

Reference No : _____
 Date Request : _____

IT SERVICE REQUEST FORM

USER REQUEST SECTION

A: System Access / ID Request

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Internet | <input type="checkbox"/> File Server |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Domain |
| <input type="checkbox"/> VPN | <input type="checkbox"/> Others |
| <input type="checkbox"/> Access to Printer (Network Printer/ Canon Printer) | _____ (Please specify) |

B: Hardware Purchase/Installation

- | | |
|---|--|
| <input type="checkbox"/> Desktop | <input type="checkbox"/> Blackberry Device |
| <input type="checkbox"/> Laptop | <input type="checkbox"/> Server |
| <input type="checkbox"/> Color Printer | <input type="checkbox"/> Others |
| <input type="checkbox"/> Standard Printer (black & white) | _____ (Please specify) |

C: Software Purchase/Installation

- | | |
|---|---|
| <input type="checkbox"/> Blackberry Subscription | <input type="checkbox"/> Bloomberg Subscription |
| <input type="checkbox"/> File server | <input type="checkbox"/> Microsoft Project |
| <input type="checkbox"/> Phoenix Installation | <input type="checkbox"/> Microsoft Access |
| <input type="checkbox"/> Mosaic Installation | <input type="checkbox"/> Microsoft Visio |
| <input type="checkbox"/> Islamic Finance Installation | <input type="checkbox"/> Adobe Acrobat |
| <input type="checkbox"/> Trade Finance Installation | <input type="checkbox"/> Others |
| <input type="checkbox"/> RightFax Installation | _____ (Please specify) |

D: Banking System Related

- | | |
|---|--|
| <input checked="" type="checkbox"/> System Change/Enhancement Request | <input type="checkbox"/> Report Change/Enhancement Request |
| <input type="checkbox"/> New Report Request | <input type="checkbox"/> Others |
| <input type="checkbox"/> New System Request | _____ (Please specify) |

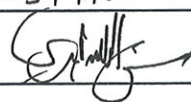
* For any new Hardware/Software purchase, IT shall proceed to raise Purchase Requisition for Managing Director's approval. The new purchase is still subjected to final approval from Managing Director.

Request Details

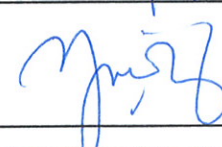
Please provide details of request including business justification
 (Attach separate list if required)

REQUEST TO STOP STATEMENT A/C PRINTING.
 OPTIONAL FOR CUSTOMER AND UTILISE e-STATEMENT IN KFHONLINE.
 DETAIL AS PER ATTACHED.

Requested By

Name : KAMARUDDIN DAMIRI
 Department : PDM
 Designation : AM
 Phone No : 2054 7451
 Signature : 

Approved By : Head of Department/Division or Above

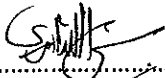
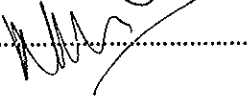
Name : NOR ALIBA YAHAYA
 Designation : HEAD OF PDM
 Date : 25/8/09
 Signature : 

ADMINISTRATION USE ONLY	
<p>Acknowledge Receipt by : _____</p> <p>Department : _____</p> <p>Date Received : _____</p> <p>Signature : _____</p> <p>Executed by : _____</p> <p>Department : _____</p> <p>Date : _____</p> <p>Signature : _____</p> <p>Reviewed by : _____</p> <p>Designation : _____</p> <p>Department : _____</p> <p>Date : _____</p> <p>Signature : _____</p>	<p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected _____ (Please provide reason)</p> <p>Priority <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low</p> <p>Purchase Requisition <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Date Assigned : _____</p> <p>Date of PR issued : _____</p> <p>Date of Delivery : _____</p>
<p>Remarks</p>	
<p>Requestor Acceptance (After service has been rendered) : I acknowledge that the above request has been implemented and hereby accepting the solution unconditionally.</p> <p>Date : _____ Signature : _____</p>	

IT GOVERNANCE SECTION

REQUEST TITLE : Stop Printing Monthly Account Statement

REQUESTOR DETAIL

System : 1) KFHOnline 2) BVMC 3) Phoenix
 Requested by : Kamaruddin Damiri Signature: 
 Reviewed by : Malarvili Muniandy Signature: 
 Department : PDM
 Date Request :

REQUEST DESCRIPTION

No	Item	Description
1	OBJECTIVE of the Project / Enhancement	1. The main objective is to reduce Bank's expenses on printing and mailing the monthly Account Statement, as in line with paperless environment campaign nationwide. 2. To promote Customers using and utilize eStatement that available in KFHOnline. At the same time it would familiarize them with all other functions available. 3. To get Customers' dependencies to KFHOnline that would contribute to high usage and volume.
2	General Overview	1. Upon successful login into KFHOnline, Customer will be prompted with a message screen for the option, 2. They are given an option to opt for stopping the statement mailing, or they can simply skip the option. 3. Customer may opt the option later at the Profile Maintenance menu. 4. As a token to the customer, a free gift of 2MB pendrive will be given away (Staff is Excluded for the gift). 5. Customer is bounded by the 12 months period where they can't revert to the normal hardcopy account statement. During the period, customer may use Request Statement facility with the standard charges applied.
3	Proposed Process Flow	As per Appendix 1.
4	Charges	1. There will be NO charges imposed to customer who opt the option.
5	Features / Functions	When to display: 1. IB to have the prompt screen upon login. This would be a mandatory screen upon login. 2. The message in the prompt screen requesting customer to opt the followings: Yes - Please STOP sending and printing my monthly Account Statement in hardcopy. I will fully utilize the eStatement available in KFHOnline. No - I still require a normal monthly Account Statement in hardcopy mailed by the Bank / I will decide later. 3. IB to store the customer's status whether has opted for any option given. This

is to make sure the prompt screen just display once per customer, OR

- maintenance is available at BVMC, where Bank can turn it ON.
- ON means the pop-up message will be displayed to those who are NOT opt the YES option.

