Managed Service (SLA3) Lockdown Procedure

An overview of the Managed Service Lockdown Procedure

As part of a customer's SLA 3 level (managed service), it entitles them to have any software changes (such as schedule creation) performed by a qualified timeware® support technician. The technician will liaise with the customer to perform these changes. This does however mean that it is preferred that the customers do not utilise the customisation part of the system (terminal policies, period schedules, entitlement policies etc).

We will, with the customers consent, lock down the areas certain users can access to avoid any changes being made that affect the integrity of the system. Outlined below are the checklist for what to lockdown.

User Permissions:

- Delete Button
  (Permission Policy – timeware® – File – Personnel – "Delete Button?")

- Calculation
  (Permission Policy – timeware® – File – "Calculation")

- Period Schedules
  (Permission Policy – timeware® – Tables – Company – "Period Schedules")

- Daily Schedules
  (Permission Policy – timeware® – Tables – Company – "Daily Schedules")

- Absence Reasons
  (Permission Policy – timeware® – Tables – Company – Absences - "Absence Reason")

- Absence Entitlement Policy
  (Permission Policy – timeware® – Tables – Company – Absences - "Absence Entitlement Policy")

- Static Register Reasons
  (Permission Policy – timeware® – Tables – Company – "Static Register Reasons")

- Zones
  (Permission Policy – timeware® – Tables – Company – "Zones")

- Terminal Policy
  (Permission Policy – timeware® – Tables – Personnel – "Terminal Policy")

- Employment Status
  (Permission Policy – timeware® – Tables – Personnel – "Employment Status")

- Access Patterns
  (Permission Policy – timeware® – Tables – Access Control – "Access Patterns")

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User Permissions:

- Access Free Zones
  (Permission Policy – timeware® – Tables – Access Control – "Access Free Zones")

- Users
  (Permission Policy – timeware® – Users – "Users")

- Recalculation Wizard
  (Permission Policy – timeware® – Users – "Recalculation Wizard")

- Script Editor
  (Permission Policy – timeware® – Users – "Script Editor")

- Options
  (Permission Policy – timeware® – Users – "Options")

- Hardware
  (Permission Policy – timeware® – Users – "Hardware")

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