel to require access to a BBC system or the BBC network for maintenance. This requirement introduces a very high level of risk to the BBC Network in that unauthorised access can be gained to information and IT systems on or connected to it. In addition, such connections may cause loss or corruption to the central management system of the network which would severely impact all other user services.

The process by which Third Party Maintenance is accomplished, dictates an established secure structure. The procedure to be followed in implementing the Third Party Maintenance facility is dictated by this document.



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1. Introduction

The requirement for a third party remote maintenance capability, implies that a repair, upgrade or configuration change is performed via the BBC's network by an authorised individual.

The remote administration of supplied applications implies that, approved contractors are granted restricted access to a particular application in order to perform critical maintenance/upgrade tasks. In facilitating this administrative capability the efficiency of the maintenance/upgrade process is enhanced. Any such access, when approval is granted, subject to stringent requirements being met, will be through one designated route into the BBC network, an NT-Server, under the direct control of the NMC.

1.1 Background

In line with the ongoing quest for increased efficiency, the proposed remote maintenance/upgrade facility enables the technical authority to perform critical tasks remotely. The advantages of which are that failures can be rectified in the shortest possible time and wide ranging technical expertise is readily available.

1.2 Purpose

This document dictates the process to be followed in establishing the Remote Maintenance Facility. This document is applicable to everyone involved in establishing and operating a remote maintenance facility.

1.3 Scope

Covers the procedures to be followed in the establishment and operation of the Remote Maintenance Facility.

1.4 References and related items

Third Party Maintenance Authorisation Process NSO170120

1.5 Abbreviations and definition of terms

BO	Backup Operator
CLM	Customer Liaison Manager
CR	Change Request
ISM	Information Security Manager
NMC	Network Management Centre
SM	Server Manager



2. Process and Procedure

2.1 Responsibilities

1. **Third Party**
 - Your company is solely responsible for integrity of all work carried out under the allocated account.
 - Responsible for providing background information on personnel allocated to work on BBC systems.
 - To ensure that all personnel are technically competent to perform the requested task.
 - All work is to be agreed by the BBC.
 - Responsible for all work performed via the RAS connection.
 - The BBC has the right to make reference to your work at any time.
 - Provide a list of authorised representatives.
 - Respond to the requirements of the ISM.
 - Guarantees that the machine to which dialback is made is an isolated machine with no onward connection, so that the BBC network is never connected to another network.
 - Provide a written agreement to comply with all aspects of this policy.
 - Provide a written agreement to comply with all aspects of the information security policy. The ability to access will only be granted once approved by the ISM.
 - On each occasion the 3rd party will contact the Service Desk on x26333. The Service Desk will raise a Quetzal call, inclusive of the customers contact details, and forward it to the NMC. **Note** - If the Server is based at Bush House, contact Bush local support x72460.
 - Perform task.
 - Honour the requirements of the Data Protection Act.
 - Can ask to be informed each time their RAS connection is requested.
 - Can request that no access be permitted without their approval.
 - Can request routine access with the Service Desk. Routine access is defined as any activity that is not a failure fix and does not influence the performance and or reliability of the system.



2. **ISM**
 - Ultimately responsible for the authorisation of the remote connection.
 - Will have direct input into the service agreement.
 - Will dictate the parameters of the service agreement.
 - Ensure the third party are aware of their responsibilities under the Data Protection Act 1998.

3. **NMC**
 - Will set-up a third party maintenance port in response to written authorisation from the ISM.
 - Generate and maintain the remote maintenance log. Refer to appendix C of this document.
 - Activate the Remote Maintenance Link.
 - Deactivate the Remote Maintenance Link.

4. **SM**
 - Ensure the Server is backed up prior to any remote maintenance.
 - Audit all activities.
 - Grant administration rights when authorised.
 - Change the (supervisor) server password immediately following third party access with administration rights.
 - Ensure any sensitive data is removed prior to third part access.
 - Check all changes prior to releasing the application for general use.
 - Ensure system controls are in place preventing unauthorised access to sensitive areas.
 - Where possible access to both the local and wide area networks are to be prevented. Links are to be disabled during the support period.
 - Ensure filters are applied within network routers.

2.2 Procedure

The proposed process identifies the minimum procedural requirement for third party access. The steps to be taken are identified and explained individually, emphasising the security prerequisites in each case.

