

DQ Version Information for: Third Party Maintenance Authorisation Process

DQ Status	Live	Standard		
DQ Content Authority	ISM, Julia Harris			
Supplier Authoriser	Planning & Compliance Manager (Andy Strangeways, SBS)			
Contact(s) for Help	Andy Strangeways, Paul Boyns			
Description	<p>Audience: This document is intended for anyone proposing a remote access facility for third parties.</p> <p>Use: This document identifies the steps to be taken in generating a proposal, and gives the criteria for approval.</p> <p>Author Reference: NSO170120</p>			
DQ Reference	Version	Date	Last Reviewed	Next Review Due
third_03	01.04	27/07/2005	July 2001	Under Review
Key Words				
DQ Location	Internal: http://guidelines.gateway.bbc.co.uk/dq/thirdparties/access.shtml#Authorisation External: http://www.bbc.co.uk/guidelines/dq/contents/third_parties.shtml			

British Broadcasting Corporation



Technology Services & Support: Network and Server
Operations.

Third Party Maintenance Authorisation Process

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 granting of remote access rights is dictated by the level of security in place and the benefits derived from this capability. In proposing a remote access capability security and maintenance safeguards are established as the basis of the proposal.



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1. Introduction

A remote maintenance capability enables application repair, upgrade and or configuration change to be performed remotely via the BBC network. The administration process by which Third Parties are empowered to perform remote maintenance type tasks is the basis for this document.

This document constitutes official BBC policy and is to be adhered to in generating all Third Party Remote Maintenance Proposals. Proposals that do not comply with the requirements of this document will be rejected.

1.1 Background

Supplied applications are, for the most part, maintained by the supplier/manufacturer. The practicalities surrounding the maintenance of critical applications dictates that cost and time considerations may adversely affect SLA's. In line with the BBC's quest for increased efficiency, facilities are proposed whereby the maintenance and upgrade of selected applications can be achieved remotely. By so doing, SLA's and levels of efficiency/reliability will be enhanced.

This document dictates the process for proposing Third Party Access rights and is applicable to all Third Parties and responsible BBC personnel.

1.2 Purpose

This document identifies the steps to be taken in generating a Third Party Remote Access proposal and the criteria for approval. In generating the proposal security safeguards and maintenance/control processes are established and used as the basis for approval by the Security Assurance Specialist.

1.3 Scope

This document identifies the requirements associated with proposing a specific Third Party Remote Access capability. In generating Third Party Remote access proposals the following parameters are addressed -

- Cost benefits.
- Benefits in levels of efficiency.
- Security implications.
- Levels of built-in network protection.
- Management of the connection.
- Levels of responsibility.

1.4 References and related items

Third Party Maintenance Process and Procedure. BI_MAINT_001

1.5 Abbreviations and definition of terms

CLM	Customer Liaison Manager
HOT	Heads of Technology
NMC	Network Management Centre
SLA	Service Level Agreement
SM	Server Manager

2. Process and Procedure

2.1 Prerequisites

In generating a Third Party remote maintenance proposal a number of prerequisites must be addressed.

- Significant financial savings can be demonstrated.
- Increases in the level of maintenance efficiency can be demonstrated.
- SLA response times can be improved.
- Impact on business critical systems is avoided. A description of how this is achieved should be included.
- The resources necessary to actively manage the connection can be demonstrated. Responsible business units are to confirm the integrity of the connection prior to use and ensure personnel are available to rectify any failures during use.
- The requirement is supported by the directorate HOT. The proposal should be reviewed and accepted by the HOT.
- Agreement has been received by the Network Manager. The proposal should be reviewed and accepted by the Network Manager.
- The proposal must be accepted by the Security Assurance Specialist.

2.2 Procedure

The procedure identifies the steps to be taken, and parameters to be addressed, in generating and accepting a Third Party Remote Maintenance proposal.

2.2.1 Responsibilities

In motivating for the incorporation of Third Party Remote Access rights, emphasis is placed on the security and administrative requirements associated with remote access. Responsible parties are to ensure, in generating the proposal, that all advantages are presented and that safeguards are in place designed to manage all associated security concerns.

Originator (Project Manager)

- Identifies the requirement.
- Confirms Third Party resources.
- Negotiates with the Third Party and obtains guarantees of conformance with controls imposed by the NMC in accordance with the BBC standards as set out in BI_MAINT_001.
- Generates the proposal.
- Obtains approval from the HOT.

- Obtains approval from the Network Manager.

If the request is for a dedicated dial-back -

- Obtain phone number(s) from the Third Party.
- Ensure dial-back number(s) are current.

If the request is for a dedicated Rover -

- Keep/maintain ROVER contact number.
- Upon request, issues the dial-back number for the Rover to the Service Desk.
- Motivates and obtains approval from the Security Assurance Specialist.
- Implements the proposal.

Third Party

- Acknowledge proposed benefits.
- Accept the proposal.
- Confirm an improvement in the SLA.
- Demonstrate an ability to fulfil the SLA.
- Acknowledge acceptance of the Data Protection Act.
- Accept full responsibility for the integrity of the connection.
- Accept security agreements presented by the BBC.
- Offer dedicated points of contact.
- Gives assurance to the BBC that the number to which dial-back is to be made has no onward connection.
- Attend relevant BBC courses.

Project Sponsor (Senior Manager end user department)

- Accept full responsibility for all once the connection has been established.
- Ensure the management and control

processes used are in full compliance with BI_MAINT_001.

- May identify a dedicated Third Party ROVER as a preferred technical authority.

HOT

- Analyse the proposal.
- Make recommendations.
- Accept or reject the proposal.

Network Manager

- Analyse the proposal.
- Accepts or rejects the proposal.

Security Assurance Specialist

- Analyses the proposal.
- Assesses the security safeguards.
- Accepts or rejects the proposal.
- Authorises/rejects Third Party ROVER access.
- May withdraw the facility at any time.

2.3 Generating the Proposal

In generating the proposal all security and management/control designs are formulated. The proposal is to be in document format facilitating signed approval.

Identifying the Requirement

- State why remote access is justified e.g. The application is being tailored to meet our specification.
- Identify the benefits associated with this specific case.

Confirm Third Party Capability and Compliance

- Negotiate with the Third Party and ensure that they are fully aware of the requirement.
- Confirm any additional infrastructure required.
- Confirm adequate Third Party resources are available.

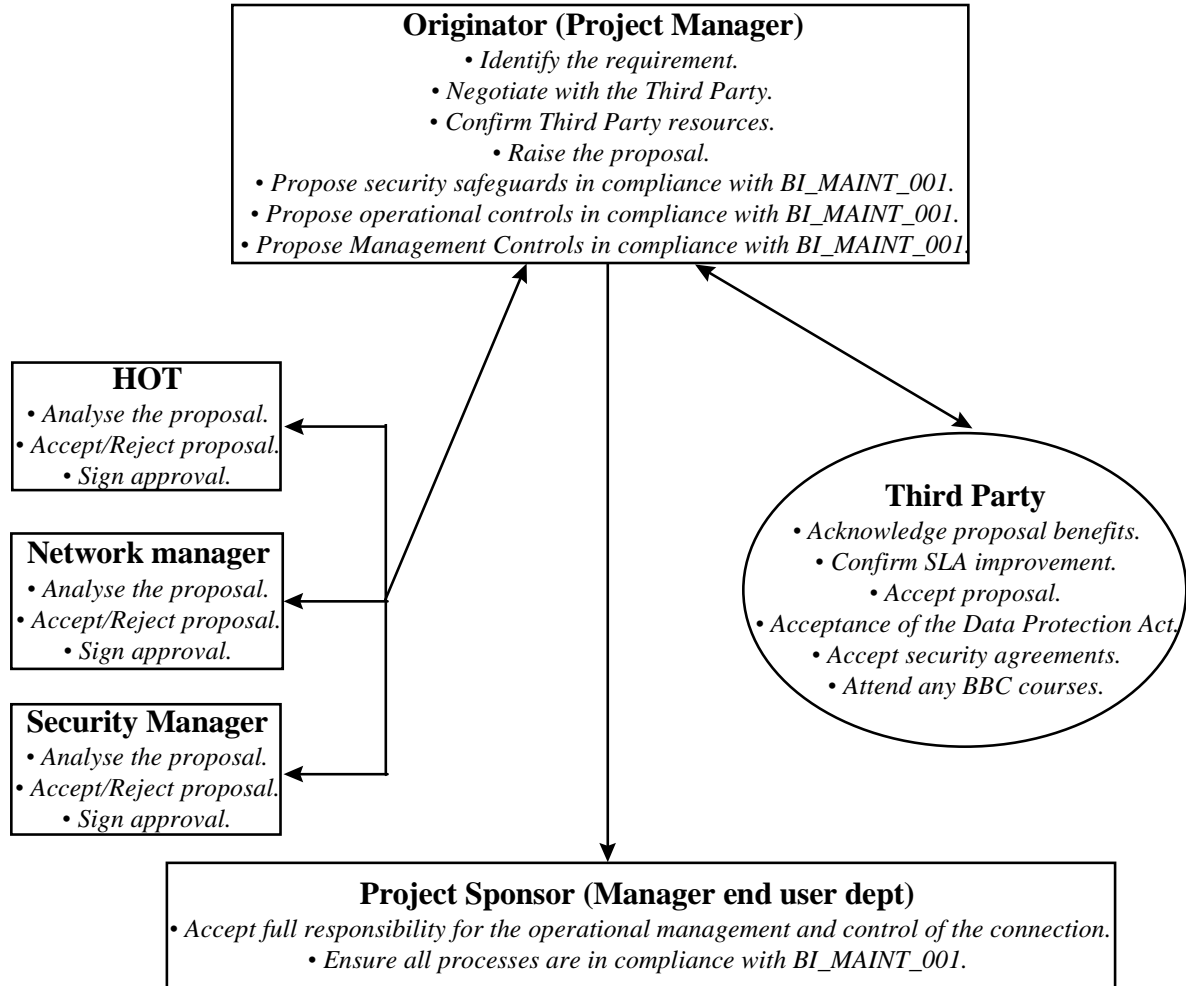
- Confirm the Third Parties understanding of and compliance with the Data Protection Act.
 - Confirm the Third Parties willingness to attend all recommended BBC courses e.g. Security Courses.
 - Confirm an improved SLA.
- Proposed Security Safeguards**
- Recommend Security Safeguards as defined by the Third Party Maintenance Process and Procedure BI_MAINT_001.
- Proposed Operational Controls**
- Recommend all operational controls as defined by the Third Party Maintenance Process and Procedure BI_MAINT_001.
- Proposed Management Controls**
- Recommend all Management controls as defined by the Third Party Maintenance Process and Procedure BI_MAINT_001.
- Signed HOT Approval**
- The HOT signs as approving the proposal.
- Signed Network Management Approval**
- The Network Manager signs as approving the proposal.
- Signed Security Assurance Management Approval**
- The Security Assurance Specialist gives overriding approval of the proposal.