What's Next:

4. If customer select YES, IB to send a message to Phoenix and flag off the monthly printing and mailing of the customer's account statement.
5. If customer select NO, no message to be sent to back-end. No changes at the customer's profile.

Other option for Customer:

6. **Profile Maintenance** to have the option of:
 - i) TO REVERT to the normal hardcopy Account Statement.
 - The Option can only be Turn ON only after 12 months (or other specified time determined by Product Owner later) after eStatement activated.
 - If the customer insists to have the hardcopy statement, a normal statement request with standard charges applied.
 - TAC is required for this option.
 - ii) TO STOP normal statement printing. This is for the "Decide Later" cases.
 - NO TAC is required for this option.

When it's activated:

7. The statement will be stopped for the **same month cycle** upon receiving the request.

Statement Printing Stop= M+0

M = month where the request is received

When it's re-activated:

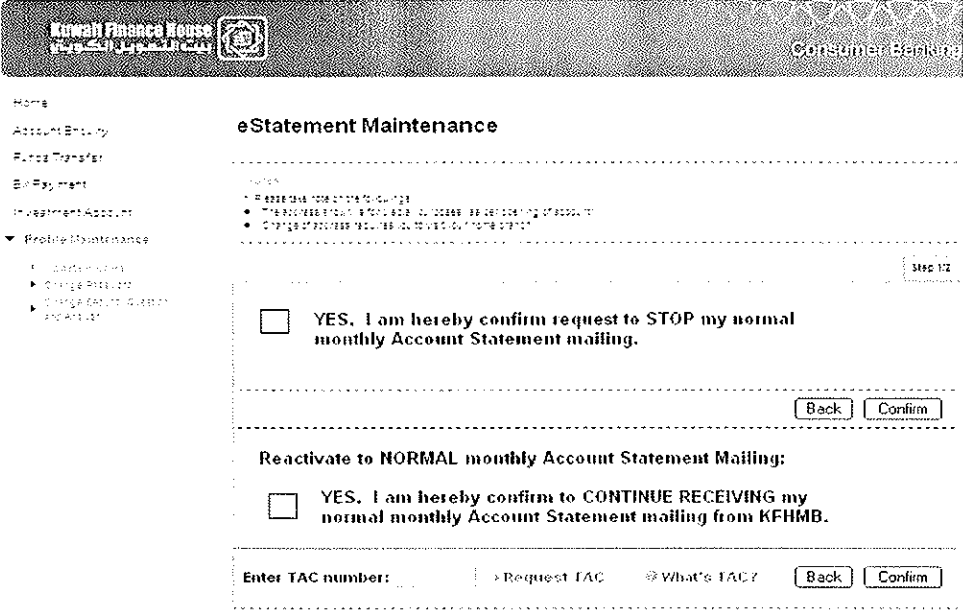
8. The statement will be reactivated (normal printing & mailing) for the **next month cycle** upon receiving the request.

Statement Printing ON = M+1

M = month where the request is received

Prompt Screen:

Profile Maintenance:

		<p>eStatement Maintenance:</p> 
7	Reports (new / enhancement) and samples	<p>KFHOnline (BVMC Report):</p> <ol style="list-style-type: none"> 1. Stop Statement Request (Daily) – New 2. Consolidated Transaction IB (Daily) – Existing - include the item “Stop Statement Request” 3. Monthly Consolidated Transaction IB – Existing - include the item “Stop Statement Request” <p>Phoenix (IT Operator):</p> <ol style="list-style-type: none"> 1. Report for Non-Print & Mail Statement
8	Audit Trails	Log the Customer’s action on selecting the Option in User Activities Report .
9	BVMC Changes / Enhancements	<ol style="list-style-type: none"> 1. New report added. 2. Customer Profile has the information of the customer’s OPTION. This is to ease Contact Centre to view customer profile at a glance. 3. Maintenance screen to turn on/off the Prompt Message upon customer login. This is only applicable to those who are not opt the option only.
10	Back-end processes / enhancements	<p>KFHOnline:</p> <ol style="list-style-type: none"> 1. IB to select the eStatement starting from 15th onward instead of month end, as to cater Savings Account cycle (Under eStatement menu). 2. To have the prompt message screen for customer to opt. 3. Profile Maintenance to have the menu for customer to opt or to revert to normal statement.

		<p>4. TAC required for Revert to normal statement.</p> <p>Phoenix:</p> <ol style="list-style-type: none"> To remain the existing statement cycle for those who opt this option. The flagging ON & OFF will be done automatically, upon receiving message from IB, OR <ul style="list-style-type: none"> - The maintenance will be done manually by PDM staff ONLY. - PDM will be allowed to do the flagging ON & OFF (revert to normal printing) - Branch can't edit the flagging EXCEPT the existing branch process. - The flag has an indicator as IB. This is to let the Branch staff knows that the customer is flagged under IB services.
11	ATM / OTC	NIL
12	Timeline	15 September 2009
13	Exceptional Handling	<p>Branch:</p> <ol style="list-style-type: none"> In case customer walk in to Branch and request to Stop Mailing (or to revert to Normal statement), Branch may use their existing process (without touching the IB flag). But preferably to ask customer to register himself at KFHonline. <p>Contact Centre:</p> <ol style="list-style-type: none"> In case customer complaints that they haven't received account statement, CCO may check customer status at BVMC under Customer Profile. If customer want to change the statement status, CCO may ask customer to perform at KFHonline.

Appendix 1:

