



Agrobank

Internet Banking Application Manager Phase 1

Business Requirement Specification (BR)

24 May2011

Reference: AGRO/BR/ADMIN/20110524/v1.2

Prepared By:



Penril Datability (SEA) Sdn Bhd (384550-U)
Suite A-07-07 Plaza Mon't Kiara
No. 2, Jalan Kiara, Mon't Kiara
50480 Kuala Lumpur, Malaysia
Tel: (603) 6201 2622 Fax: (603) 6201 7622

Document Administration

Document Amendment Log

Version No	Date Updated	Description of Change	Updated By <Name, Dept>	Reviewed By <Name, Dept>	Approved By <Name, Dept>
1.0	14/05/2011	Initial Release	Gabbytian Rayvandy, Professional Services	Danniell Cheang, Professional Services	Tan Lee Yong, Professional Services
1.1	18/05/2011	Changes on required fields for admin enquiry list. Changes on missing suspend function. Changes on disclaimer on login page.	Danniell Cheang, Professional Services	Danniell Cheang, Professional Services	Tan Lee Yong, Professional Services
1.2	24/05/2011	Update formatting	Amy Chuah, Professional Services	Amy Chuah, Professional Services	Tan Lee Yong, Professional Services

TABLE OF CONTENTS

1	Introduction	11
1.1	Objective.....	11
2	IBAM Page Flow Overview.....	12
3	First Time Login (FTL).....	13
3.1	Features Description	13
3.2	Process Flows	13
3.3	Screen Flow	13
4	User administration.....	15
4.1	Managing administrator group.....	15
4.1.1	Administrator Group Access Matrix.....	15
4.1.2	Create administrator group.....	16
4.1.2.1	Features Description	16
4.1.2.2	Process Flow	16
4.1.2.3	Screen Flow	16
4.1.3	Edit administrator group.....	18
4.1.3.1	Features Description	18
4.1.3.2	Process Flow	18
4.1.3.3	Screen Flow	19
4.2	Managing admin navigation.....	20
4.2.1	Features Description	20
4.2.2	Viewing admin navigation.....	20
4.2.2.1	Process Flow	20
4.2.2.2	Screen Flow	21
4.2.3	Editing admin navigation	21
4.2.3.1	Process Flow	21
4.2.3.2	Screen Flow	22
4.3	Managing administrator.....	23
4.3.1	Create administrator	23
4.3.1.1	Features Description	23
4.3.1.2	Process Flow	23
4.3.1.3	Screen Flow	24
4.3.2	Edit administrator	25
4.3.2.1	Features Description	25
4.3.2.2	Process Flow	25
4.3.2.3	Screen Flow	26
4.3.3	Delete administrator	28
4.3.3.1	Features Description	28
4.3.3.2	Process Flow	28
4.3.3.3	Screen Flow	29
4.3.4	Reset Administrator Password	30
4.3.4.1	Features Description	30
4.3.4.2	Process Flow	30
4.3.4.3	Screen Flow	30
4.3.5	Suspend Administrator	32
4.3.5.1	Features Description	32
4.3.5.2	Process Flow	32
4.3.5.3	Screen Flow	32

4.3.6	Activate Administrator	33
4.3.6.1	Features Description	33
4.3.6.2	Process Flow	33
4.3.6.3	Screen Flow	34
4.4	Viewing Audit Log	35
4.4.1	Features Description	35
4.4.2	Process Flow	35
4.4.3	Screen Flow	36
5	Service administration	37
5.1	Managing IB User Group	37
5.1.1	Create IB User Group	37
5.1.1.1	Features Description	37
5.1.1.2	Process Flow	37
5.1.1.3	Screen Flow	37
5.1.2	Edit IB User Group	38
5.1.2.1	Features Description	38
5.1.2.2	Process Flow	39
5.1.2.3	Screen Flow	39
5.2	Managing RIB Navigation	41
5.2.1	Features Description	41
5.2.2	Process Flow	41
5.2.3	Screen Flow	42
5.2.4	Supported Services	43
5.3	Managing RIB User	43
5.3.1	Features Description	43
5.3.2	Process Flow	43
5.3.3	Screen Flow	44
5.4	Viewing Retail Internet Banking (RIB) Transactions	45
5.4.1	Features Description	45
5.4.2	Process Flow	45
5.4.3	Screen Flow	46
5.5	Create Security Question	47
5.5.1	Features Description	47
5.5.2	Process Flow	48
5.5.3	Screen Flow	48
5.6	Secured mailbox	49
5.6.1	Features Description	49
5.6.2	Send Message to RIB User	49
5.6.2.1	Filtered by specified criteria	49
5.6.2.2	Send to all	53
5.6.3	Read Message	56
5.6.3.1	Process Flow	56
5.6.3.2	Screen Flow	57
5.6.4	Reply Message	58
5.6.4.1	Process Flow	58
5.6.4.2	Screen Flow	59
5.6.5	Archive Message	61
5.6.5.1	Process Flow	61
5.6.5.2	Screen Flow	61
5.6.6	Read Sent Message	62
5.6.6.1	Process Flow	62

5.6.6.2	Screen Flow	63
5.6.7	Archive Sent Message	64
5.6.7.1	Process Flow	64
5.6.7.2	Screen Flow	64
5.6.8	Search Archive	65
5.6.8.1	Process Flow	65
5.6.8.2	Screen Flow	66
5.6.9	Read Archived Message	68
5.6.9.1	Process Flow	68
5.6.9.2	Screen Flow	68
6	Content management.....	70
6.1	Bank Branch	70
6.1.1	Create Bank Branch.....	70
6.1.1.1	Features Description	70
6.1.1.2	Process Flow	70
6.1.1.3	Screen Flow	70
6.1.2	Edit Bank Branch	72
6.1.2.1	Features Description	72
6.1.2.2	Process Flow	73
6.1.2.3	Screen Flow	73
6.1.3	Delete Bank Branch.....	75
6.1.3.1	Features Description	75
6.1.3.2	Process Flow	75
6.1.3.3	Screen Flow.....	75
6.2	Product Type	76
6.2.1	Create Product Type.....	76
6.2.1.1	Features Description	76
6.2.1.2	Process Flow	77
6.2.1.3	Screen Flow.....	77
6.2.2	Edit Product Type	79
6.2.2.1	Features Description	79
6.2.2.2	Process Flow	80
6.2.2.3	Screen Flow.....	80
6.2.3	Maintaining Service List Details	81
6.2.3.1	Features Description	81
6.2.3.2	Process Flow	81
6.2.3.3	Screen Flow.....	82
6.2.4	Maintaining Fixed Deposit Term Definition	82
6.2.4.1	Create Fixed Deposit Term Definition	82
6.2.4.2	Edit Fixed Deposit Term Details.....	83
6.2.5	Delete Product Type.....	84
6.2.5.1	Features Description	84
6.2.5.2	Process Flow	85
6.2.5.3	Screen Flow.....	85
6.3	Currency Code	87
6.3.1	Create Currency Code	87
6.3.1.1	Features Description	87
6.3.1.2	Process Flow	87
6.3.1.3	Screen Flow.....	87
6.3.2	Edit Currency Code	89
6.3.2.1	Features Description	89
6.3.2.2	Process Flow	89
6.3.2.3	Screen Flow.....	89

6.3.3	Delete Currency Code	90
6.3.3.1	Features Description	90
6.3.3.2	Process Flow	90
6.3.3.3	Screen Flow	90
6.4	Payee	91
6.4.1	Create Payee	91
6.4.1.1	Features Description	91
6.4.1.2	Process Flow	91
6.4.1.3	Screen Flow	91
6.4.2	Edit Payee.....	94
6.4.2.1	Features Description	94
6.4.2.2	Process Flow	94
6.4.2.3	Screen Flow	95
6.4.3	Delete Payee	97
6.4.3.1	Features Description	97
6.4.3.2	Process Flow	98
6.4.3.3	Screen Flow	98
6.5	Service Info	100
6.5.1	Create Service Info	100
6.5.1.1	Features Description	100
6.5.1.2	Process Flow	100
6.5.1.3	Screen Flow	101
6.5.2	Edit Service Info	103
6.5.2.1	Features Description	103
6.5.2.2	Process Flow	104
6.5.2.3	Screen Flow	104
6.5.3	Delete Service Info	105
6.5.3.1	Features Description	105
6.5.3.2	Process Flow	106
6.5.3.3	Screen Flow	106
7	Personalization	108
7.1	Change own password	108
7.1.1	Features Description	108
7.1.2	Process Flow	108
7.1.3	Screen Flow	108

List of Figures

Figure 1 – Login Screen.....	13
Figure 2 – Force Change Password Screen.....	14
Figure 3 – Force Change Password Result Screen	14
Figure 4 – Welcome Screen.....	14
Figure 5 – Current IBAM Group Access List.....	16
Figure 6 – Admin Group Creation Page.....	17
Figure 7 – Admin Group Successful Creation Page	17
Figure 8 – Administrator Group Access Maintenance Screen	19
Figure 9 – Administrator Group Access Edit Screen.....	19
Figure 10 – Administrator Group Access Edit Result Screen	20
Figure 11 – Admin Navigation Screen.....	21
Figure 12 – Navigation Service Details	21
Figure 13 – Admin Navigation Screen	22
Figure 14 – Admin Navigation Edit Screen	22
Figure 15 – Admin Navigation Edit Result	23
Figure 16 – Create Administrator Flow Diagram.....	23
Figure 17 – Administrator Create Screen.....	24
Figure 18 – Create Administrator Result Screen	25
Figure 19 – Administrator Enquiry Screen	26
Figure 20 – Administrator Enquiry Details Screen	27
Figure 21 – Administrator Details Edit Screen	27
Figure 22 – Administrator Details Edit Result Screen	28
Figure 23 – Administrator Enquiry Screen	29
Figure 24 – Administrator Enquiry Details Screen	29
Figure 25 – Delete Administrator Result Screen.....	29
Figure 26 – Administrator Enquiry Screen	30
Figure 27 – Administrator Enquiry Details Screen	31
Figure 28 – Reset Password Screen	31
Figure 29 – Reset Password Result Screen	31
Figure 30 – Administrator Enquiry Screen	32
Figure 31 – Administrator Enquiry Details Screen	33
Figure 32 – Suspend Result Screen	33
Figure 33 – Administrator Enquiry Screen	34
Figure 34 – Administrator Enquiry Details Screen	34
Figure 35 – Activation Result Screen.....	35
Figure 36 – Audit Log Enquiry Screen	36
Figure 37 – Audit Log Enquiry Result Screen	36
Figure 38 – Audit Log Details Screen	36
Figure 39 – IB User Group Enquiry.....	37
Figure 40 – IB User Group Access Control Matrix Creation	38
Figure 41 – IB User Group Creation Result	38
Figure 42 – IB User Group Enquiry Screen	39
Figure 43 – IB User Group Access Control Matrix Details	40
Figure 44 – IB User Group Access Control Matrix Edit.....	40
Figure 45 – IB User Group Access Control Matrix Successful Edit	41
Figure 46 – RIB Navigation Enquiry Screen	42
Figure 47 – Edit RIB Navigation.....	42
Figure 48 – Edit RIB Navigation Result	42
Figure 49 – User Search Page	44
Figure 50 – User Search Result Page	44
Figure 51 – User Details Page.....	45
Figure 52 – RIB Transaction Enquiry Screen.....	46
Figure 53 – RIB Transaction Enquiry Result Screen	47
Figure 54 – RIB Transaction Details Screen.....	47
Figure 55 – List of Security Questions Screen.....	48
Figure 56 – Create Security Question Screen	48
Figure 57 – Create Security Question Result Screen	49

Figure 58 – Secured Mailbox Screen.....	50
Figure 59 – Select Recipient Site Screen	50
Figure 60 – Recipient Input Screen for Retail User	51
Figure 61 – No Result Found Screen	51
Figure 62 – Matching Result Screen.....	51
Figure 63 – Send Message Screen	52
Figure 64 – Send Message Confirm Screen.....	52
Figure 65 – Send Message Result Screen - Successful	52
Figure 66 – Send Message Result Screen - Failed.....	53
Figure 67 – Secured Mailbox Screen.....	53
Figure 68 – Select Recipient Site Screen	55
Figure 69 – Send Message Screen	55
Figure 70 – Send Message Confirm Screen.....	55
Figure 71 – Send Message Result Screen	56
Figure 72 – Secured Mailbox Screen.....	57
Figure 73 – Message Detail Screen.....	57
Figure 74 – Secured Mailbox Screen.....	59
Figure 75 – Message Details Screen.....	59
Figure 76 – Reply Message Screen.....	60
Figure 77 – Confirm Message Screen	60
Figure 78 – Send Message Result Screen	60
Figure 79 – Secured Mailbox Inbox Screen.....	61
Figure 80 – Archive Message Result Screen.....	62
Figure 81 – Sent Messages List Screen	63
Figure 82 – Sent Message Details Screen	63
Figure 83 – Secured Mailbox Sent Messages List Screen	64
Figure 84 – Secured Mailbox Archive Screen.....	66
Figure 85 – Search Archived Screen	67
Figure 86 – Search Result Screen.....	67
Figure 87 – Secured Mailbox Archive Screen.....	68
Figure 88 – Archive Details Screen.....	69
Figure 89 – Content Module.....	70
Figure 90 – Create Category Button	70
Figure 91 – Parent Category Name Input.....	71
Figure 92 – New Category Name Listing	71
Figure 93 – Create Content.....	71
Figure 94 – New Bank Branch Creation	72
Figure 95 – Click on Details on selected Content	73
Figure 96 – Details of selected content.....	74
Figure 97 – Edit Details of Selected Content	74
Figure 98 – Click on Details on selected content.....	75
Figure 99 – Details of KL Branch	76
Figure 100 – Confirmation upon Deletion	76
Figure 101 – Content Module	77
Figure 102 – Create Category Screen	77
Figure 103 – Parent Category Name Input.....	78
Figure 104 – New Category Name Listing	78
Figure 105 – Create Content Screen	78
Figure 106 – New Product Creation.....	79
Figure 107 – Refreshed Product List	79
Figure 108 – Product Type Menu.....	80
Figure 109 – Product Type Detail Menu	80
Figure 110 – Product Type Edit Menu.....	81
Figure 111 –Service List Details.....	82
Figure 112 – Edit Service List Page.....	82
Figure 113 – Create Fixed Deposit Term Page	83
Figure 114 – Edit Existing Fixed Deposit Term Page.....	84
Figure 115 – Product Type Content Page.....	85
Figure 116 – Product Type Content Details Page.....	86

Figure 117 – Product Delete Confirmation Page	86
Figure 118 – Refreshed Product Type Content Page	86
Figure 119 – Currency Code Content Menu	87
Figure 120 – Currency Code Menu.....	88
Figure 121 – Currency Code Create Page	88
Figure 122 – Currency Code Details Page	89
Figure 123 – Currency Code Edit Page	89
Figure 124 – Currency Code Details.....	90
Figure 125 – Currency Code Delete Confirm.....	90
Figure 126 – Redirection Page after Deletion.....	91
Figure 127 – IB Content Main Page.....	91
Figure 128 – Payee Main Page	92
Figure 129 – Payee Content List Page	92
Figure 130 – Create Payee Page	93
Figure 131 – Payee Listing Page (Refreshed).....	94
Figure 132 – Payee Content List Page	95
Figure 133 – Payee Details Page	96
Figure 134 – Payee Edit Page	97
Figure 135 – Payee Content List Page	98
Figure 136 – Payee Details Page	99
Figure 137 – Payee Delete Confirmation Page	99
Figure 138 – Refreshed Payee Content List Page	100
Figure 139 – IB Content Main Page.....	101
Figure 140 – Service Info Category Page.....	101
Figure 141 – Service Info Tied to a Category	102
Figure 142 – Service Info Creation Page.....	103
Figure 143 – Service Info Details Page	104
Figure 144 – Edit Service Info Page	105
Figure 145 – Service Info Details Page	106
Figure 146 – Service Info Delete Confirmation Page	106
Figure 147 – Change Password Screen	108
Figure 148 – Change Password Result Screen.....	109

List of Diagrams

Diagram 1 – IBAM Page Flow Diagram	12
Diagram 2 – First Time Login Flow Diagram.....	13
Diagram 3 – Create Administrator Group Flow Diagram	16
Diagram 4 – Edit Administrator Group Flow Diagram	18
Diagram 5 – Admin Navigation Flow Diagram	20
Diagram 6 – Editing Administrator Navigation Flow Diagram	21
Diagram 7 – Edit Administrator Flow Diagram	25
Diagram 8 – Delete Administrator Diagram	28
Diagram 9 – Reset Administrator Password Flow Diagram	30
Diagram 10 – Suspend Administrator Flow Diagram	32
Diagram 11 – Activate Administrator Flow Diagram.....	33
Diagram 12 – View Audit Log Flow Diagram	35
Diagram 13 – IB User Group Creation Flow Diagram	37
Diagram 14 – IB User Group Editing Flow Diagram	39
Diagram 15 – Editing RIB Navigation Flow Diagram	41
Diagram 16 – RIB User Enquiry Flow Diagram	43
Diagram 17 – View RIB Transactions Flow Diagram	45
Diagram 18 – Create Security Question Flow Diagram	48
Diagram 19 – Send Message to RIB User.....	49
Diagram 20 – Send Message to All Flow Diagram	53
Diagram 21 – Read Message Flow Diagram	56
Diagram 22 – Reply Message Flow Diagram	58
Diagram 23 – Archive Message Flow Diagram.....	61
Diagram 24 – Read Sent Message Flow Diagram	62
Diagram 25 – Archive Sent Message.....	64
Diagram 26 – Search Archive Flow Diagram	65
Diagram 27 – Read Archive Flow Diagram.....	68
Diagram 28 – Create Bank Branch Process Flow	70
Diagram 29 – Edit Bank Branch Flow Diagram	73
Diagram 30 – Delete Bank Branch Flow Diagram	75
Diagram 31 – Create Product Type Flow Diagram	77
Diagram 32 – Edit Product Type Flow Diagram.....	80
Diagram 33 – Edit Service List Flow Diagram	81
Diagram 34 – Create Fixed Deposit Term Flow Diagram	83
Diagram 35 – Edit Service List Flow Diagram	84
Diagram 36 - Delete Product Type Flow Diagram	85
Diagram 37 – Currency Code Creation Flow Diagram	87
Diagram 38 – Edit Currency Code Flow Diagram.....	89
Diagram 39 – Delete Currency Code Flow Diagram	90
Diagram 40 – Create Payee Flow Diagram	91
Diagram 41 – Edit Payee Flow Diagram.....	94
Diagram 42 – Delete Payee Flow Diagram.....	98
Diagram 43 – Create Service Info Flow Diagram	100
Diagram 44 – Edit Service Info Flow Diagram	104
Diagram 45 – Delete Service Info Flow Diagram.....	106
Diagram 46 – Change Own Password Flow Diagram	108

List of Tables

Table 1 – Administrator Group Access Matrix	15
Table 2 – System Security Requirements.....	25

1 Introduction

This document describes the features, process flow and screen design administration modules of Retail Internet Banking System.

Following features of Retail Internet Banking Administrations will be captured in this document:

1. First Time Login
2. Admin Group
3. Admin Navigation
4. Admin Enquiry
5. IB User Group
6. RIB Navigation
7. RIB User Enquiry
8. Content
9. Secure Mailbox
10. Security Question
11. RIB Transaction Enquiry
12. Audit Log
13. Change Own Password

1.1 Objective

The objective of this document is to capture user requirements Internet Banking Application Manager (IBAM) for AGROBANK. This document will facilitate development and implementation of the mentioned application for AGROBANK.

The base line features description, process flows and screen designs will become a reference blueprint for the development team to develop the transactional, registration and administration module. Hence, it is crucial that all stakeholders need to ensure the correctness and adequacy of the requirements captured in this document.

All stakeholders involved are expected to review and sign off this document before the development start. By signing off the document, the stakeholders have endorsed the correctness and accuracy and adequacy of the requirements documented in this document.

2 IBAM Page Flow Overview

Below diagram shows the overall view of the IBAM system page flow. The detail of each function will be described in respective section.

