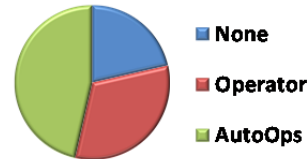## What is the procedure for responding to an ICH302D console message issued when a user with SPECIAL authority enters too many invalid passwords?

Responses	Count	Percent %
No procedure exists	6	21.4%
Computer Operators have instructions on how to reply	9	32.2%
An Automated Operations routine handles the reply	13	46.4%
Total	**28**	**100%**

- None
- Operator
- AutoOps

Is RACF Administration contacted when there is an ICH302D message?

Responses	Count	Percent %
Yes	16	80%
No	4	20.0%
Total	**20**	**100%**

- Yes
- No
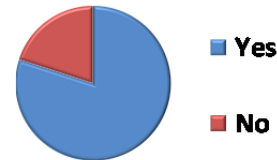
What is the standard reply to an ICH302D message?

Responses	Count	Percent %
No action taken until RACF administration is contacted	6	30.0%
Y every time	2	10.0%
Y for a set number of times, then N	3	15.0%
Y until RACF administration is contacted	1	5.0%
N on the first occurrence	5	25.0%
Other	3	15.0%
Total	**20**	**100%**

- No action - contact
- Y every time
- Y then N
- Y until contact
- N first time
- Other

Other:

- If a ticket is opened for a Security Admin, the reply is Y. We have some automated replies of N (We do this because a user could lock up a session manager if this message not replied to quickly).
- Wait a minute and reply Y
- The person attempting to LOGON is contacted and the attempt is verified. If all is OK, the operator responds "Y" and a notification e-mail is sent to the RACF Admin Team. The incident is then logged in a daily incident log.