Refer to Third Party Maintenance Authorisation Process NSO170120 for the authorisation of third party access rights.



2.2.1 Motivation

Tasks necessitating the involvement of the supplier and or authorised technical authority are as follows -

- Application upgrade.
- System failure.
- Parameter change/upgrade.
- Functional degradation.
- Acts defined in the maintenance contract.
- Upon authorised request.

Depending on the nature of the task, authorisation is motivated by either the CLM or the Supplier.

2.2.2 Preparation

Once security approval is obtained the CLM contact both the Service Desk and Server Manager -

- The Service Desk raise a Quetzal call detailing all aspects of the task, inclusive of time, date and any additional requirements.
- The Server Manager requests that the WS raise a (if applicable) CR detailing all aspects of the work.

A CR is required only if the application is to be changed or upgraded. Defect rectification does not require a CR.

- The Service Desk contact the Third Party directly, confirming the requirement and the authorised representatives details.

Note - In some cases a specifically named Third Party ROVER may be requested. If this is the case, the name of the ROVER, but no contact phone number, will be set up in Rabbit. The Service desk are to obtain the preferred ROVER contact number from the internal (BBC) ROVER contact. The Service Desk will forward the contact details to the NMC.

Note - The internal ROVER contact is to have/maintain current phone contact details for the preferred ROVER

- The Server Manager instructs the BO to backup the server at least 24hrs prior to third party access.
- The NMC receive the Quetzal call.
- The NMC establish the link and generate the new password.

Note - Should the link be for a specifically named ROVER the ROVER contact number, obtained from the Service Desk, is to be used in establishing the link.

- The new password is given to the recognised third party authority.



- If possible the server or application is to be isolated prior to third party access.

2.3 Procedural Steps

This procedure dictates the steps to be taken in establishing third party access in response to a failure.

- The user reports the failure to the service desk.
- The service desk raise a Quetzal call and report the problem to the SM.
- Depending on the nature of the task the WS may be requested to raise a CR.
- The Server Manager will instruct the BO to backup the affected server. Subject to the level of urgency placed on the failure the backup may be overlooked, provided the server has been successfully backed up within the previous 24hrs.
- Should the Third Party provider require routine access, they will contact the Service Desk directly. The Service Desk will raise a Quetzal call. Routine access is defined as any activity that is not a failure and does not influence the performance and or reliability of the system. **Note** - If the Server is based at Bush House, contact Bush local support.
- The NMC activate the link, generate the password and update the Quetzal call.

Note - Refer to Section 2.2 of this document for ROVER access.

- The NMC will contact the third party, confirming that the link has been established, and to issue the password. The NMC will confirm the work schedule (dictated by the level of urgency placed on the task). **Note** - *The procedural steps required for none failure activities are specified by the NMC. E.g. CR's may not be deemed necessary in some instances. A Quetzal call is required on all occasions.*
- The NMC will open an entry in the remote maintenance log, detailing all aspects of the task.
- The Quetzal call is updated to reflect progress.