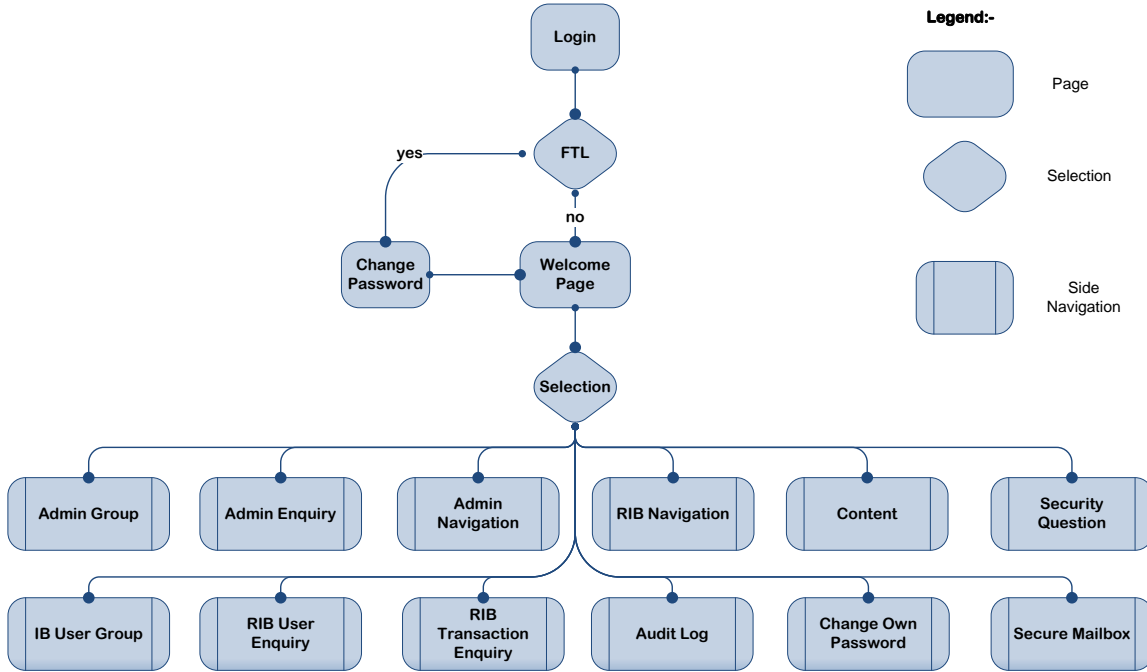


Diagram 1 – IBAM Page Flow Diagram

3 First Time Login (FTL)

3.1 Features Description

IBAM shall detect first time login user. If the user is identified as the first time login user, the system shall force the user to go through the change password process. After user changed the password, the system shall direct the user to the IBAM landing page.

3.2 Process Flows

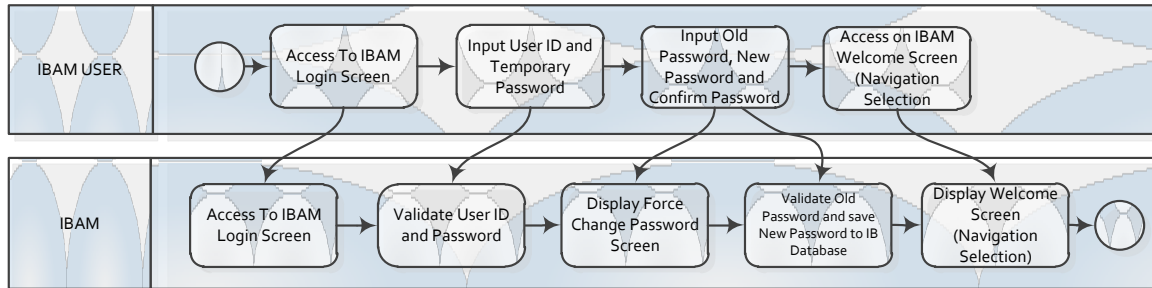


Diagram 2 – First Time Login Flow Diagram

There are two participants involved in this process, which are User and IBAM. The following are the steps to do FTL:

Step 1:

1. User access to Login Screen.
2. IBAM display Login Screen.
3. User input the User ID and temporary Password.
4. IBAM validates the User ID and Password.

Step 2:

1. IBAM display the Force Change Password Screen.
2. User input the Old Password, New Password and Confirm Password fields.
3. IBAM validates Old Password and save the New Password to IB Database.

Step 3:

1. IBAM display the result page.
2. User click on the proceed button to go to the welcome page.

3.3 Screen Flow

Step 1

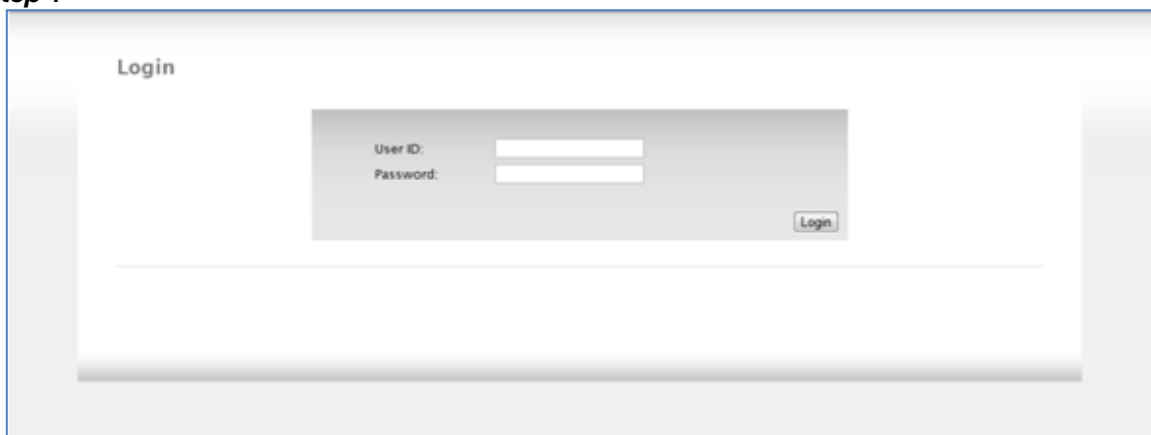
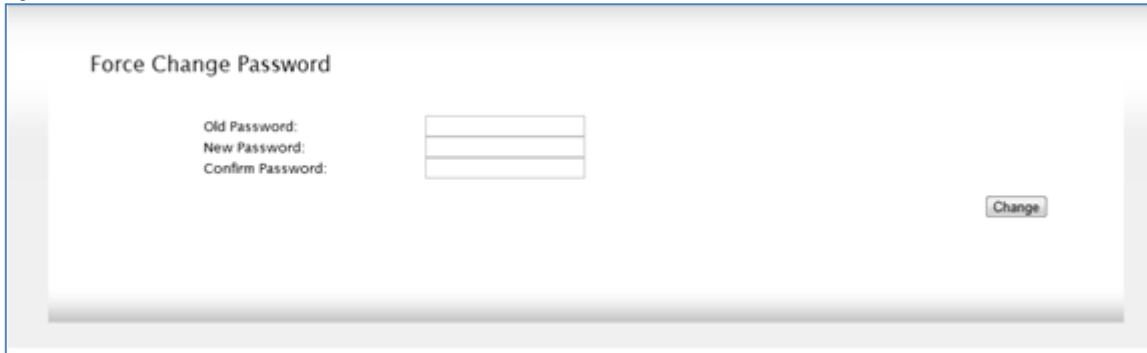


Figure 1 – Login Screen

1. User access to IBAM Login Screen.
2. IBAM display IBAM Login Screen.
3. User input User ID and password and click the “Login” button.
4. IBAM validates the User ID and password to determine whether this is an FTL action. If it is, go to the force change password screen, see Step 2.

Step 2

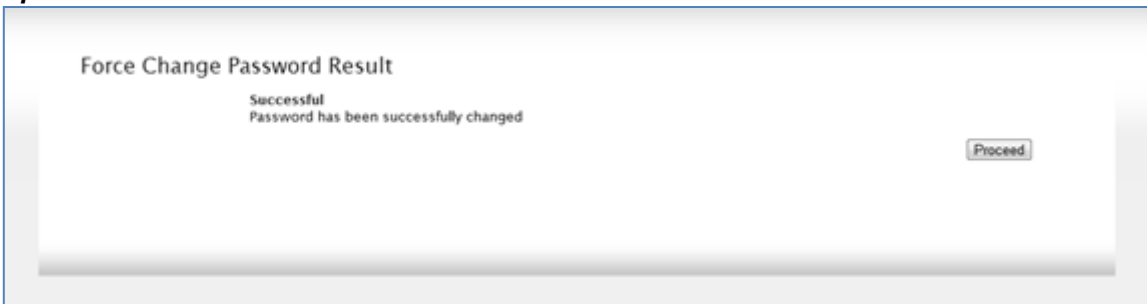


The screenshot shows a web form titled "Force Change Password". It contains three input fields labeled "Old Password:", "New Password:", and "Confirm Password:". To the right of these fields is a "Change" button.

Figure 2 – Force Change Password Screen

1. User fills in the Old Password, New Password and Confirm Password fields and clicks on the “Change” button.
2. IBAM validates Old Password and save the New Password to IB Database and display the result screen to the user, see Step 3

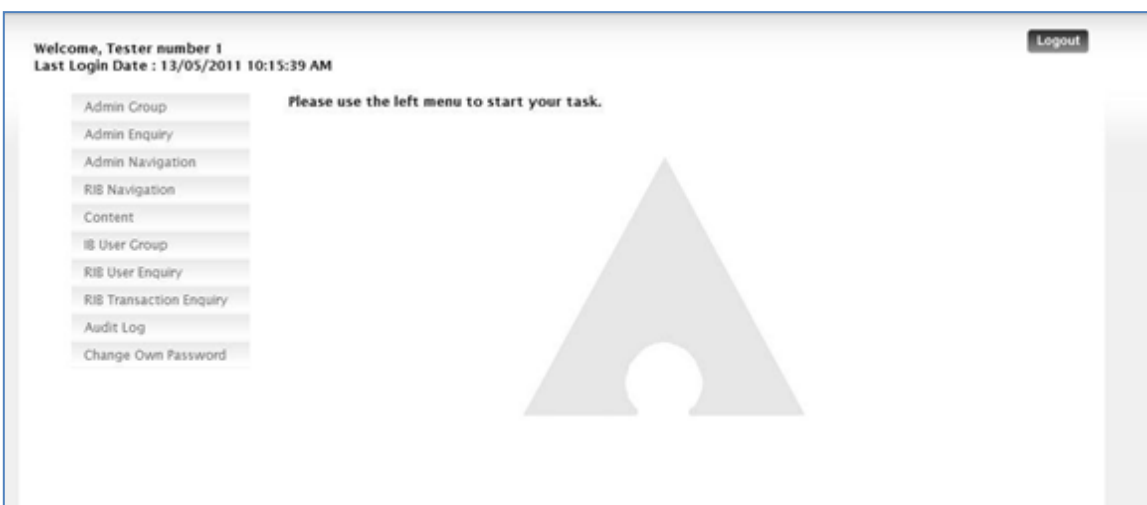
Step 3



The screenshot shows a web form titled "Force Change Password Result". It displays a success message: "Successful Password has been successfully changed". To the right of the message is a "Proceed" button.

Figure 3 – Force Change Password Result Screen

1. User click on the “Proceed” button to go to the welcome page below:-



The screenshot shows a welcome screen. At the top left, it says "Welcome, Tester number 1" and "Last Login Date : 13/05/2011 10:15:39 AM". At the top right is a "Logout" button. Below the header, there is a list of menu items on the left: "Admin Group", "Admin Enquiry", "Admin Navigation", "RIB Navigation", "Content", "IB User Group", "RIB User Enquiry", "RIB Transaction Enquiry", "Audit Log", and "Change Own Password". In the center, there is a message: "Please use the left menu to start your task." Below the message is a large, faint watermark of the Agro Bank logo.

Figure 4 – Welcome Screen

4 User administration

4.1 Managing administrator group

4.1.1 Administrator Group Access Matrix

Below is the Admin Group Access Matrix:-

Access marked with [√] is the default access for Root ID.

No.	Function	Admin
1.	Admin Group	
	a. Edit/View	√
	b. View Only	
2.	Admin Enquiry	
	a. Edit/View	√
	b. View Only	
3.	Admin Navigation	
	a. Edit/View	√
	b. View Only	
4.	RIB Navigation	
	a. Edit/View	√
	b. View Only	
5.	IB User Group	
	a. Edit/View	√
	b. View Only	
6.	RIB User Enquiry	
	a. Edit/View	√
	b. View Only	
7.	RIB Transaction Enquiry	
	a. Edit/View	√
	b. View Only	
8.	Audit Log	
	a. Edit/View	√
	b. View Only	
9.	Change Own Passwords	
	a. Edit/View	√
	b. View Only	
10.	Content	
	a. Edit/View	√
	b. View Only	
11.	Security Question	
	a. Edit/View	√
	b. View Only	

Table 1 – Administrator Group Access Matrix

4.1.2 Create administrator group

4.1.2.1 Features Description

This feature is to allow an authorized IBAM administrator to create a new admin group.

4.1.2.2 Process Flow

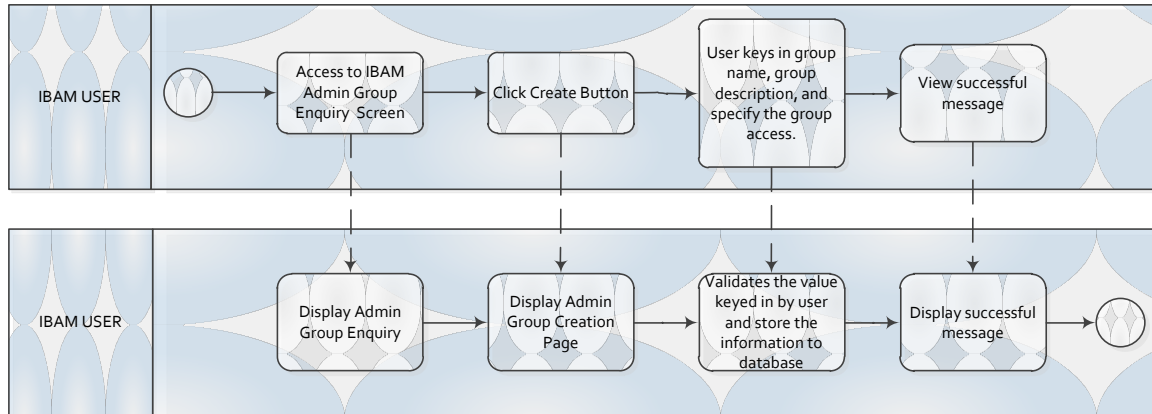


Diagram 3 – Create Administrator Group Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen.
3. User click on the Create button to make new admin group

Step 2:

1. IBAM display the admin group creation page
2. User keys in all the details and click on confirm button

Step 3:

1. IBAM saves the created Group Access Settings to IB Database and go to the result page.
2. User views the successful page creation for admin group

4.1.2.3 Screen Flow

Step 1:

Group ID	Group Name	Created By	Creation Date	Updated Date
24	testgrouping	msstester	18/01/2011 12:47:17 AM	19/01/2011 01:15:32 AM
22	testingadmin	msstester	18/01/2011 12:03:05 AM	18/01/2011 12:03:05 AM
25	testingdelete	usermssdelete002	18/01/2011 01:33:59 AM	18/01/2011 01:33:59 AM
27	test26	Tester number 1	07/02/2011 11:20:55 AM	07/02/2011 11:20:55 AM
19	Testing1	Tester number 1	05/01/2011 02:27:06 PM	05/01/2011 02:27:06 PM
28	NEW ADD GROUP		10/05/2011 09:53:05 PM	10/05/2011 09:53:05 PM
29	TESTER		10/05/2011 09:53:08 PM	10/05/2011 09:53:08 PM
8	Executive	Tester number 1	06/12/2010 04:52:27 PM	06/12/2010 04:52:27 PM
13	Admin	Tester number 1	20/12/2010 12:33:36 PM	13/05/2011 04:28:58 PM

Create

Figure 5 – Current IBAM Group Access List

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen and show the current admin group list.

3. User click on the Create button to make new admin group.

Step 2:

Step 1 of 2

Group Name:

Group Description:

Group Access:

- Admin Group (SSSSAGRP)
- RIB User Enquiry (SSRBUEHQ)
- Admin Enquiry (SSSSUENQ)
- RIB Navigation (SSRBNAVI)
- Admin Navigation (SSSSNAVI)
- Audit Log (SSSSALOG)
- Change Own Password (SSSSCPWD)
- Content (SSSSCONT)
- RIB Transaction Enquiry (SSRBTENQ)
- IB User Group (SSBBAGRP)

Figure 6 – Admin Group Creation Page

1. IBAM System shows the admin group creation page.
2. User keys in the group name, description, and the content that can be accessed/viewed inside their group.
3. User clicks confirm button.
4. All the information will be validated by the system and stored into database.

Step 3:

Step 2 of 2

Successful
Group has been successfully created

Figure 7 – Admin Group Successful Creation Page

1. IBAM System shows the successful message, stating that the group has been successfully created.

4.1.3 Edit administrator group

4.1.3.1 Features Description

This feature is to allow an authorized IBAM administrator to edit a created group.

4.1.3.2 Process Flow

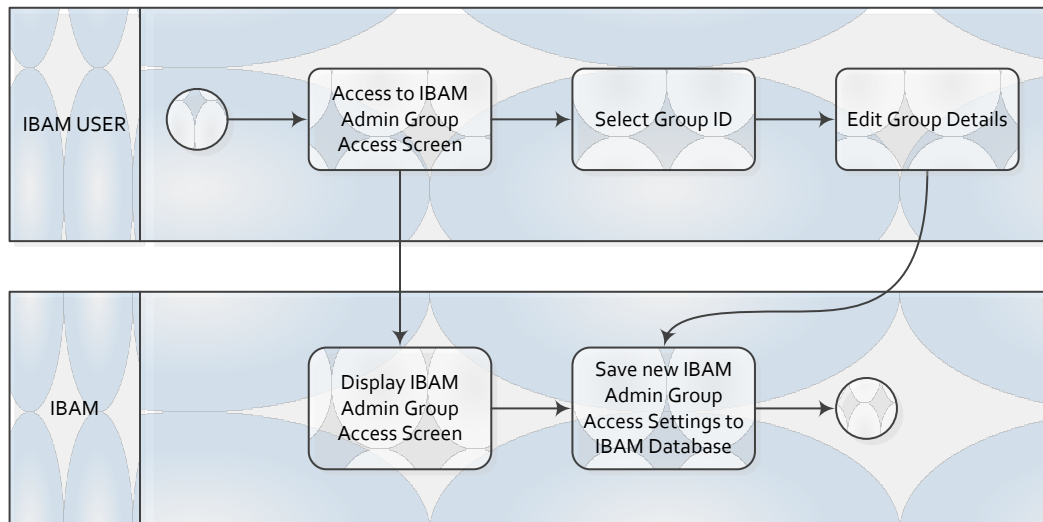


Diagram 4 – Edit Administrator Group Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen.
3. User click on the Edit button to make changes

Step 2:

1. IBAM display the edit screen.
2. User edits Group Access Settings and click on the Confirm button.

Step 3:

1. IBAM saves the edited Group Access Settings to IB Database and go to the result page.

4.1.3.3 Screen Flow

Step 1:

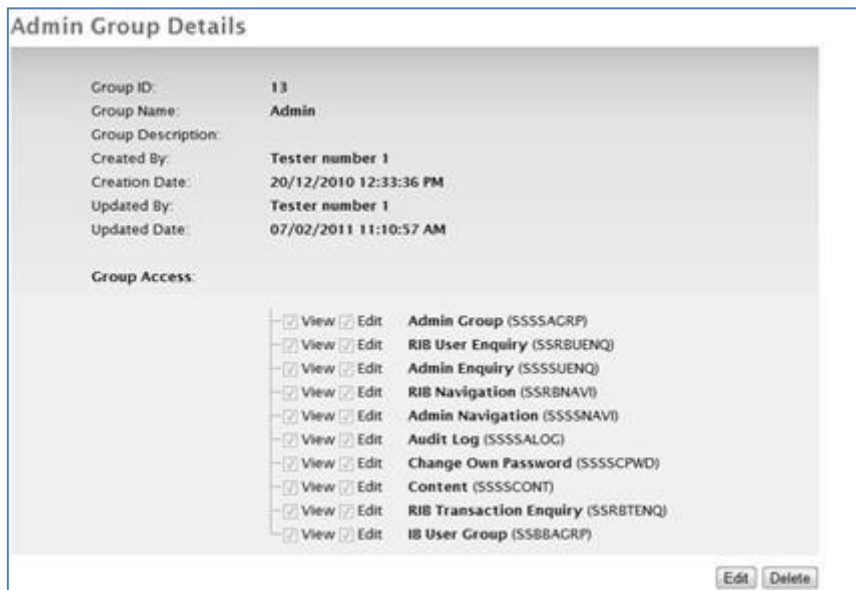


Figure 8 – Administrator Group Access Maintenance Screen

1. User can access to Admin Group Maintenance Screen by clicking on the “Admin Group” link on the left navigation menu.
2. IBAM display IBAM Admin Group Access Maintenance Screen.
3. User click on the “Edit” button to go to the edit page;

Step 2:

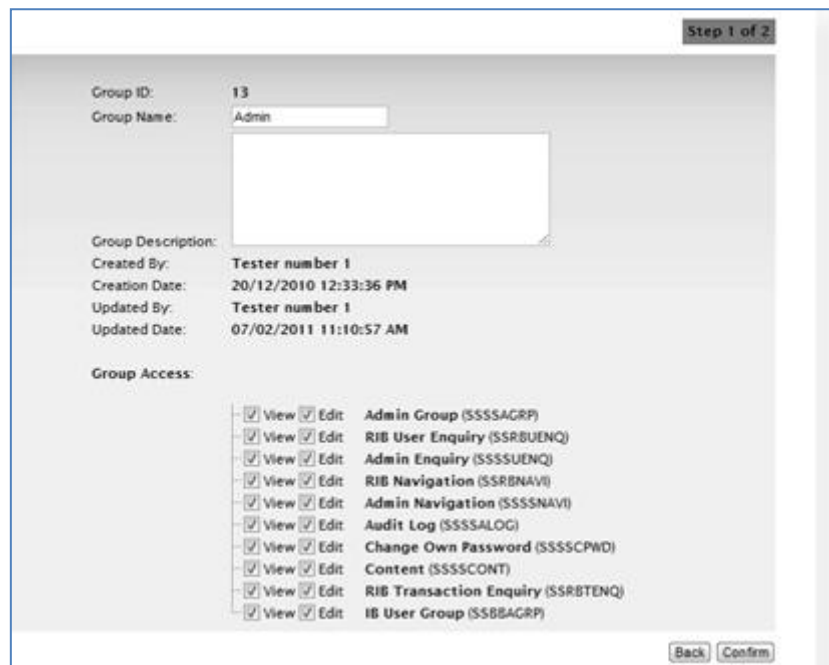


Figure 9 – Administrator Group Access Edit Screen

1. IBAM display Group Access Edit Screen.
2. User edits Admin Group Access Settings and clicked the “Confirm” button.

Step 3:

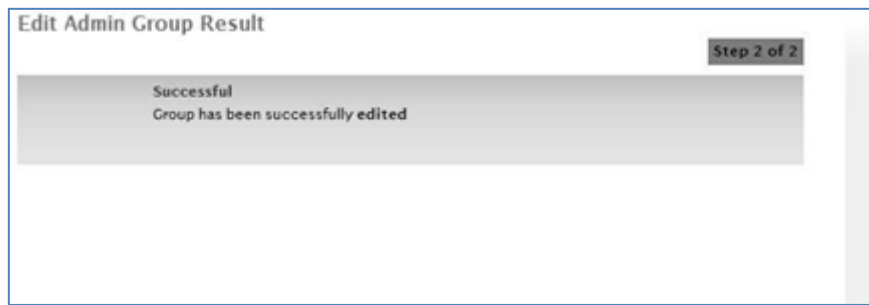


Figure 10 – Administrator Group Access Edit Result Screen

1. IBAM saves the edited Admin Group Access Settings to IB Database and display the result to the user.

4.2 Managing admin navigation

4.2.1 Features Description

Admin can use this feature to manage IBAM Side Navigation Menu Title and Description.

4.2.2 Viewing admin navigation

4.2.2.1 Process Flow

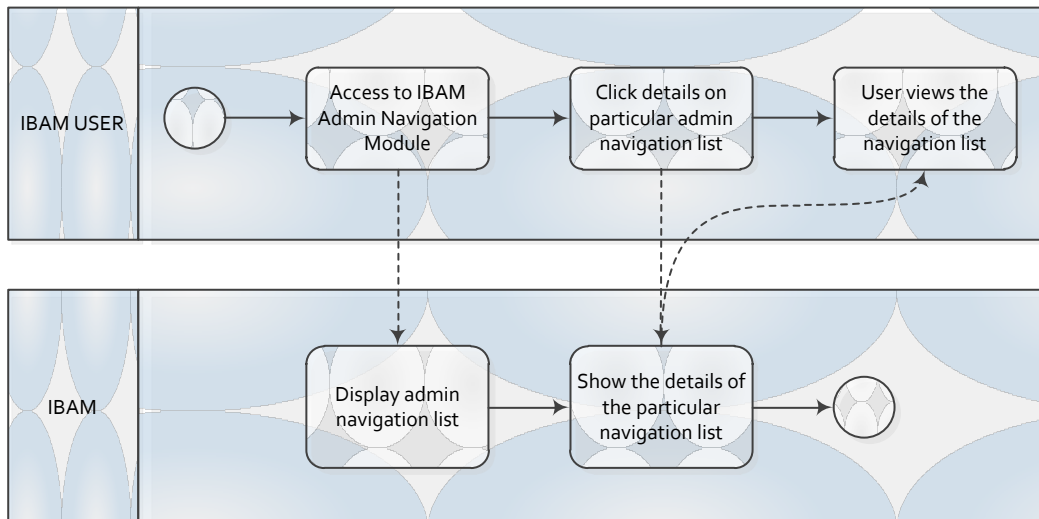


Diagram 5 – Admin Navigation Flow Diagram

4.2.2.2 Screen Flow

Step 1:

Services Maintenance		
Services		
Code	Name	Action
SSSSAGRP	Admin Group	Details Edit
SSRBUENQ	RIB User Enquiry	Details Edit
SSSSUENQ	Admin Enquiry	Details Edit
SSRBNAVI	RIB Navigation	Details Edit
SSSSNAVI	Admin Navigation	Details Edit
SSSSALOG	Audit Log	Details Edit
SSSSCPWD	Change Own Password	Details Edit
SSSSCONT	Content	Details Edit
SSRBTENQ	RIB Transaction Enquiry	Details Edit
SSBBAGRP	IB User Group	Details Edit

Figure 11 – Admin Navigation Screen

1. Admin user access the 'admin navigation' side menu.
2. IBAM System displays the list of service maintenance
3. User selects 'details' on the respecting service maintenance name/title.

Step 2:

Services Details	
Node ID:	7
Code:	SSSSAGRP
Name:	Admin Group
Description:	Group Access 1
Status:	Online
Updated By:	Tester number 1
Updated Date:	16/05/2011 11:11:28 AM

Figure 12 – Navigation Service Details

1. IBAM System displays the details of the system navigation

4.2.3 Editing admin navigation

4.2.3.1 Process Flow

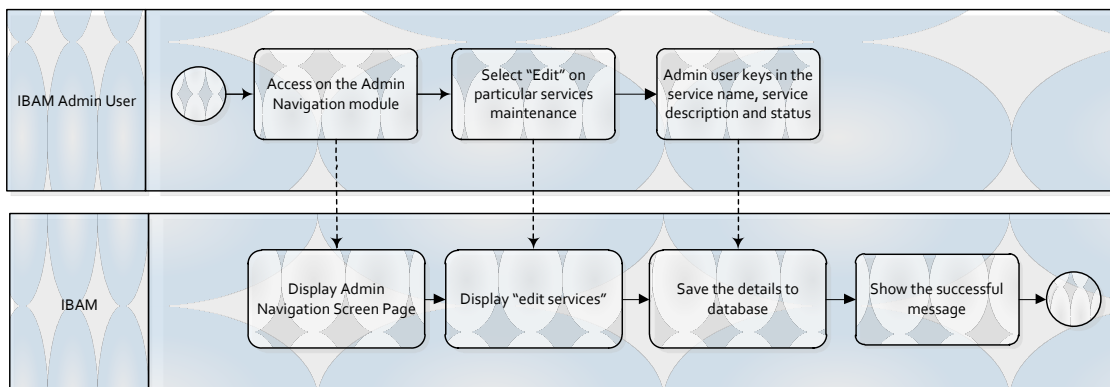


Diagram 6 – Editing Administrator Navigation Flow Diagram

Step 1:

1. IBAM User access Admin Navigation module.

2. IBAM System display Admin Navigation module.
3. IBAM user selects service maintenance category and select 'edit'.

Step 2:

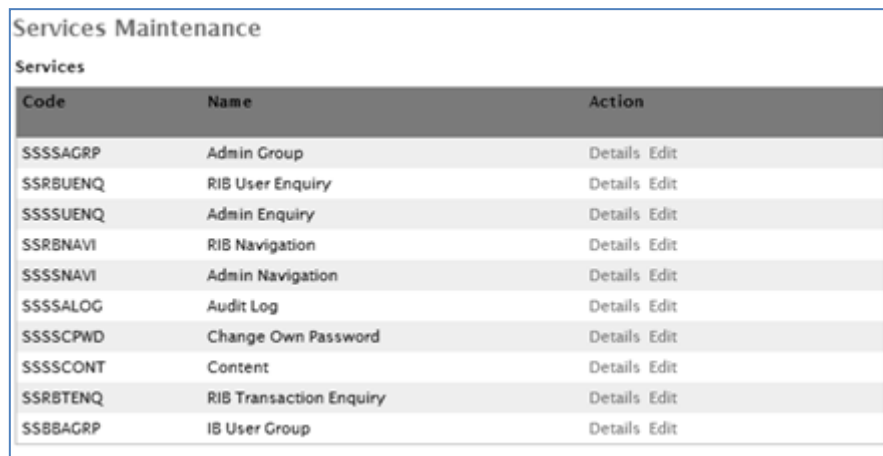
1. IBAM System displays 'edit services' page details
2. IBAM user keys in the service name, service description and status on the respecting module selected.
3. IBAM System saves the details edited to the database.

Step 3:

1. IBAM System displays the successful message regarding to the user action.
2. IBAM User views the messages.

4.2.3.2 Screen Flow

Step 1:

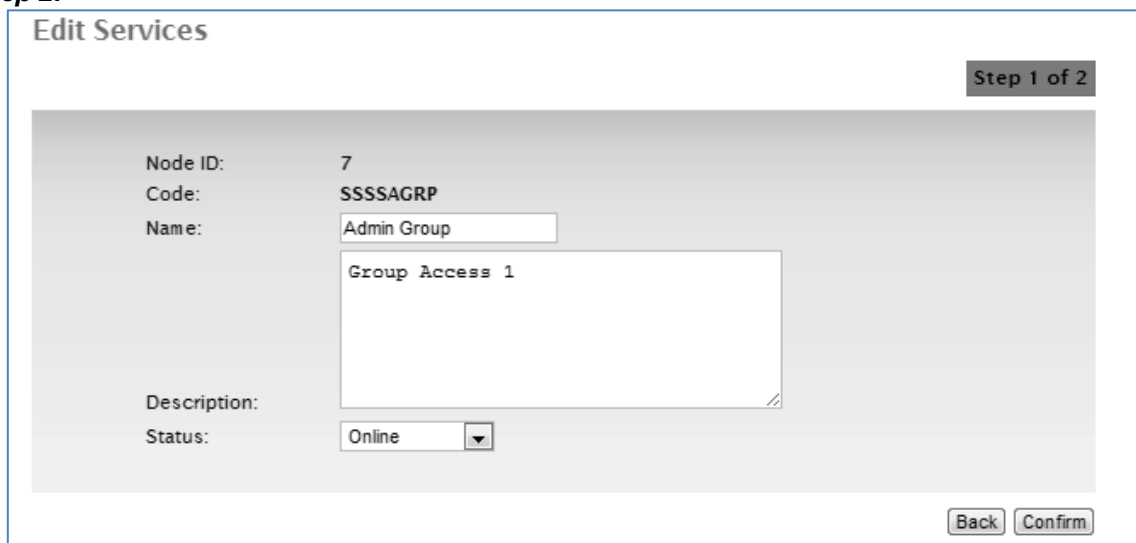


Services Maintenance		
Services		
Code	Name	Action
SSSSAGRP	Admin Group	Details Edit
SSRBUEQ	RIB User Enquiry	Details Edit
SSSSUENQ	Admin Enquiry	Details Edit
SSRBNAVI	RIB Navigation	Details Edit
SSSSNAVI	Admin Navigation	Details Edit
SSSSALOG	Audit Log	Details Edit
SSSSCPWD	Change Own Password	Details Edit
SSSSCONT	Content	Details Edit
SSRBTENQ	RIB Transaction Enquiry	Details Edit
SSBBAGRP	IB User Group	Details Edit

Figure 13 – Admin Navigation Screen

1. IBAM user access the 'admin navigation' side menu.
2. IBAM System displays the list of service maintenance
3. IBAM User selects 'edit' on the respecting service maintenance name/title.

Step 2:



Edit Services Step 1 of 2

Node ID: 7

Code: SSSSAGRP

Name:

Description:

Status:

Figure 14 – Admin Navigation Edit Screen

1. IBAM System displays the services editing screen page
2. IBAM user key in the service name, description and status

3. The IBAM user click on the 'confirm button' to save the changes.
4. Any changes made will be stored at the database.

Step 3:

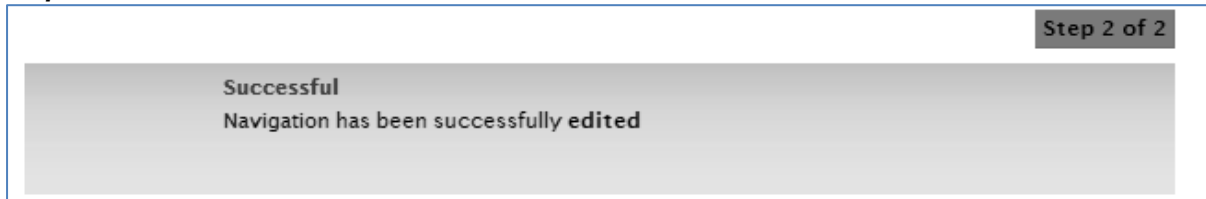


Figure 15 – Admin Navigation Edit Result

1. IBAM System shows that the 'navigation has been successfully edited'

4.3 Managing administrator

4.3.1 Create administrator

4.3.1.1 Features Description

This feature shall allow administrator to create admin user based on the created group.

4.3.1.2 Process Flow

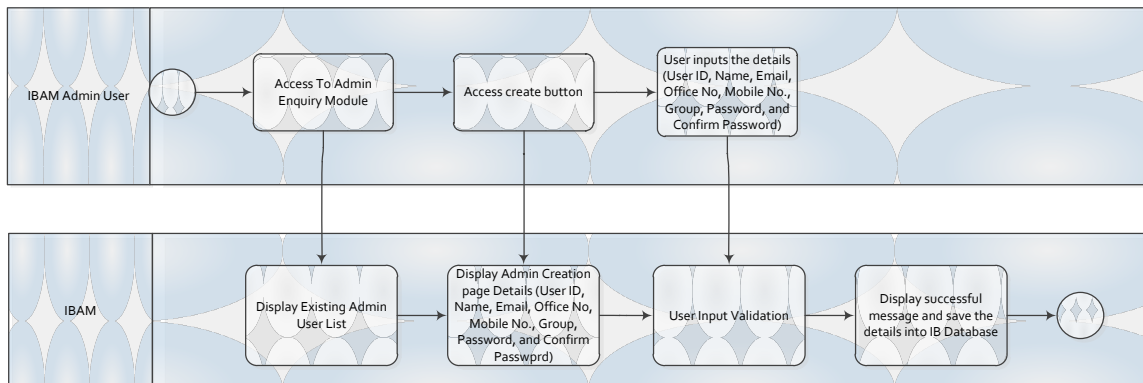


Figure 16 – Create Administrator Flow Diagram

There are 2 participants involved in this process which is Admin User and IBAM. The following are the steps to create a new IBAM user:

Step 1:

1. Administrator access to IBAM Creation Screen.
2. IBAM display User Creation Screen.
3. Administrator input new Administrator Details and clicks on Confirm button.

Step 2:

1. IBAM validate input details and save the new administrator to IB Database and go to the result page.

4.3.1.3 Screen Flow

Step 1

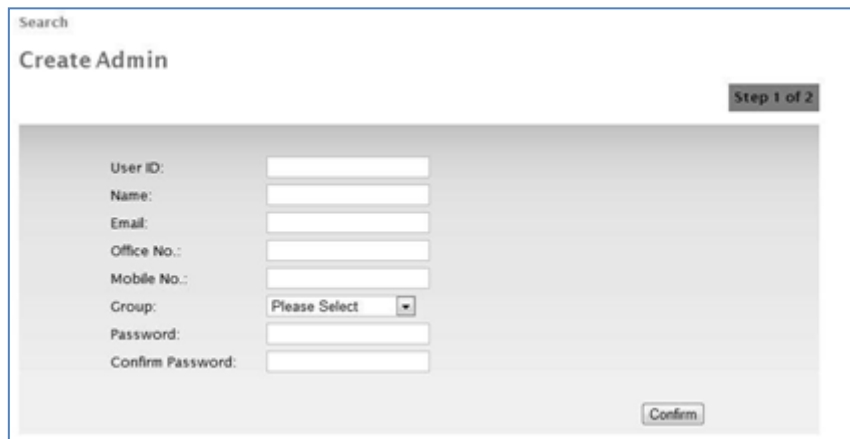


Figure 17 – Administrator Create Screen

1. Administrator can access to Admin Creation Screen by clicking on the “Admin enquiry” link at the left navigation menu followed by clicking the “Create” button.
2. On the Admin Enquiry Screen, input preferred User ID, Name, Password, Re-enter Password, select a Group, Email, Office No., Mobile No., and then click on the “Confirm” button.

Please to refer **Error! Reference source not found.** for the default settings of each group. Validation of User ID and password is based on the System Security Requirements table below.

System Security Requirements

Below table shows the requirement for the User ID and Password for AGROBANK:

User ID and Password Control	Minimum Requirements	Remark
1. User ID	Single or combination of numeric, alpha or alphanumeric.	The rule is not parameterized.
2. Maximum password expiration	90 days system must force change	System wide support and can be parameterized via configuration file
3. Minimum password length	8 characters minimum	This is standard feature.
4. Maximum failed log-in attempts	3 times Maximum attempts after which the User ID must be locked out (disabled)	The number of times of maximum attempts can be parameterized via configuration file. If the user ID is locked, the user required to send a request to administrator to change the User Status back to “Normal”. The IBAM will not force the user to change password upon user login.
5. Inactive/Dormant ID for more than 30 days	User ID is disabled by system	The number of days can be parameterized via configuration file.
6. Duplicate password control	For a minimum of 6 generations, same passwords cannot be repeated	The number of generations can be parameterized via configuration file.

User ID and Password Control	Minimum Requirements	Remark
7. Last sign on information display	Preferably system to display the last sign on information to user upon sign on to system	This is standard feature.
8. First time sign on password must be forced change	First time sign on-user must be forced to change the defaulted passwords	This is standard feature.
9. Changing of passwords by user	Users may change their passwords at anytime they wish	This is standard feature.
10. Passwords composition	Must be combination of alphanumeric, special characters, lower/upper case (if possible)	This is standard feature. The password must be combination of at least 1 alphabet and 1 numeric value and case sensitive.
11. Deletion of User IDs from application	User IDs that are obsolete must be able to be deleted (instead of just suspended) from the application	The same user id cannot be reuse even for deleted user. The deleted user will not show on user enquiry screen, but the deleted user record still stored in database.

Table 2 – System Security Requirements

Step 2:

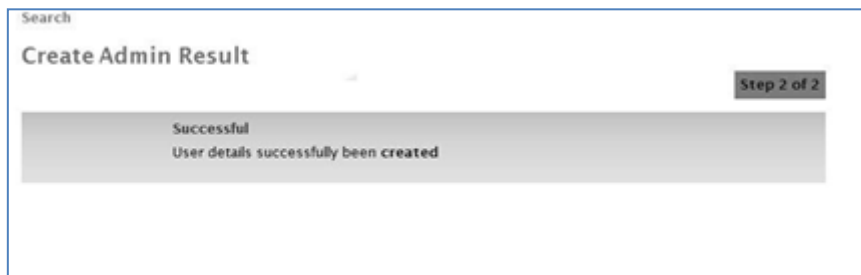


Figure 18 – Create Administrator Result Screen

1. IBAM validates user details, save the new user to IB Database and displays result page.

4.3.2 Edit administrator

4.3.2.1 Features Description

This feature shall allow administrator to edit and update an IBAM user details.

4.3.2.2 Process Flow

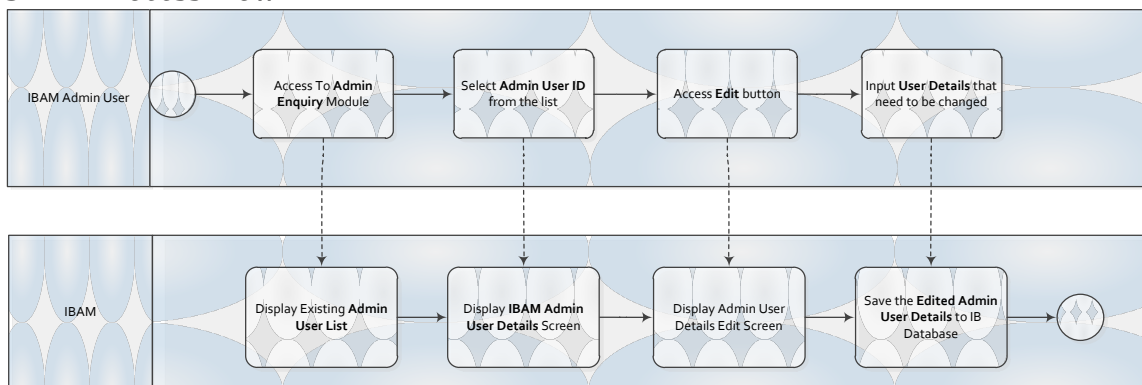


Diagram 7 – Edit Administrator Flow Diagram

There are 2 participants involved in this process which is Admin User and IBAM. The following are the steps to edit and update a user details:

Step 1:

1. Admin access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Admin select specific IBAM user from list.

Step 2:

1. IBAM display IBAM User Details Screen.
2. Admin click on the Edit button

Step 3:

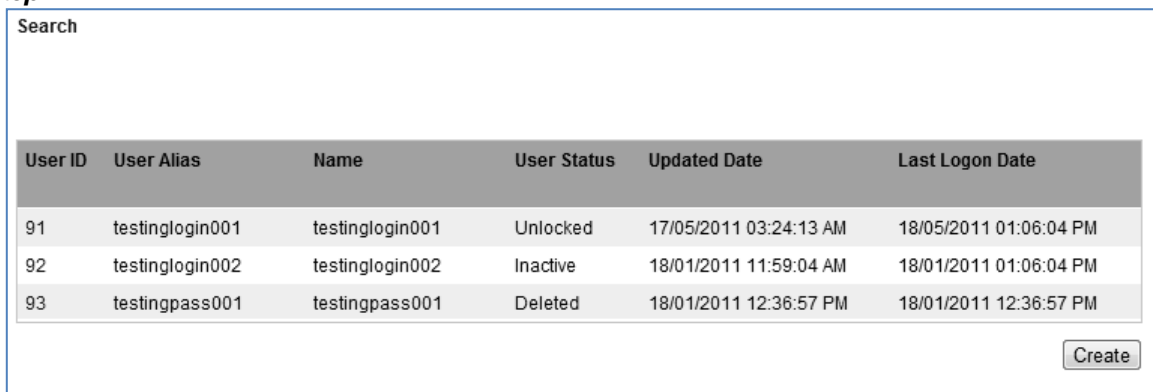
1. IBAM display IBAM User Details Edit Screen.
2. Admin modifying information and click on the Confirm button

Step 4:

1. IBAM saves the edited details to IB Database
2. IBAM display the result screen

4.3.2.3 Screen Flow

Step 1



The screenshot shows a web interface with a search bar at the top left. Below it is a table with the following data:

User ID	User Alias	Name	User Status	Updated Date	Last Logon Date
91	testinglogin001	testinglogin001	Unlocked	17/05/2011 03:24:13 AM	18/05/2011 01:06:04 PM
92	testinglogin002	testinglogin002	Inactive	18/01/2011 11:59:04 AM	18/01/2011 01:06:04 PM
93	testingpass001	testingpass001	Deleted	18/01/2011 12:36:57 PM	18/01/2011 12:36:57 PM

At the bottom right of the table area, there is a button labeled "Create".

Figure 19 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. Admin Enquiry Screen will be shown.
3. IBAM User can select a specific user from the list on the screen.

Step 2

User ID:	91
User Alias:	testinglogin001
Name:	testinglogin001
Office No.:	213
Mobile No.:	123
Email:	a@..com
Group:	Admin
User Status:	Normal
User Force Reset:	Disabled
Last Login Date:	18/01/2011 10:56:36 AM
Created By:	msstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	13/05/2011 03:45:16 PM

Figure 20 – Administrator Enquiry Details Screen

- Admin Details Screen of the IBAM User ID will be shown. Admin can clicks on the “Edit” button to access the IBAM User Details Edit Screen.

Step 3

User ID:	91
User Alias:	testinglogin001
Name:	<input type="text" value="testinglogin001"/>
Office No.:	<input type="text" value="213"/>
Mobile No.:	<input type="text" value="123"/>
Email:	<input type="text" value="a@..com"/>
Group:	<input type="text" value="Admin"/>
Created By:	msstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	13/05/2011 03:45:16 PM

Figure 21 – Administrator Details Edit Screen

- IBAM display IBAM User Details Edit Screen.
- Admin edits details and clicks on the “Confirm” button.

The list of supported user status is as following:

Status	Description
Normal	IB Services is available for the user
Locked	User account will be locked after the user perform invalid operation like failed to login more than 3 attempts
Suspended	User account is suspended from using IB. The “Suspend” status can change to “Normal” status by IBAM Administrator manually. User account can only be suspended manually by IBAM Administrator

Step 4:

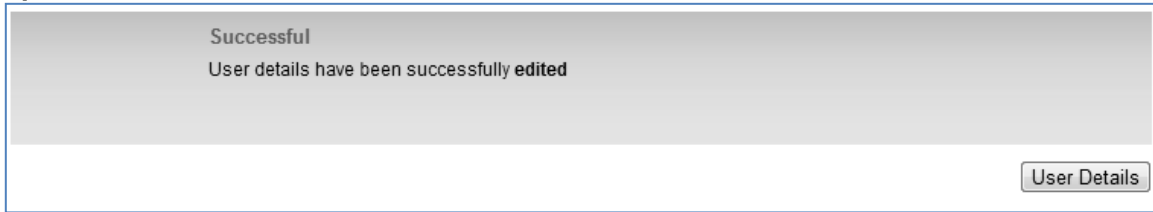


Figure 22 – Administrator Details Edit Result Screen

1. IBAM updates the edited details to IB Database and display the result to the IBAM user.

4.3.3 Delete administrator

4.3.3.1 Features Description

This feature allow administrator to delete an administrator from IBAM. All users are logically deleted (mark as deleted), the deleted administrator record(s) still remain in the IB database.

4.3.3.2 Process Flow

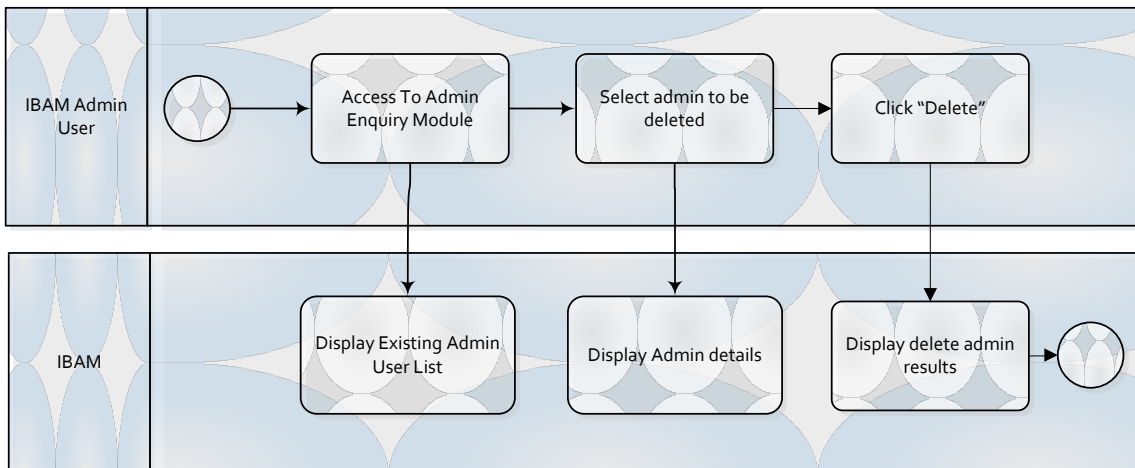


Diagram 8 – Delete Administrator Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps to delete an administrator:

Step 1:

1. Administrator access to User Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Administrator selects IBAM user to be deleted.
4. IBAM display IBAM user details page.

Step 2:

1. Administrator clicks on “Delete” button.

Step 3:

1. IBAM deletes the selected user(s) from IB Database and go to the result page.

4.3.3.3 Screen Flow

Step 1:

Search

User ID	User Alias	Name	User Status	Updated Date	Last Logon Date
91	testinglogin001	testinglogin001	Unlocked	17/05/2011 03:24:13 AM	18/05/2011 01:06:04 PM
92	testinglogin002	testinglogin002	Inactive	18/01/2011 11:59:04 AM	18/01/2011 01:06:04 PM
93	testingpass001	testingpass001	Deleted	18/01/2011 12:36:57 PM	18/01/2011 12:36:57 PM

Figure 23 – Administrator Enquiry Screen

1. Admin access to User Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Admin selects IBAM user's link to be deleted.
4. IBAM display IBAM user details page.

Step 2:

User ID:	91
User Alias:	testinglogin001
Name:	testinglogin001
Office No.:	213
Mobile No.:	123
Email:	a@..com
Group:	Admin
User Status:	Normal
User Force Reset:	Disabled
Last Login Date:	18/01/2011 10:56:36 AM
Created By:	msstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	13/05/2011 03:45:16 PM

Figure 24 – Administrator Enquiry Details Screen

1. Admin clicks on the delete button.

Step 3:

<p>Successful</p> <p>User have been successfully deleted.</p>

Figure 25 – Delete Administrator Result Screen

1. IBAM deletes the selected admin from IB Database and go to result page as above.

4.3.4 Reset Administrator Password

4.3.4.1 Features Description

This feature will allow an authorized IBAM user to reset another IBAM user password when he/she forgot the login password in order for the user to regain access to IBAM.

4.3.4.2 Process Flow

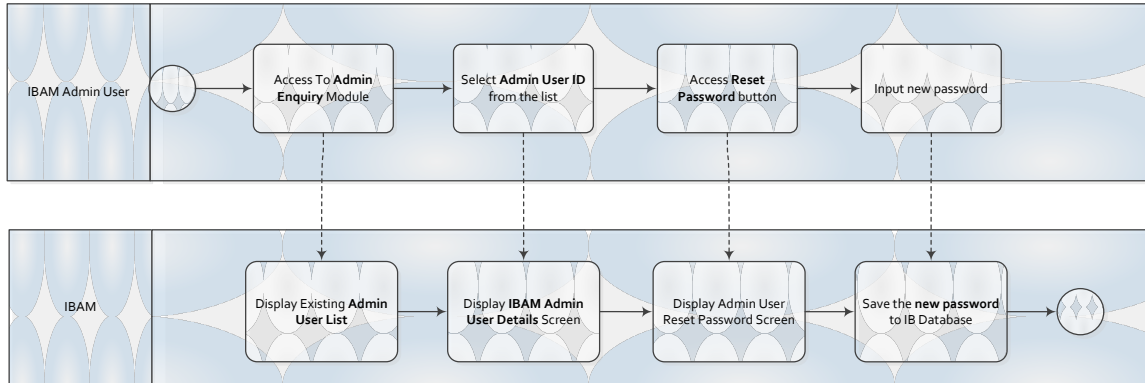


Diagram 9 – Reset Administrator Password Flow Diagram

4.3.4.3 Screen Flow

Step 1:

User ID	User Alias	Name	User Status	Updated Date	Last Logon Date
91	testinglogin001	testinglogin001	Unlocked	17/05/2011 03:24:13 AM	18/05/2011 01:06:04 PM
92	testinglogin002	testinglogin002	Inactive	18/01/2011 11:59:04 AM	18/01/2011 01:06:04 PM
93	testingpass001	testingpass001	Deleted	18/01/2011 12:36:57 PM	18/01/2011 12:36:57 PM

Figure 26 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:

User ID:	91
User Alias:	testinglogin001
Name:	testinglogin001
Office No.:	213
Mobile No.:	123
Email:	a@..com
Group:	Admin
User Status:	Unlocked
User Force Reset:	Enabled
Last Login Date:	18/01/2011 10:56:36 AM
Created By:	msstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	17/05/2011 03:24:13 AM

Figure 27 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected User ID
2. IBAM User click on the “Reset Password” button

Step 3:

User ID:	91
Name:	testinglogin001
User Alias:	testinglogin001
User Status:	Normal
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Figure 28 – Reset Password Screen

1. IBAM display Reset Password Screen.
2. IBAM User input New Password and Confirm Password and click on the “Confirm” button.

Step 4:

Successful

Password has been successfully reset

Figure 29 – Reset Password Result Screen

1. IBAM saves the new password to IB Database.
2. IBAM saves the new password to IB Database and display the result to the user
3. IBAM will force user to change password upon login.

4.3.5 Suspend Administrator

4.3.5.1 Features Description

This feature will allow an authorized IBAM user to suspend another IBAM user.

4.3.5.2 Process Flow

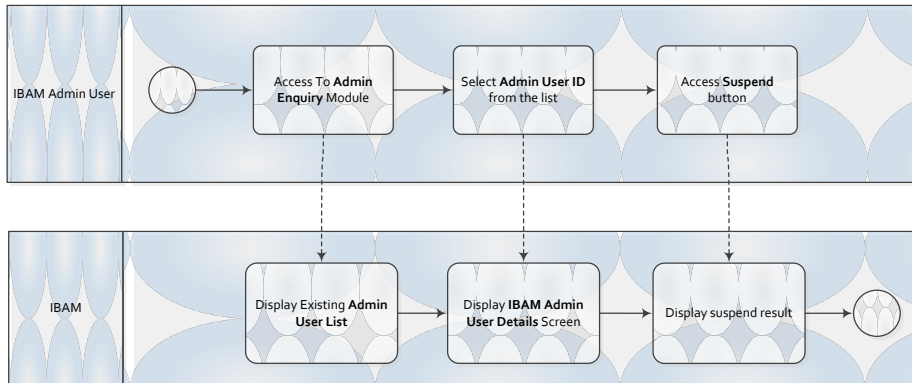


Diagram 10 – Suspend Administrator Flow Diagram

There are 2 participants involved in this process which is IBAM user and IBAM. The following are the steps:

Step 1:

1. IBAM User access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. IBAM User click on a USER ID

Step 2:

1. IBAM display Admin Details Screen.
2. IBAM User click on Suspend button

Step 3:

1. IBAM saves the new password to IB Database
2. IBAM display the result screen

4.3.5.3 Screen Flow

Step 1:

User ID	User Alias	Name	User Status	Updated Date	Last Logon Date
91	testinglogin001	testinglogin001	Unlocked	17/05/2011 03:24:13 AM	18/05/2011 01:06:04 PM
92	testinglogin002	testinglogin002	Inactive	18/01/2011 11:59:04 AM	18/01/2011 01:06:04 PM
93	testingpass001	testingpass001	Deleted	18/01/2011 12:36:57 PM	18/01/2011 12:36:57 PM

Figure 30 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:

User ID:	91
User Alias:	testinglogin001
Name:	testinglogin001
Office No.:	213
Mobile No.:	123
Email:	a@..com
Group:	Admin
User Status:	Normal
User Force Reset:	Disabled
Last Login Date:	18/01/2011 10:56:36 AM
Created By:	msstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	13/05/2011 03:45:16 PM

Figure 31 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected User ID
2. IBAM User click on the “Suspend” button

Step 3:

Successful
User have been successfully suspended

Figure 32 – Suspend Result Screen

1. IBAM saves the new Admin status to IB Database and display result.

4.3.6 Activate Administrator

4.3.6.1 Features Description

This feature will allow an authorized IBAM user to activate another suspended admin.

4.3.6.2 Process Flow

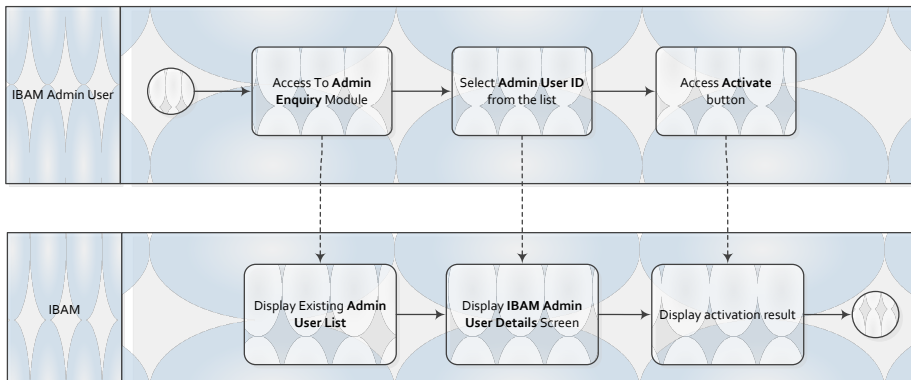


Diagram 11 – Activate Administrator Flow Diagram

There are 2 participants involved in this process which is IBAM user and IBAM. The following are the steps:

Step 1:

1. IBAM User access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. IBAM User click on a USER ID

Step 2:

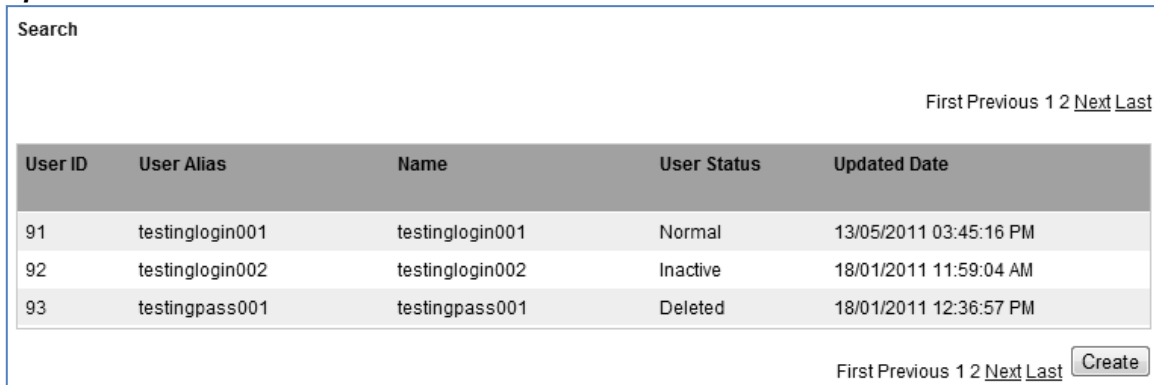
1. IBAM display Admin Details Screen.
2. IBAM User clicks on the Activate button to activate suspended user.