Appendix A Third Party Remote Access Proposal

<i>Third Party Remote Maintenance Proposal</i>		
Proposal Number -		
Company/Named Rover if Requested -	Originator -	Date -
<p>Identify the Requirement and Benefits (give a full description of the requirement and benefits) -</p> <p>Significant Financial Savings -</p> <p>Increase in maintenance efficiency -</p> <p>Improved SLA response times -</p> <p>No impact on business critical systems -</p>		
Third Party Capability and Compliance (attach written undertaking) -		
HOT Approval (name & title)	Signature	Date
Network Management Approval (name & title)	Signature	Date
Security Assurance Approval (name & title)	Signature	Date
<p>Note - This proposal is only valid once signed by all three authorities. No action is to be taken until this proposal is approved in full.</p>		

Appendix B Operational Flow



Document Control Page

3. Document Identification

Title : Third Party Maintenance Authorisation Process

Document Ref. : BI_MAINT_002

CI Ref. : NSO170120

Version : 1.3

Date : 16 October 2006

4. Authorisation

Name : Malcolm Ireland

Position : Head of Network and Server Operations

Date : 16 October 2006

Signature : _____

Name : Julia Harris

Position : Information Security Manager

Date : 16 October 2006

Signature : _____

5. History

Version	Date	Author	Description
0.1	26 March 1999	BILL HOLDEN	First Draft for Review
0.2	27 May 1999	BILL HOLDEN	Contents update P. Lynch
0.3	27 May 1999	BILL HOLDEN	Contents update W. Holden
0.4	28 May 1999	BILL HOLDEN	Procedural flow diagram added W. Holden
0.5	15 June 1999	BILL HOLDEN	Contents update P. Lynch
0.6	25 August 1999	BILL HOLDEN	Security Assurance Authority updated.
1.0	03 September 1999	BILL HOLDEN	Raised to issue level.
1.1	12 September 2000	BILL HOLDEN	Updated to include the Third Party ROVER.
1.2	18 September 2000	BILL HOLDEN	Updated Third Party ROVER contact details.
1.3	04 October 2000	BILL HOLDEN	Contents updated J. Trebilcock.
01.04	27 th July 2005	Lynda Carter	Change in DQ Content Authority to Julia Harris, and current owner Andy Strangeways becomes Supplier Authoriser. Content was not reviewed, so last reviewed date was not changed. See CR-05-031.

Any change requests or comments about this document
should be addressed to: Andy Strangeways