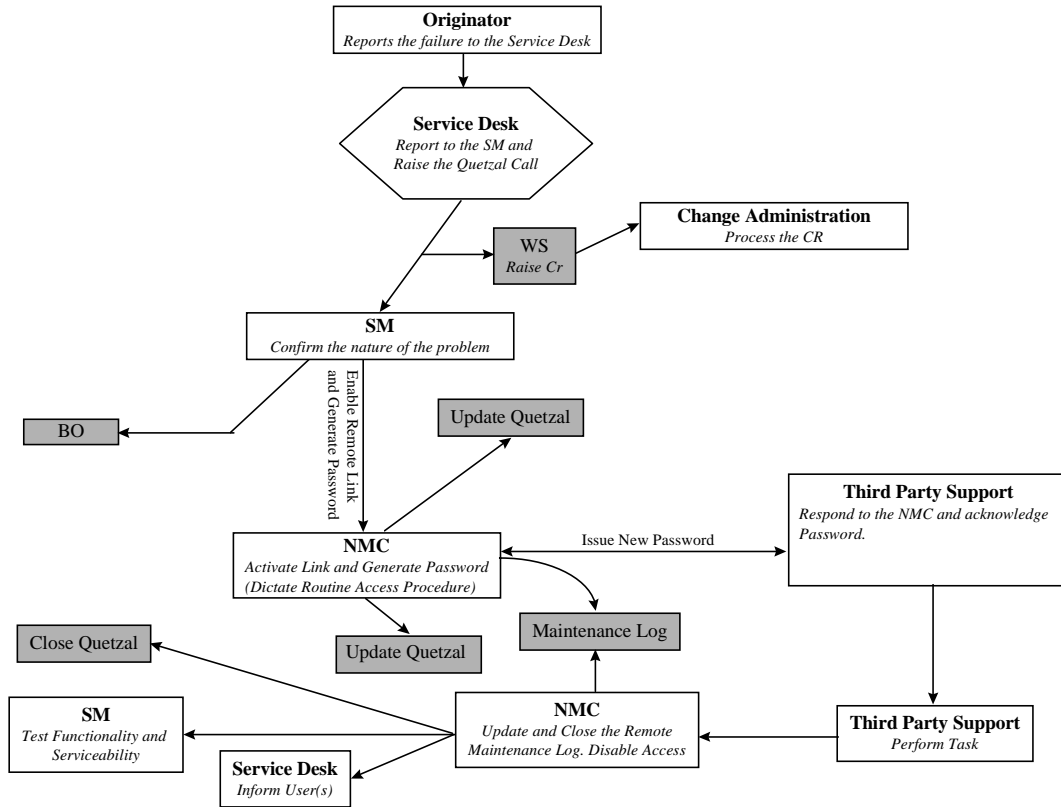
The third party perform the task.

- The third party confirm that the activity has been completed. Should the nature of the problem dictate, the third party may request additional time and or propose an alternative solution e.g. reload the application.
- The NMC update and close the remote maintenance log entry.
- The NMC disable the facility, change the password and update the Quetzal call.
- The SM audits the system and confirms functional serviceability.
- The NMC contact the service desk, confirming system serviceability and requesting that they convey to the user(s).
- The Quetzal call is closed.

Note - If Third Part Access was granted to a specifically named ROVER the NMC are to remove the ROVER contact phone number from Rabbit.



2.3.1 Procedural Flow





Appendix A Rabbit NT Access List

Refer to the WEB Database for the current list -

[http://technology.gateway.bbc.co.uk/techdocs/index_copy\(2\).html](http://technology.gateway.bbc.co.uk/techdocs/index_copy(2).html)



Appendix B Remote Maintenance Log

The remote maintenance log is intended as a record of remote maintenance work. The log records the company, reason for the work, work details and duration. -

	Company	Reason for the Work	Work Detail	Quetzal Ref	Open	Close
E.g.	Sandmar	The W1 shop data-link inoperative.	Link remotely reset. Tested serviceable.	F123	14.00 07/07/00	16.00 07/07/00



Appendix C Sample Letter from 3rd Party

From XYZ Company

We require access to the ABC application for support purposes.

The personnel who may be accessing are

Miss L	email address	l@xyz.com
Mr B		b@xyz.com
Mrs G		g@xyz.com

and the dialback will be to the phone number 0207 XXX XXXX.

We agree to comply with the 3rd party responsibilities set out in the document BI MAINT 001.

In particular, we agree that the machine to which the connection will be made is isolated, with no onward connection.

Yours sincerely

XYZ Company



Document Control Page

3. Document Identification

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Date : 16 October 2006

4. Authorisation

Name : Malcolm Ireland

Position : Head of Network and Server Operations

Date : 16 October 2006

Signature : _____

Name : Jill Trebilcock

Position : Head of Information Security

Date : 16 October 2006

Signature : _____



5. History

Version	Date	Author	Description
0.1	26 March 1999	BILL HOLDEN	First Draft for Review
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1.9	12 July 2000	BILL HOLDEN	Contents updated S. Padmore.
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2.2	21 August 2000	BILL HOLDEN	NMC Process amended W. Holden.
2.3	12 September 2000	BILL HOLDEN	Updated to include ROVER access.
2.4	18 September 2000	BILL HOLDEN	Updated ROVER process.
2.5	10 January 2001	BILL HOLDEN	Updated for Netia/Bush process.
2.6	5 th June 2002	Jill Trebilcock	Addition of rule for dialback machines, and sample letter for 3 rd parties Removal of Third Party Access List

Any change requests or comments about this document
should be addressed to: BILL HOLDEN