Step 3:

1. IBAM saves the new user status to IB Database
2. IBAM display the result screen

4.3.6.3 Screen Flow

Step 1:



Search

First Previous 1 2 Next Last

User ID	User Alias	Name	User Status	Updated Date
91	testinglogin001	testinglogin001	Normal	13/05/2011 03:45:16 PM
92	testinglogin002	testinglogin002	Inactive	18/01/2011 11:59:04 AM
93	testingpass001	testingpass001	Deleted	18/01/2011 12:36:57 PM

First Previous 1 2 Next Last

Figure 33 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:



User ID:	91
User Alias:	testinglogin001
Name:	testinglogin001
Office No.:	213
Mobile No.:	123
Email:	a@.com
Group:	Admin
User Status:	Suspended
User Force Reset:	Disabled
Last Login Date:	18/01/2011 10:56:36 AM
Created By:	mstester
Updated By:	Tester number 1
Creation Date:	18/01/2011 10:54:44 AM
Updated Date:	17/05/2011 03:20:40 AM

Figure 34 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected suspended User ID
2. IBAM User clicks on the “Activate” button on suspended user.

Step 3:

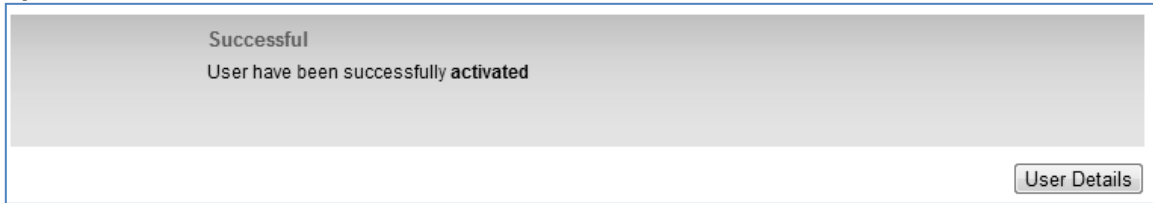


Figure 35 – Activation Result Screen

1. IBAM saves the new user status to IB Database
2. IBAM display the result screen

4.4 Viewing Audit Log

4.4.1 Features Description

This feature allows authorized IBAM User to view the audit log that tracking IBAM user activities.

4.4.2 Process Flow

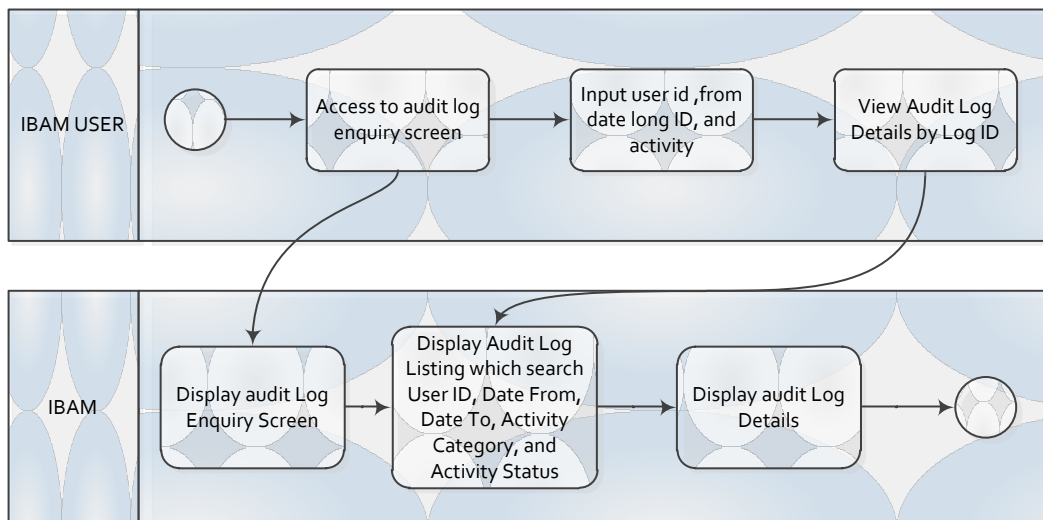


Diagram 12 – View Audit Log Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

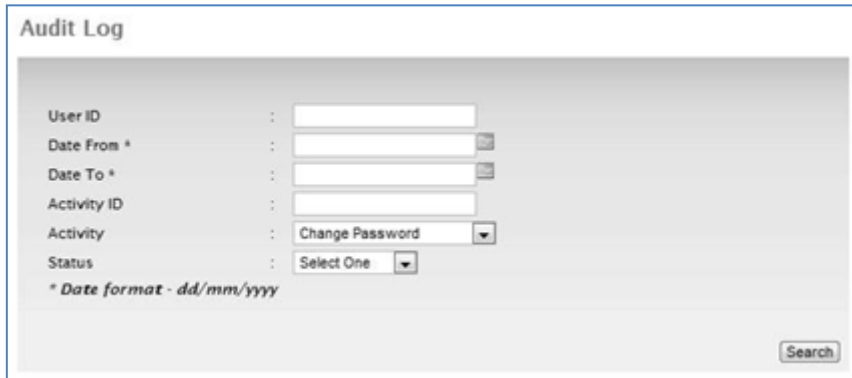
1. Admin access to Audit Log Enquiry Screen.
2. IBAM display Audit Log Enquiry Screen.
3. Admin may input User ID. From Date, To Date and Activity.
4. IBAM display Audit Log Listing which search by User ID. From Date, To Date and Activity.
5. Admin view Audit Log Details by Log ID.

Step 2:

1. IBAM display Audit Log Details.

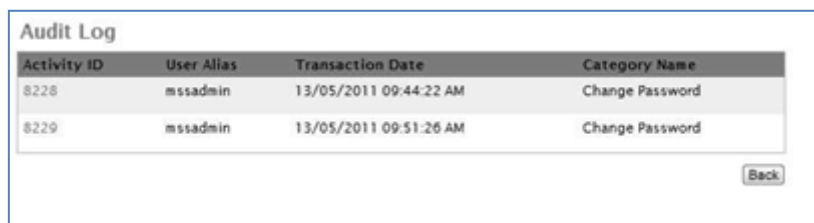
4.4.3 Screen Flow

Step 1:



The screenshot shows the 'Audit Log' enquiry screen. It features several input fields for filtering: 'User ID', 'Date From', 'Date To', 'Activity ID', 'Activity' (with a dropdown menu set to 'Change Password'), and 'Status' (with a dropdown menu set to 'Select One'). A note below the fields states '* Date format - dd/mm/yyyy'. A 'Search' button is located at the bottom right of the form area.

Figure 36 – Audit Log Enquiry Screen



The screenshot shows the 'Audit Log' enquiry result screen. It displays a table with the following data:

Activity ID	User Alias	Transaction Date	Category Name
8228	mssadmin	13/05/2011 09:44:22 AM	Change Password
8229	mssadmin	13/05/2011 09:51:26 AM	Change Password

A 'Back' button is located at the bottom right of the table.

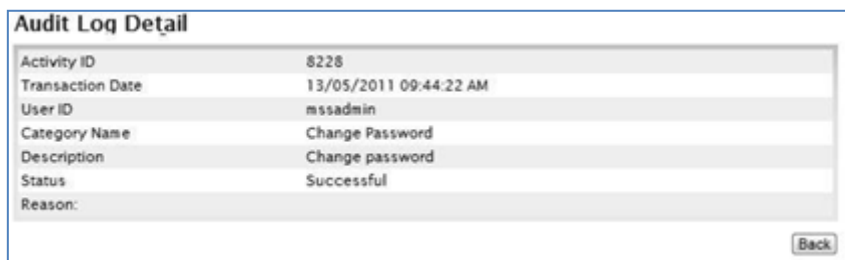
Figure 37 – Audit Log Enquiry Result Screen

1. Admin can access to Audit Log Screen by clicking on the “Audit Log” link on the left navigation menu
2. IBAM display Audit Log Enquiry Screen.
3. Admin may input :-
 - User ID
 - From Date
 - To Date
 - Activity ID
 - Activity Type
 - Status

The search/filter mechanism working as OR case, which means all items above are optional

4. Clicked “Search” button.
5. IBAM display Audit Log Listing which search based on the filter selected, or latest 15 transactions/logs if no filter selected.
6. User can view Audit Log Details by select the Activity ID.

Step2:



The screenshot shows the 'Audit Log Detail' screen. It displays the following details for a specific activity:

Activity ID	8228
Transaction Date	13/05/2011 09:44:22 AM
User ID	mssadmin
Category Name	Change Password
Description	Change password
Status	Successful
Reason:	

A 'Back' button is located at the bottom right of the detail view.

Figure 38 – Audit Log Details Screen

1. IBAM display Audit Log Details

5 Service administration

5.1 Managing IB User Group

5.1.1 Create IB User Group

5.1.1.1 Features Description

IBAM System allows grouping of customers through access control matrix.

5.1.1.2 Process Flow

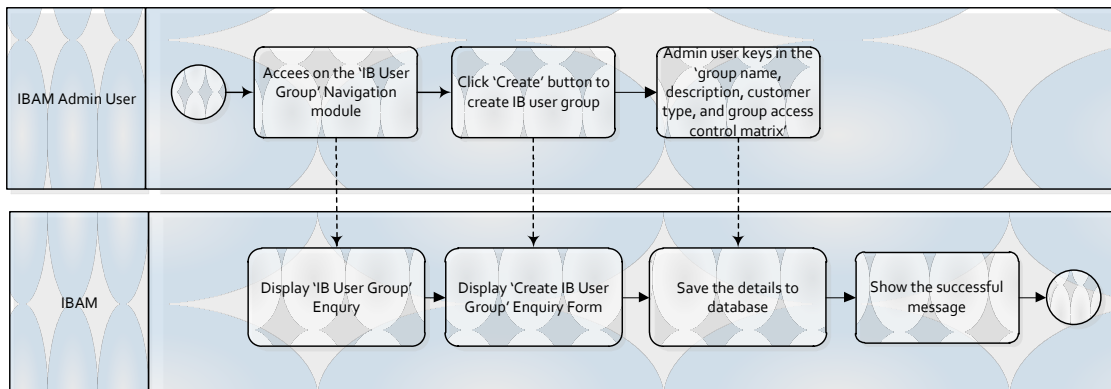


Diagram 13 – IB User Group Creation Flow Diagram

5.1.1.3 Screen Flow

Step 1:

IB User Group Enquiry				
Group ID	Group Name	Created By	Creation Date	Updated Date
1	RIB Group	Tester number 1	05/12/2010 05:56:10 PM	07/02/2011 04:16:29 PM
2	BIB Group	usermssdelete002	15/12/2010 11:36:10 AM	18/01/2011 02:27:50 AM

Figure 39 – IB User Group Enquiry

1. IBAM user gains access on the IB User Group module.
2. IBAM System displays the existing IB User Group Enquiry Screen.
3. IBAM user clicks on the 'create' button to create new 'IB User Group'.

Step 2:

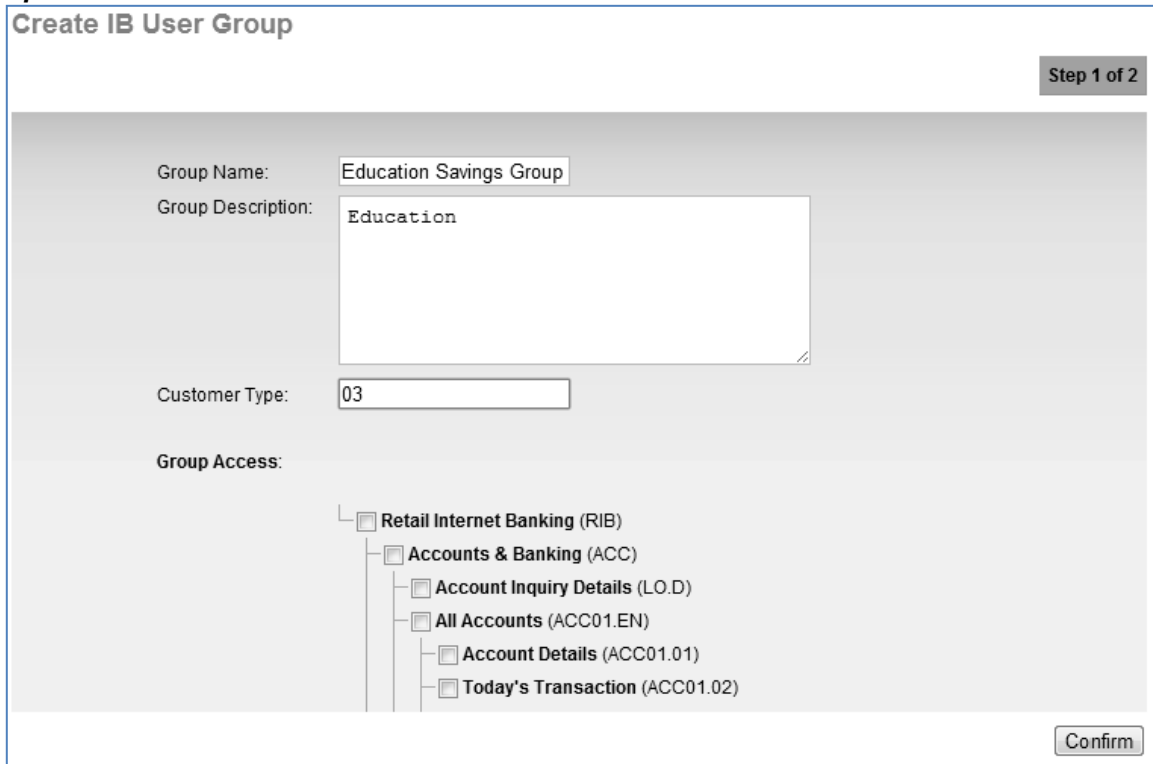


Figure 40 – IB User Group Access Control Matrix Creation

1. IBAM System shows the 'IB User Group Creation' enquiry screen.
2. IBAM user keys in the preferred 'group name, description, customer type, and group access control matrix.
3. IBAM user clicks on the 'confirm' button.
4. IBAM System will store the information and save them inside the database.

Step 3:

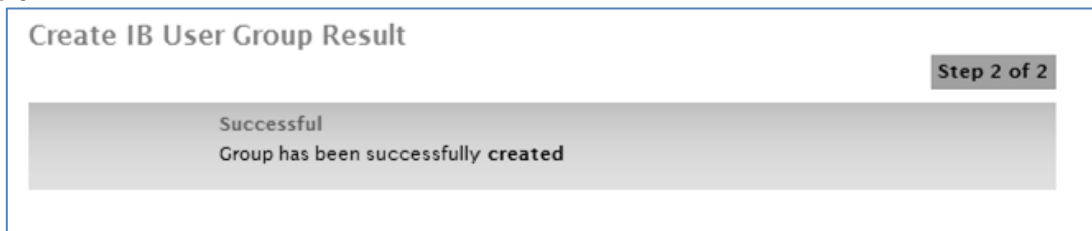


Figure 41 – IB User Group Creation Result

1. IBAM System will show the successful message.

5.1.2 Edit IB User Group

5.1.2.1 Features Description

IBAM System allows editing defined access control matrix for Retail Internet Banking customers

5.1.2.2 Process Flow

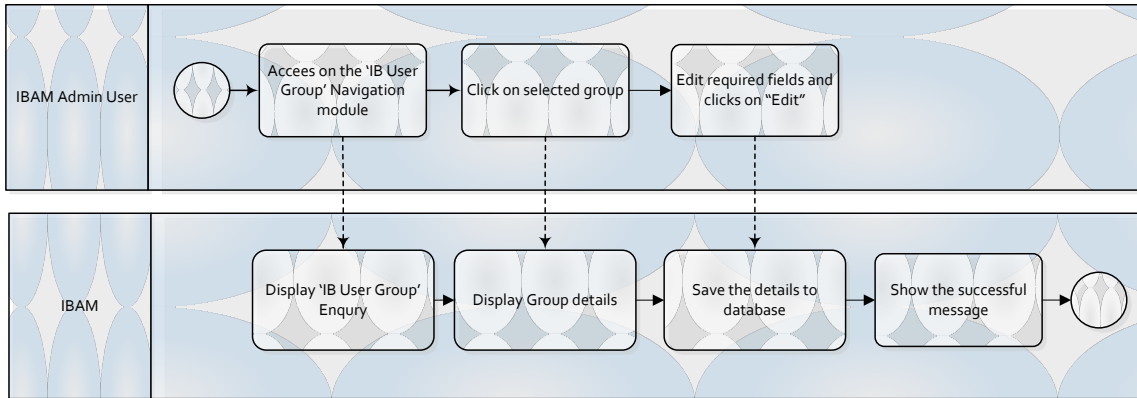


Diagram 14 – IB User Group Editing Flow Diagram

5.1.2.3 Screen Flow

Step 1:

IB User Group Enquiry				
Group ID	Group Name	Created By	Creation Date	Updated Date
14	Education Savings Group	Tester number 1	16/05/2011 03:37:55 PM	16/05/2011 03:41:37 PM
1	RIB Group	Tester number 1	05/12/2010 05:56:10 PM	07/02/2011 04:16:29 PM
2	BIB Group	usermssdelete002	15/12/2010 11:36:10 AM	18/01/2011 02:27:50 AM

Figure 42 – IB User Group Enquiry Screen

1. IBAM user gains access on 'IB User Group' Screen.
2. IBAM System displays the list of the existing IB User Group Enquiry.
3. IBAM user selects the 'Group ID' to be modified.

Step 2:

IB User Group Detail

Group ID:	14
Customer Type:	ST
Group Name:	Education Savings Group
Group Description:	Aggrobank Savings for Student Plan
Created By:	Tester number 1
Creation Date:	16/05/2011 03:37:55 PM
Updated By:	Tester number 1
Updated Date:	16/05/2011 03:41:37 PM

Group Access:

- View Edit Retail Internet Banking (RIB)
 - View Edit Accounts & Banking (ACC)
 - View Edit Account Inquiry Details (LO.D)
 - View Edit All Accounts (ACC01.EN)
 - View Edit Account Details (ACC01.01)
 - View Edit Today's Transaction (ACC01.02)
 - View Edit Transaction History (ACC01.03)

Figure 43 – IB User Group Access Control Matrix Details

1. IBAM System shows the detail of the existing 'group access matrix'.
2. IBAM User clicks on the 'edit' button.

Step 3:

Edit IB User Group

Step 1 of 2

Group ID:	14
Customer Type:	ST
Group Name:	<input type="text" value="Education Savings Group"/>
Group Description:	<input style="width: 100%; height: 40px;" type="text" value="Aggrobank Savings for Student Plan"/>
Created By:	Tester number 1
Creation Date:	16/05/2011 03:37:55 PM
Updated By:	Tester number 1
Updated Date:	16/05/2011 03:41:37 PM

Group Access:

- View Edit Retail Internet Banking (RIB)
 - View Edit Accounts & Banking (ACC)
 - View Edit Account Inquiry Details (LO.D)

Figure 44 – IB User Group Access Control Matrix Edit

1. IBAM System shows the 'User Group' page that is ready to be edited.
2. IBAM User makes necessary changes and clicks the 'confirm' button.
3. IBAM System stores the changes inside the database.

Step 4:

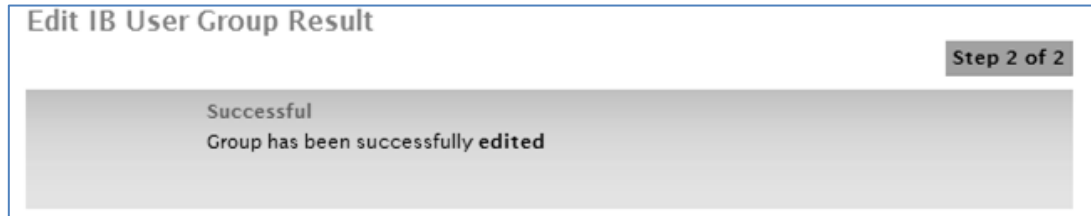


Figure 45 – IB User Group Access Control Matrix Successful Edit

1. IBAM System shows the successful message.

5.2 Managing RIB Navigation

5.2.1 Features Description

This feature allows IBAM user to edit the navigation menu that will be displayed in Retail Internet Banking

5.2.2 Process Flow

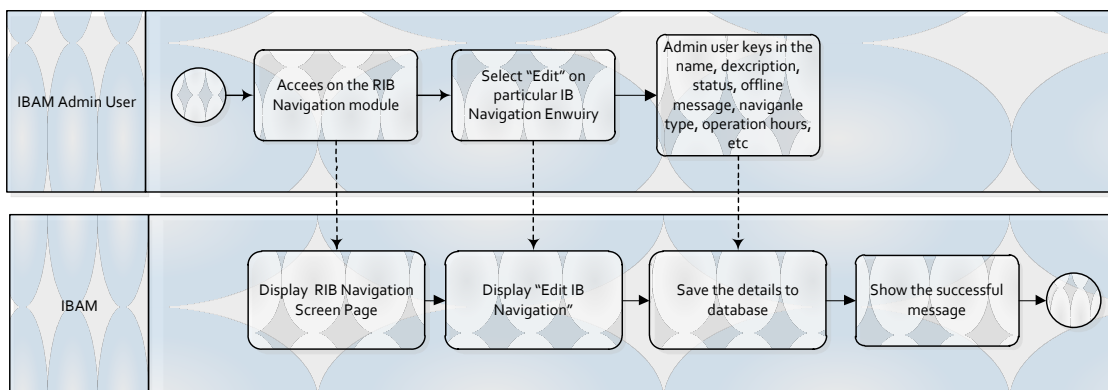


Diagram 15 – Editing RIB Navigation Flow Diagram

Step 1:

1. Admin User selects the 'RIB Navigation' module.
2. IBAM System shows the navigable service for Retail IB. In this case, the Retail Internet Banking is the root service of the IB module.
3. Admin user clicks on the Edit link.

Step 2:

1. IBAM System shows the IB navigation edit page.
2. User can edit the IB name, description, offline message on the corresponding status (online/offline), navigable option, operation hour, operation start and end time, weekend status, quick link, top menu display, and child link display.
3. User click on the 'confirm' button after the details had been completed.
4. IBAM System saves the changes on the database which result on the changes that will be occurred on the IB user system.

Step 3:

1. IBAM System shows the successful message.

5.2.3 Screen Flow

Step 1:



Figure 46 – RIB Navigation Enquiry Screen

1. Admin User selects the 'RIB Navigation' module.
2. IBAM System shows the navigable service for Retail IB. In this case, the Retail Internet Banking is the root service of the IB module.
3. Admin user clicks on the Edit link.

Step 2:



Figure 47 – Edit RIB Navigation

1. IBAM System shows the IB navigation edit page.
2. User can edit the IB name, description, offline message on the corresponding status (online/offline), navigable option, operation hour, operation start and end time, weekend status, quick link, top menu display, and child link display.
3. User click on the 'confirm' button after the details had been completed.
4. IBAM System saves the changes on the database which result on the changes that will be occurred on the IB user system.

Step 3:

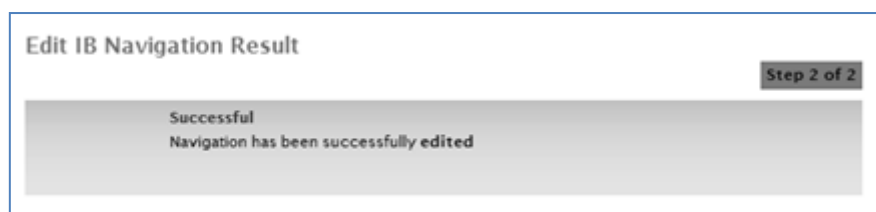


Figure 48 – Edit RIB Navigation Result

1. IBAM System shows the successful message.

5.2.4 Supported Services

Below is the list of the service inside RIB Navigation that is allowed to be customized:

- ❖ Retail Internet Banking
 - Accounts and Banking
 - All Accounts
 - Account Details
 - Today's Transaction
 - Transaction History
 - Online Transaction History
 - Bill Payment
 - Review Payment History & Future Payment
 - Make One-Off Payment
 - Make a Payment to A Favorite Payee
 - Manage My Favorite Payees
 - Transfer
 - Transfer History
 - Transfer History
 - Manage My Favorite Transfers
 - Favorite 3rd Party Account Transfer
 - Favorite Interbank GIRO Transfer
 - New 3rd party account transfer
 - New interbank GIRO transfer
 - Own account transfer
 - Fixed Deposit
 - Fixed Deposit Placement
 - Cheques
 - Check Book Re-Order
 - Utilities
 - Request TAC
 - Change Password
 - Change Security Question
 - Block ATM

5.3 Managing RIB User

5.3.1 Features Description

This feature allows IBAM user to view user details of Retail Internet Banking customers.

5.3.2 Process Flow

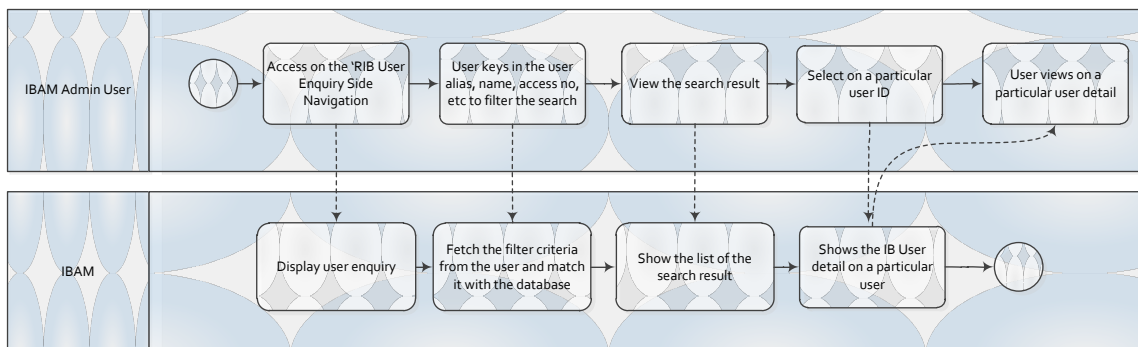


Diagram 16 – RIB User Enquiry Flow Diagram

5.3.3 Screen Flow

Step 1:



User Alias :

Name :

Access No :

TAC Mobile No. :

Group : Please select

User Status : Please select

User Type : Please select

User Creation Date From :

User Creation Date To :

** Date format - dd/mm/yyyy*

Figure 49 – User Search Page

1. IBAM user selects RIB User Enquiry link.
2. IBAM display RIB User Enquiry Search menu.
3. IBAM user input search criteria and click on “Search”.

Step 2:

User ID	User Alias	Name	User Status	Updated Date
38	penril	AMELITA ABENTAJADO	Normal	14/12/2010 02:48:19 PM

Figure 50 – User Search Result Page

1. IBAM displays a list of users based on search criteria.
2. IBAM user select on one of the RIB user.

Step 3:

IB User Detail

User ID:	38
User Alias:	penril
Name:	AMELITA ABENTAJADO
D.O.B./Business Reg. Date:	01/01/1970
Gender:	Female
Race:	FIL
Address:	

Home No.:	
Office No.:	
Mobile No.:	0125215525
TAC Mobile No.:	
Email:	amelita@maybank.com.ph
User Status:	Normal
Created By:	
Updated By:	
Creation Date:	14/12/2010 02:48:19 PM
Updated Date:	14/12/2010 02:48:19 PM

Figure 51 – User Details Page

1. IBAM displays the details of selected RIB user.

5.4 Viewing Retail Internet Banking (RIB) Transactions

5.4.1 Features Description

This feature allows an authorized IBAM user to view Retail Internet Banking transaction activities.

5.4.2 Process Flow

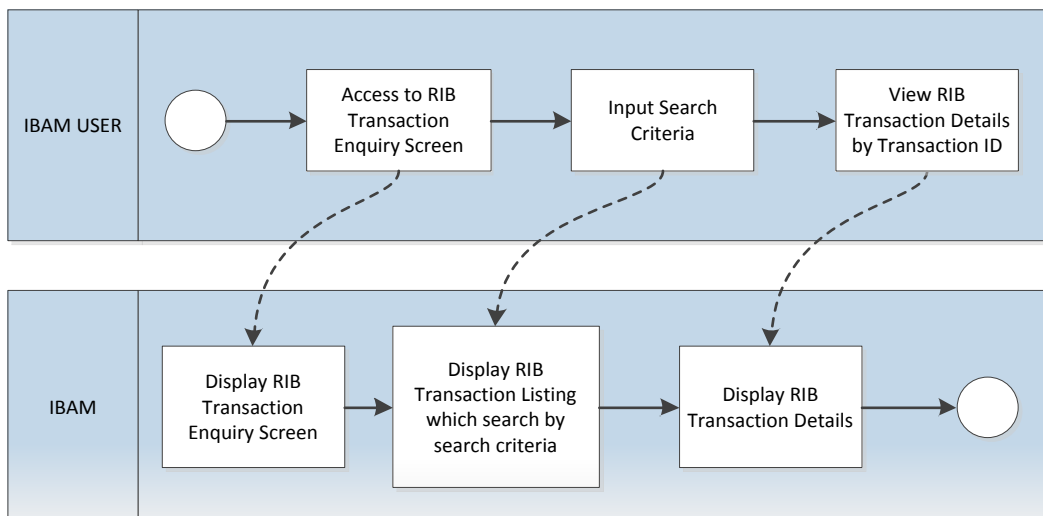


Diagram 17 – View RIB Transactions Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to RIB Transaction Enquiry Screen.
2. IBAM display RIB Transaction Enquiry Screen.
3. Admin input search criteria.
4. IBAM display RIB Transaction Listing which search by search criteria input by admin.
5. Admin view RIB Transaction Details by Transaction ID.

Step 2:

1. IBAM display RIB Transaction Details.

5.4.3 Screen Flow

Step 1:

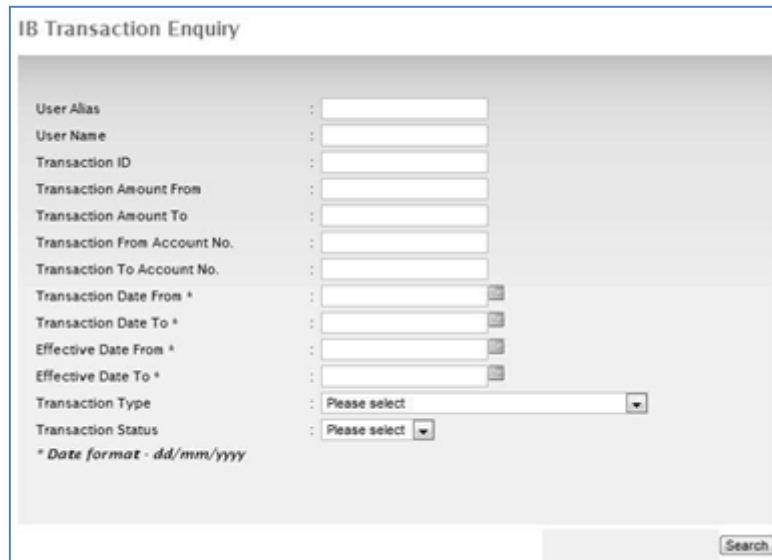


Figure 52 – RIB Transaction Enquiry Screen

1. Admin can access to RIB Transaction Enquiry Screen by clicking on the “RIB Transaction Enquiry” link on the left navigation menu
2. Admin may input search criteria and click the “Search” button. The search/filter mechanism working as OR case, which means all items are optional.

IB Transaction Enquiry				
Transaction ID	User Name	Transaction Type	Transaction Date	Transaction Status
20110503000000002586	Business User	Registered IntraBank Transfer	03/05/2011 01:30:38 PM	Successful
20110503000000002585	Business User	Own Account Transfer	03/05/2011 01:19:28 PM	Successful
20110503000000002584	Business User	Registered IntraBank Transfer	03/05/2011 12:50:26 PM	Successful
20110428000000002583	Business User	Registered Bill Payment	28/04/2011 05:16:27 PM	Successful
20110428000000002582	Business User	Registered IntraBank Transfer	28/04/2011 11:47:40 AM	Successful
20110428000000002578	Business User	Registered IntraBank Transfer	28/04/2011 10:40:58 AM	Successful
20110427000000002575	Business User	Registered IntraBank Transfer	27/04/2011 07:18:08 PM	Successful
20110427000000002574	Business User	Registered IntraBank Transfer	27/04/2011 07:12:07 PM	Successful
20110427000000002573	Business User	Registered IntraBank Transfer	27/04/2011 07:11:44 PM	Successful
20110427000000002572	Business User	Registered IntraBank Transfer	27/04/2011 07:10:49 PM	Successful

Figure 53 – RIB Transaction Enquiry Result Screen

3. IBAM display IB Transaction Listing which based on search criteria (Service Type will display detail up to the Payment Type level such as Interbank Fund Transfer - IBG).
4. Admin can view an IB Transaction Details by clicking on a Transaction ID.

Step 2:

IB Transaction Details	
Transaction ID	20110503000000002586
Transaction Description	Registered IntraBank Transfer
Transaction Type	Registered IntraBank Transfer
User Name	Business User
Transaction From Account No	70010000011
Transaction To Account No	70010060
Amount	56.00
Effective Date	03/05/2011
Transaction Date	03/05/2011 01:30:38 PM
Transaction Status:	Successful
Accountholder's Name	AMELITA ABENTAJADO JR

Figure 54 – RIB Transaction Details Screen

1. IBAM display IB Transaction Details.

5.5 Create Security Question

5.5.1 Features Description

This feature allows IBAM users to create security question for RIB user to choose preferred security questions.

5.5.2 Process Flow

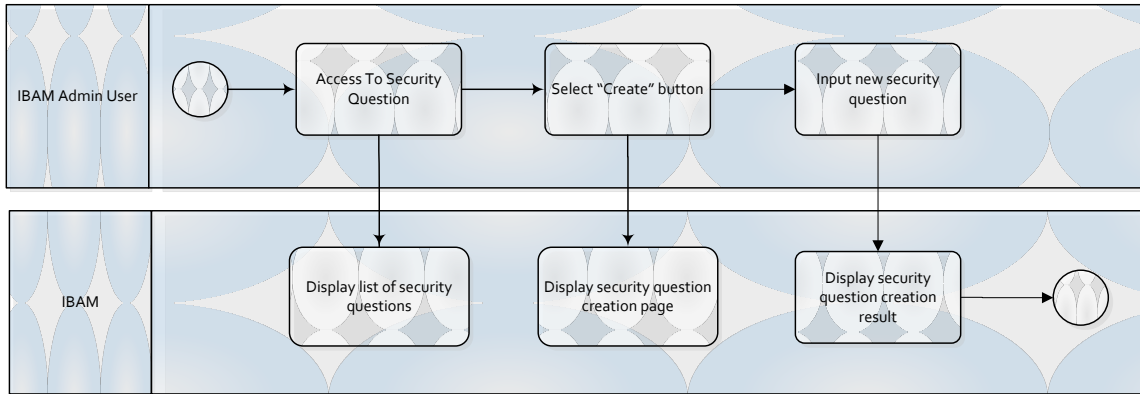


Diagram 18 – Create Security Question Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to Security Questions.
2. IBAM display list of security questions (if available).
3. Admin clicks on “Create” button.
4. IBAM displays create security question screen.

Step 2:

1. Admin input desired security question.
2. IBAM saves the security question into IB database and displays result screen.

5.5.3 Screen Flow

Step 1:

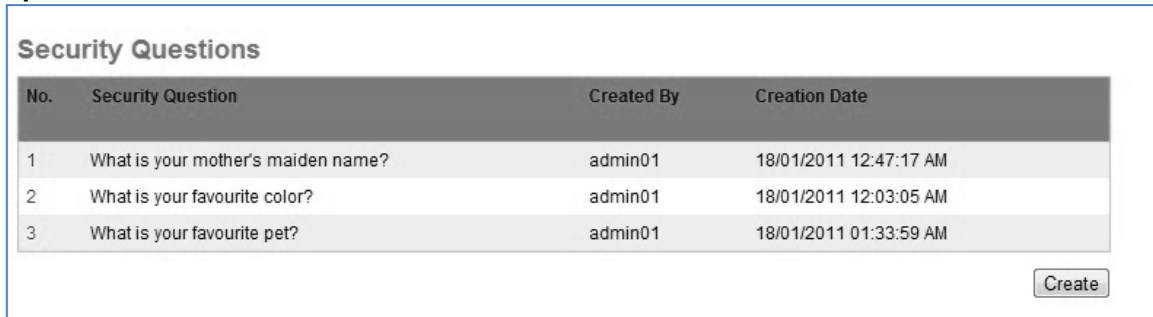


Figure 55 – List of Security Questions Screen

1. Admin access to Security Questions.
2. IBAM display list of security questions (if available).

Step 2:

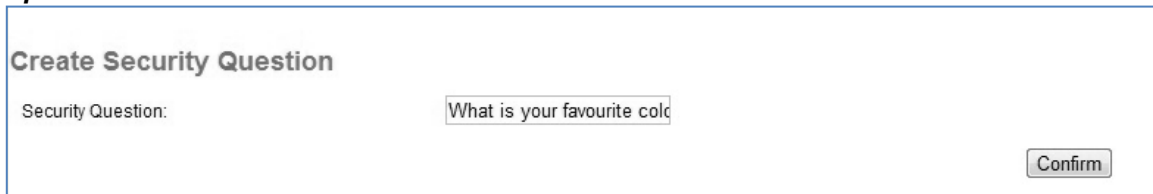


Figure 56 – Create Security Question Screen

1. Admin clicks on “Create” button.
2. IBAM displays create security question screen.

Step 3:

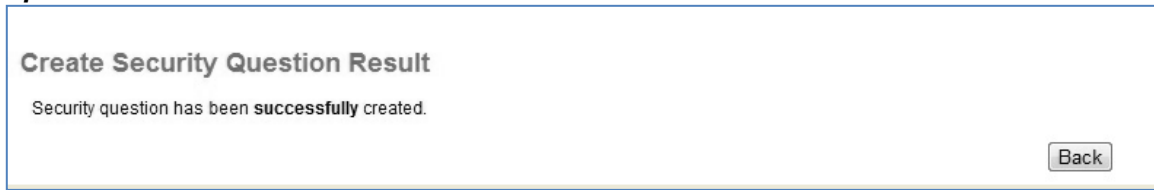


Figure 57 – Create Security Question Result Screen

1. Admin input desired security question.
2. IBAM saves the security question into IB database and displays result screen.

5.6 Secured mailbox

5.6.1 Features Description

The Secured Mailbox shall used to send and receive messages to Retail Internet Banking.

There are 3 categories that messages will fall into:

1. Inbox – messages received.
2. Sent Mail– messages sent.
3. Archive – archived messages

IBAM users can send messages to all IB user or filter based on specified criteria. IBAM User shall select the banking site when sending new message.

Messages from IB Users are accessible by all IBAM User with the appropriate access rights. IBAM Users are treated as a whole entity instead of individuals. IB user would not be able to see messages sent by the other IB users.

5.6.2 Send Message to RIB User

5.6.2.1 Filtered by specified criteria

5.6.2.1.1 Process Flow

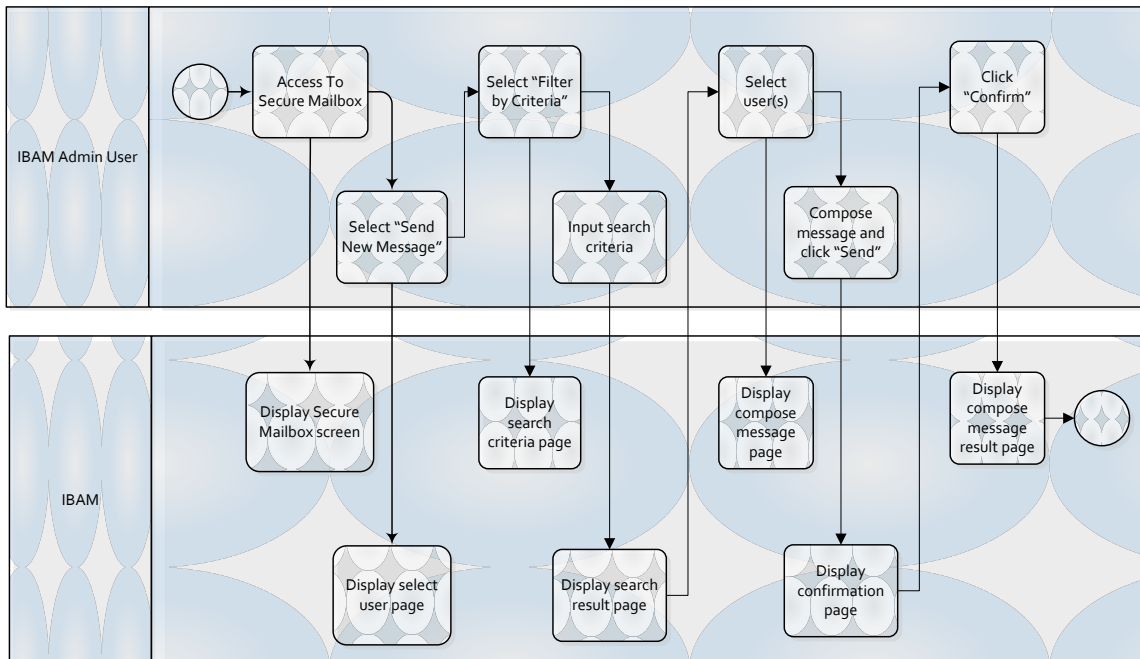


Diagram 19 – Send Message to RIB User

There are 3 participants involved in this process which is IB User, IBAM User and IBAM System.

The process has the following steps:

Step 1:

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User selects Send New Message.

Step 2:

1. IBAM System display Send Message Screen.
2. IBAM User selects on user and input message.
3. IBAM User clicks on “Send” button.

Step 3:

1. IBAM System display Send Message Confirmation Screen.
2. IBAM User confirms to send message.
3. IBAM User views the Send Message Result Screen

5.6.2.1.2 Screen Flow

Step 1:

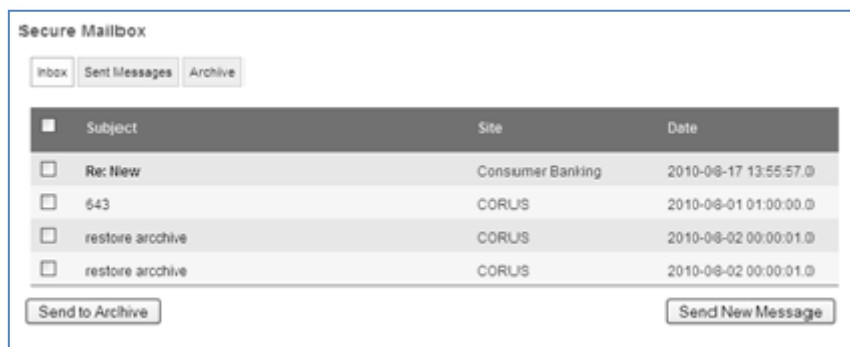


Figure 58 – Secured Mailbox Screen

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User clicks “Send New Message” button to send message to IB Users.

Step 2:

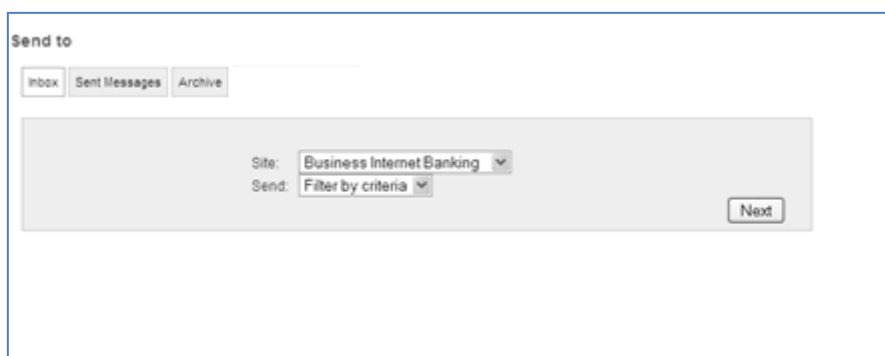
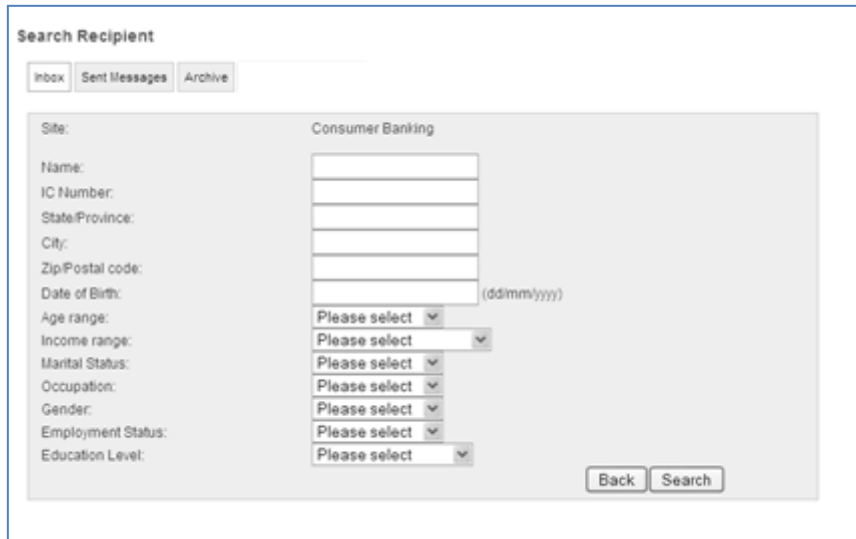


Figure 59 – Select Recipient Site Screen

1. IBAM User chooses the Recipient’s Site and Send Type.
2. IBAM User clicks “Next” button.

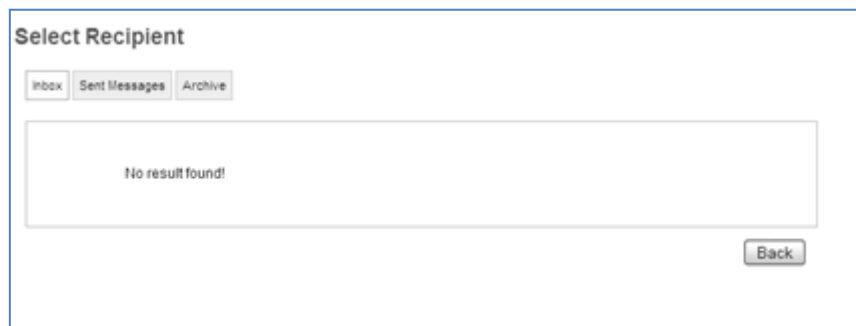
Step 3:



The screenshot shows a 'Search Recipient' form. At the top, there are three tabs: 'Inbox', 'Sent Messages', and 'Archive'. Below the tabs, the 'Site' is set to 'Consumer Banking'. The form contains several input fields: Name, IC Number, State/Province, City, Zip/Postal code, Date of Birth (with a '(dd/mm/yyyy)' format hint), Age range, Income range, Marital Status, Occupation, Gender, Employment Status, and Education Level. Each of these last seven fields has a dropdown menu with 'Please select' as the current selection. At the bottom right, there are 'Back' and 'Search' buttons.

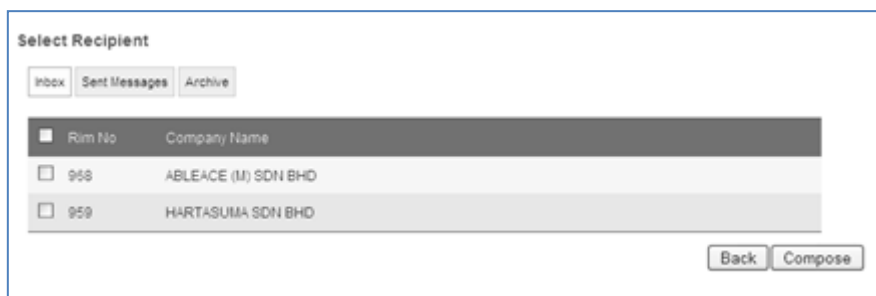
Figure 60 – Recipient Input Screen for Retail User

1. IBAM System display Recipient Input Screen.
2. The screen will show Retail User Input Screen based on the Recipient’s site selected on the previous page.
3. IBAM User input recipient detail and click on “Search” button.
4. Display no result found page if the criteria return no result (refer Figure: No Result Found Screen).
5. Display matching result page if the result match with specific user (refer Figure: Matching Result Screen)



The screenshot shows a 'Select Recipient' screen. It has the same 'Inbox', 'Sent Messages', and 'Archive' tabs at the top. The main content area is a large empty box with the text 'No result found!' centered inside. At the bottom right, there is a 'Back' button.

Figure 61 – No Result Found Screen



The screenshot shows a 'Select Recipient' screen with search results. It has the same 'Inbox', 'Sent Messages', and 'Archive' tabs. Below the tabs is a table with two columns: 'Rim No' and 'Company Name'. The first row is highlighted in grey and has a checked checkbox. The second and third rows have unchecked checkboxes.

Rim No	Company Name
<input checked="" type="checkbox"/>	
<input type="checkbox"/>	958 ABLEACE (M) SDN BHD
<input type="checkbox"/>	959 HARTASUMA SDN BHD

At the bottom right, there are 'Back' and 'Compose' buttons.

Figure 62 – Matching Result Screen

Step 4:

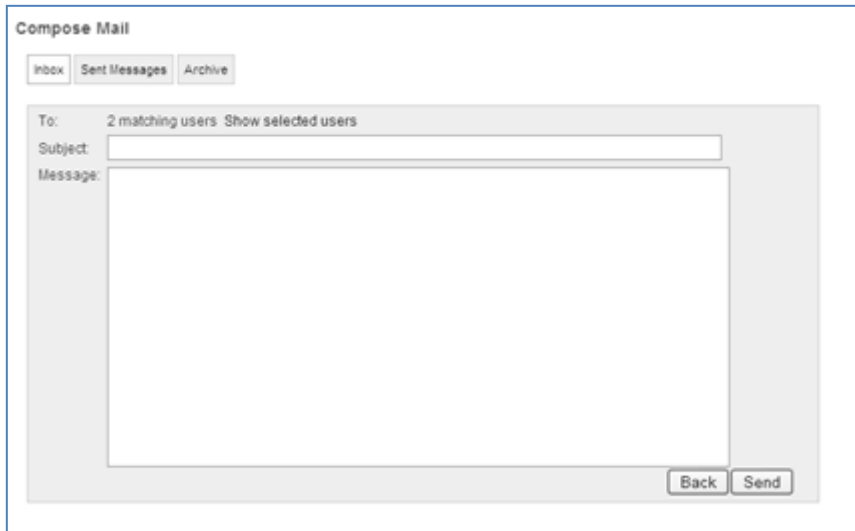


Figure 63 – Send Message Screen

1. IBAM System display Send Message Screen.
2. IBAM User clicks on “Send” button.

Step 5:

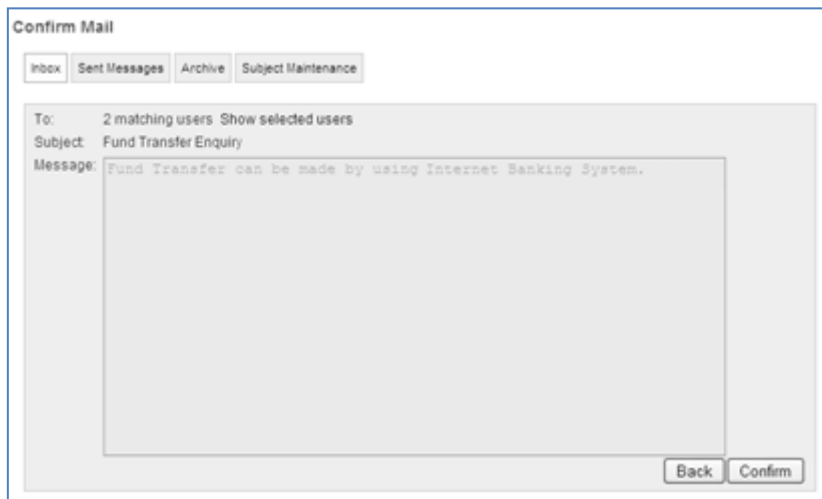


Figure 64 – Send Message Confirm Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 6:

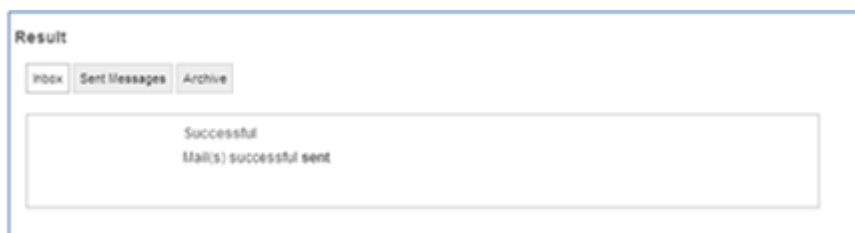


Figure 65 – Send Message Result Screen - Successful

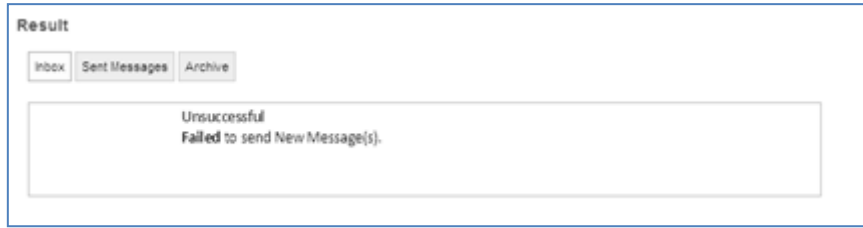


Figure 66 – Send Message Result Screen - Failed

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.

5.6.2.2 Send to all

5.6.2.2.1 Process Flow

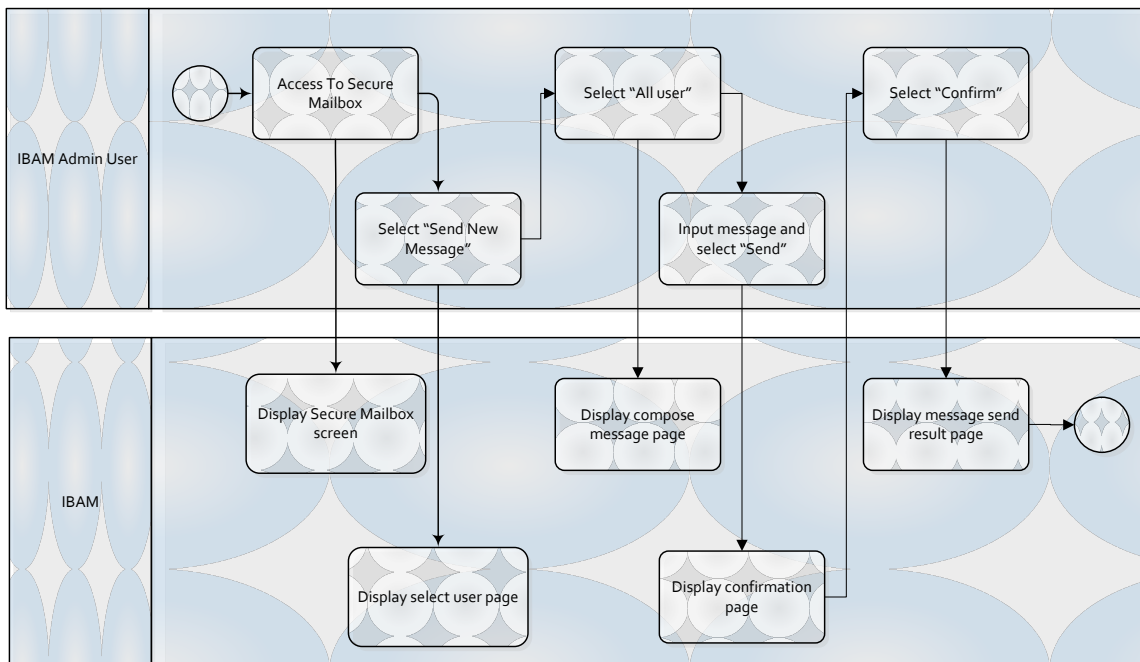


Diagram 20 – Send Message to All Flow Diagram

5.6.2.2.2 Screen Flow

Step 1:

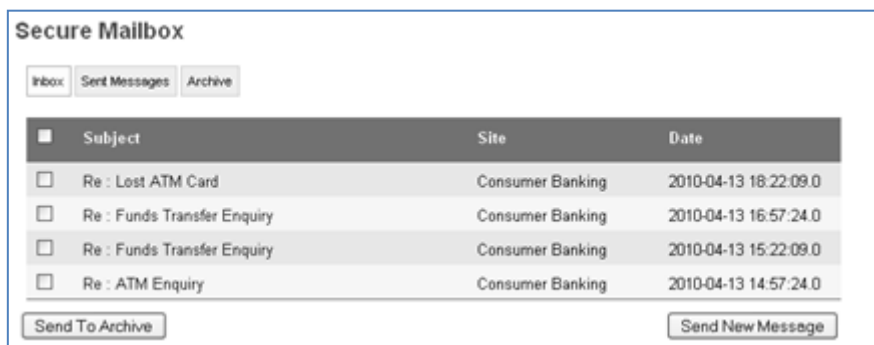


Figure 67 – Secured Mailbox Screen

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User clicks “Send New Message” button to send message to IB Users.

Step 2:

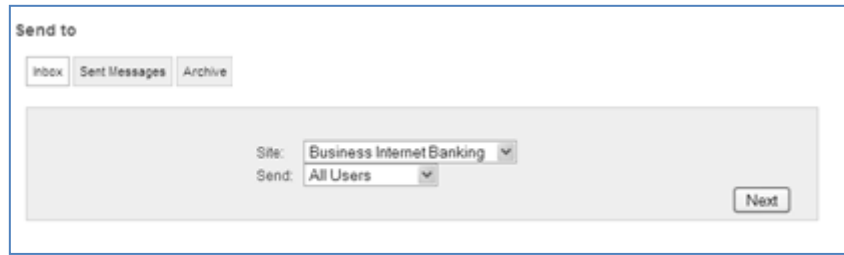


Figure 68 – Select Recipient Site Screen

1. IBAM User chooses the Recipient’s Site and Send Type to “All Users”.
2. IBAM User clicks “Next” button.

Step 3:

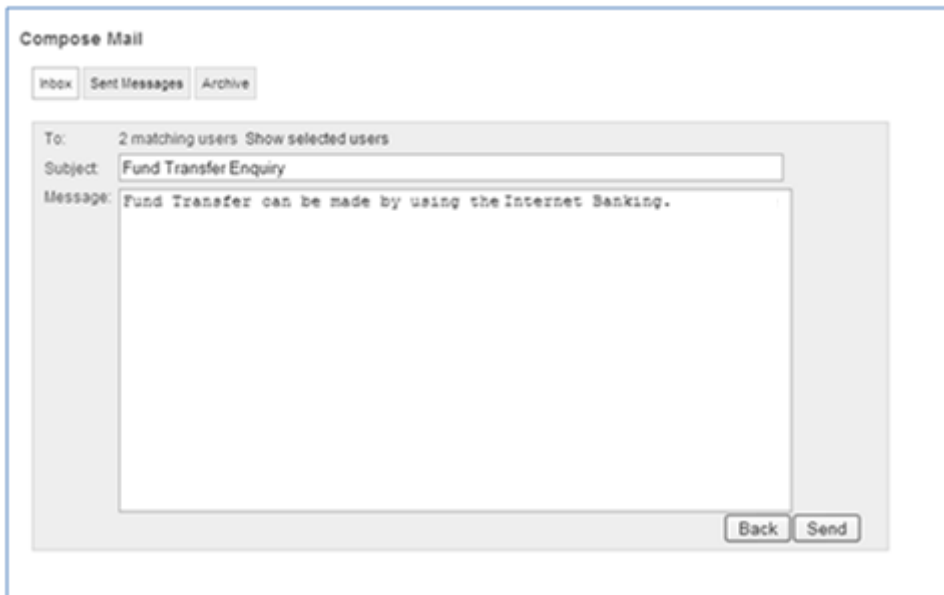


Figure 69 – Send Message Screen

1. IBAM System display Send Message Screen.
2. IBAM User input and format message.
3. IBAM User clicks on “Send” button

Step 4:

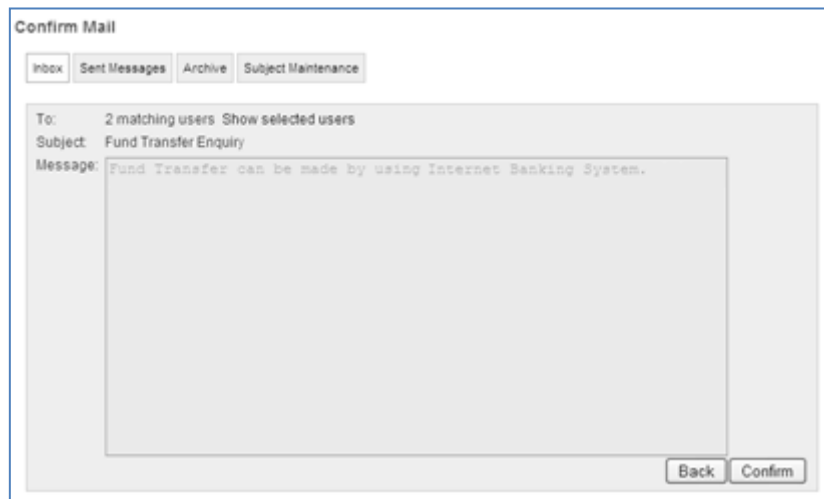


Figure 70 – Send Message Confirm Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:

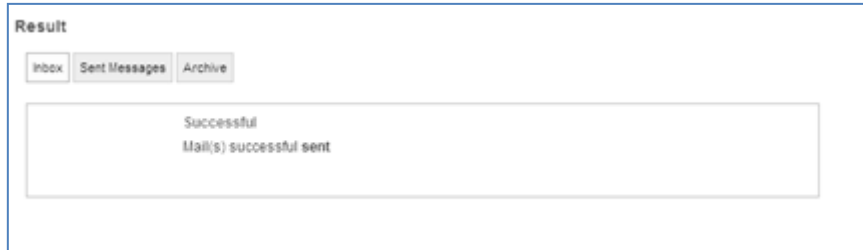


Figure 71 – Send Message Result Screen

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen

5.6.3 Read Message

5.6.3.1 Process Flow

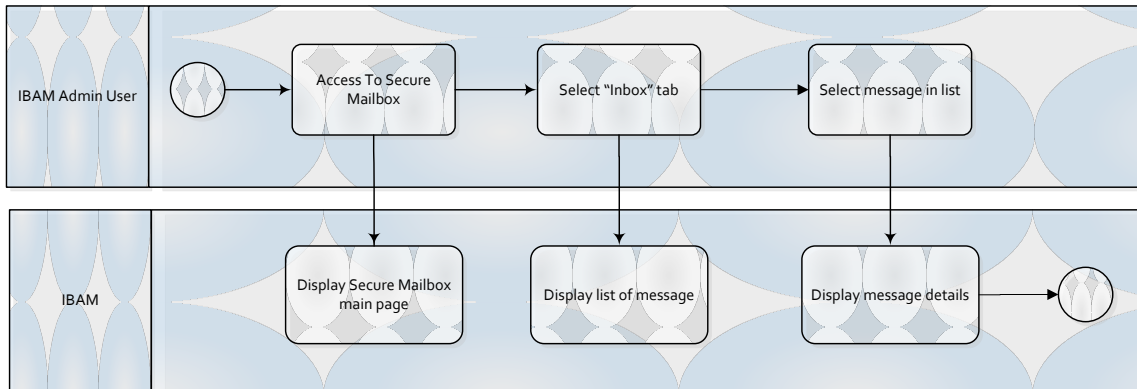


Diagram 21 – Read Message Flow Diagram

Step 1:

1. IBAM User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. IBAM User by clicking on the link.

Step 3:

1. IBAM System displays the message and the existing replies of the message.
2. IBAM User views the messages.

5.6.3.2 Screen Flow

Step 1:

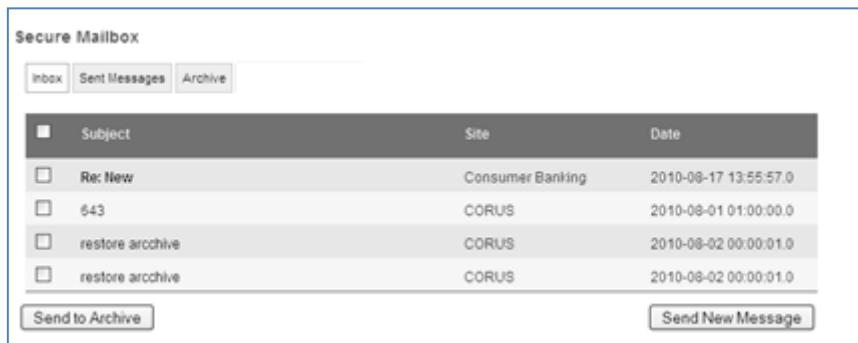


Figure 72 – Secured Mailbox Screen

1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:

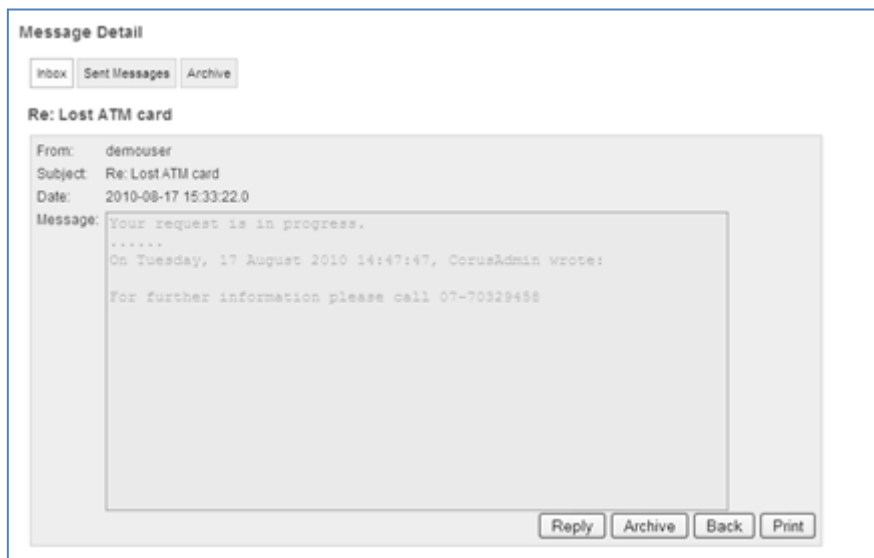


Figure 73 – Message Detail Screen

1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply Archive I or go back to Message List.

5.6.4 Reply Message

5.6.4.1 Process Flow

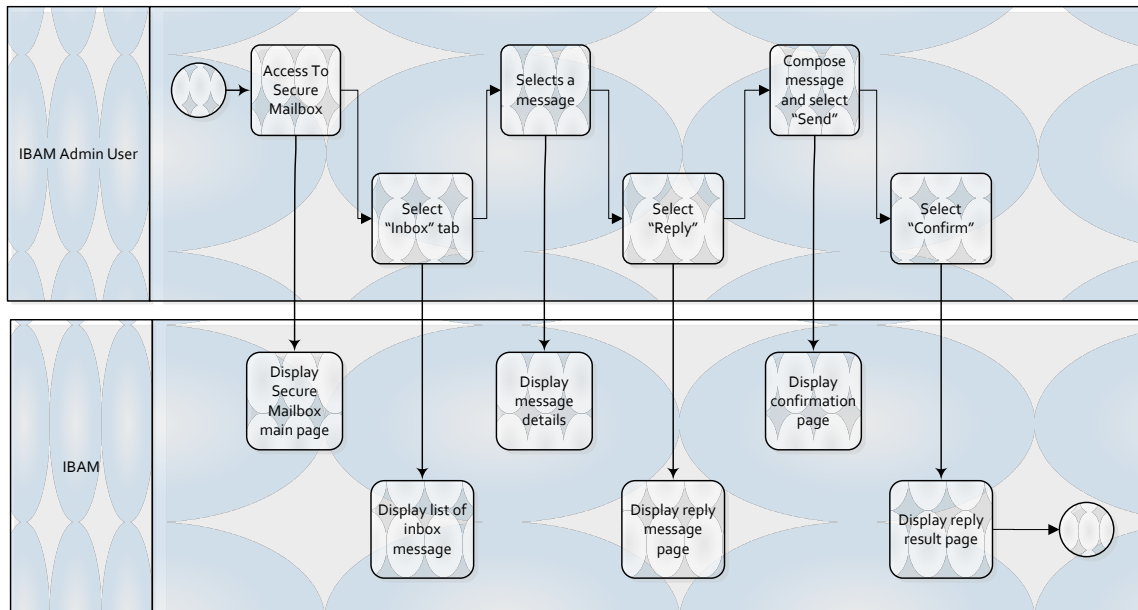


Diagram 22 – Reply Message Flow Diagram

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:

1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply, Archive or Back.

Step 3:

1. When the user chooses Reply, a compose message screen will appear.
2. User will add the message onto the previous message on the Message field.
3. Click Send after finished keying in the message.

Step 4:

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen

5.6.4.2 Screen Flow

Step 1:

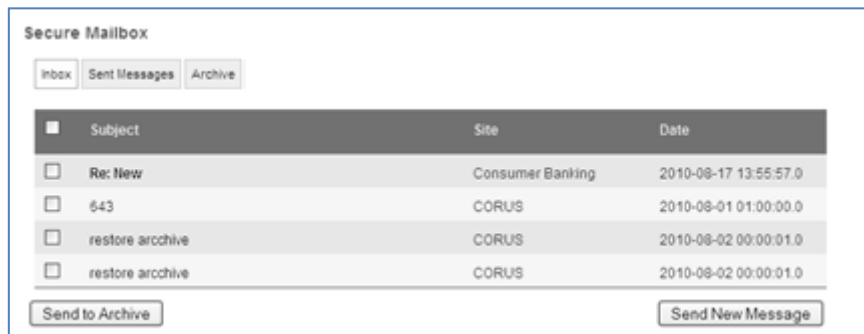


Figure 74 – Secured Mailbox Screen

1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:

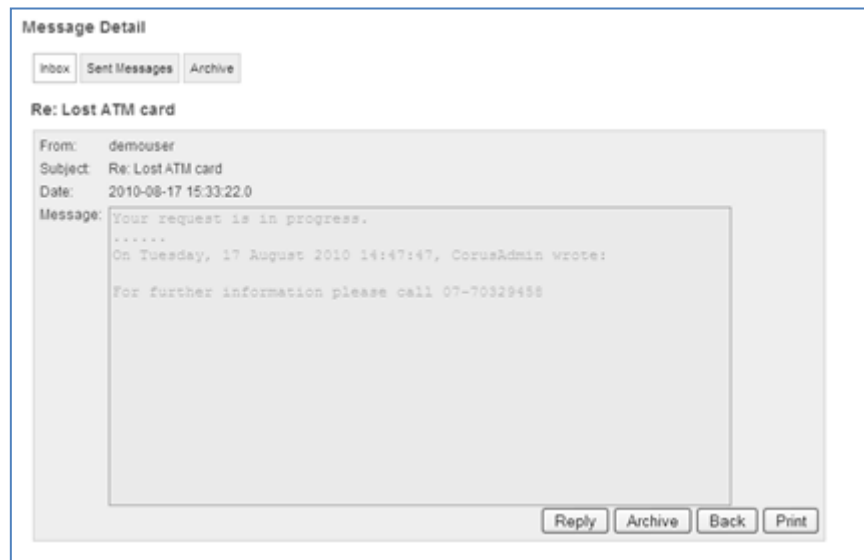


Figure 75 – Message Details Screen

1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply, Archive or Back button

Step 3:

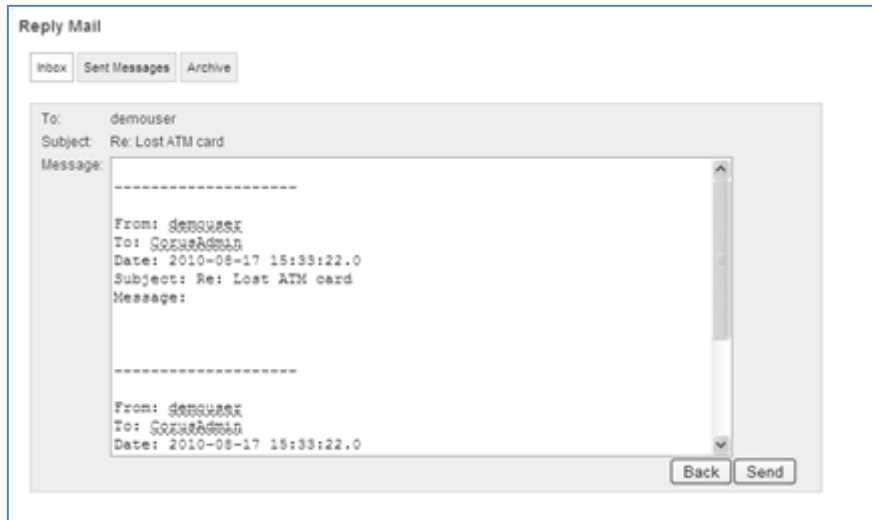


Figure 76 – Reply Message Screen

1. When the user chooses Reply, a Reply message screen will appear.
2. User will add the message onto the previous message on the Message field.
3. Click Send after finished keying in the message.

Step 4:

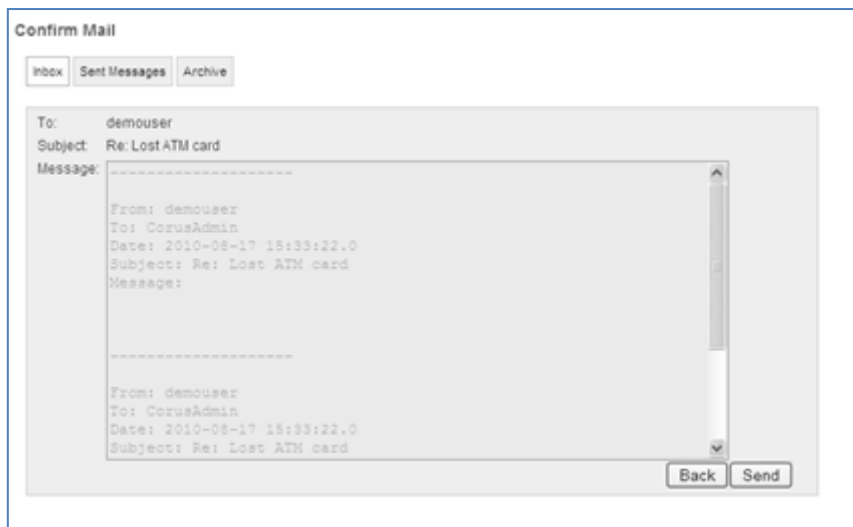


Figure 77 – Confirm Message Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:

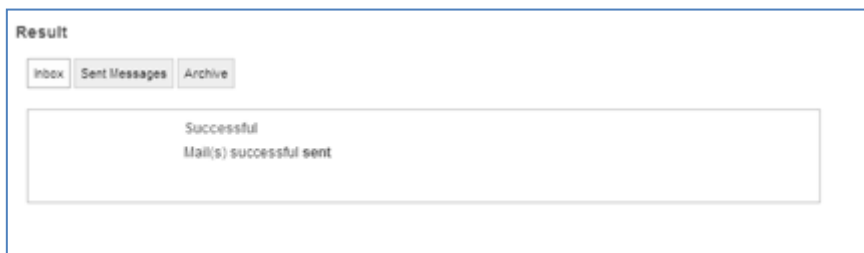


Figure 78 – Send Message Result Screen

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen.

5.6.5 Archive Message

5.6.5.1 Process Flow

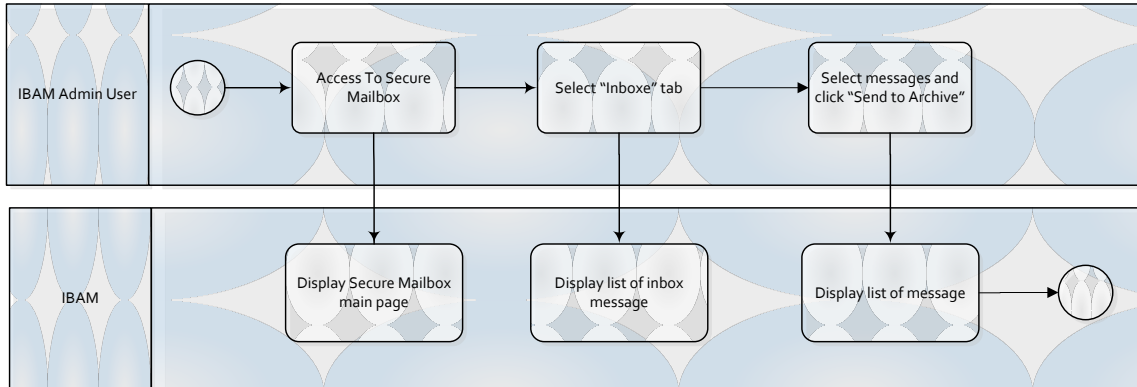


Diagram 23 – Archive Message Flow Diagram

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. User checks the checkbox for all the messages that need to be archived.

Step 3:

1. IBAM System displays the list of messages to be archived and ask for confirmation.
2. User confirms the archived messages.

Step 4:

1. IBAM System displays the Archive Message Result screen.
2. User views the Archive Message Result screen.

5.6.5.2 Screen Flow

Step 1:

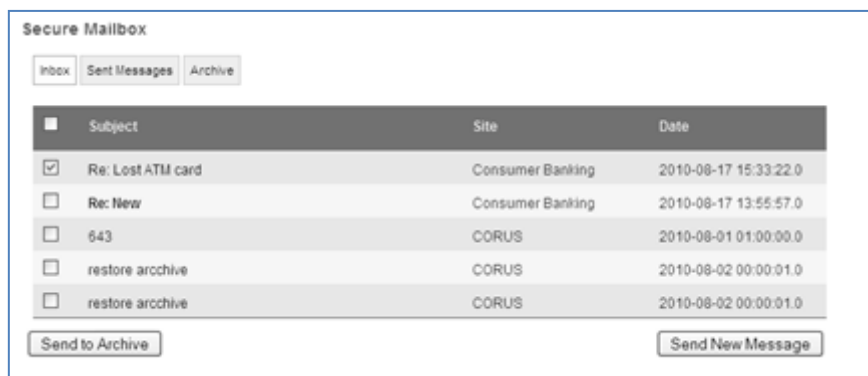


Figure 79 – Secured Mailbox Inbox Screen

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects the messages to be archived by checking on the checkbox next to it.

4. User also can select all the messages to be archived by checking the checkbox on top of the list
5. Click on the “Send to Achive” button to archive the selected messages.

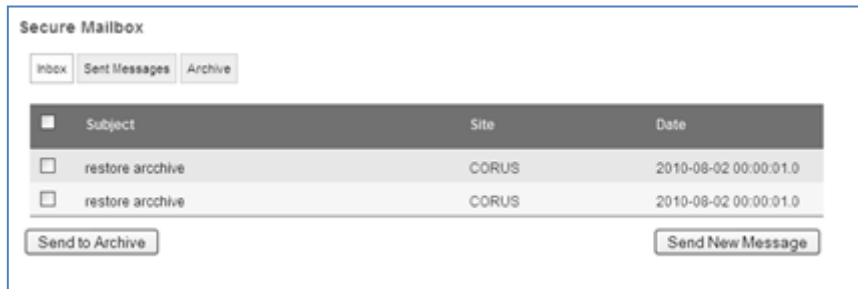


Figure 80 – Archive Message Result Screen

5.6.6 Read Sent Message

5.6.6.1 Process Flow

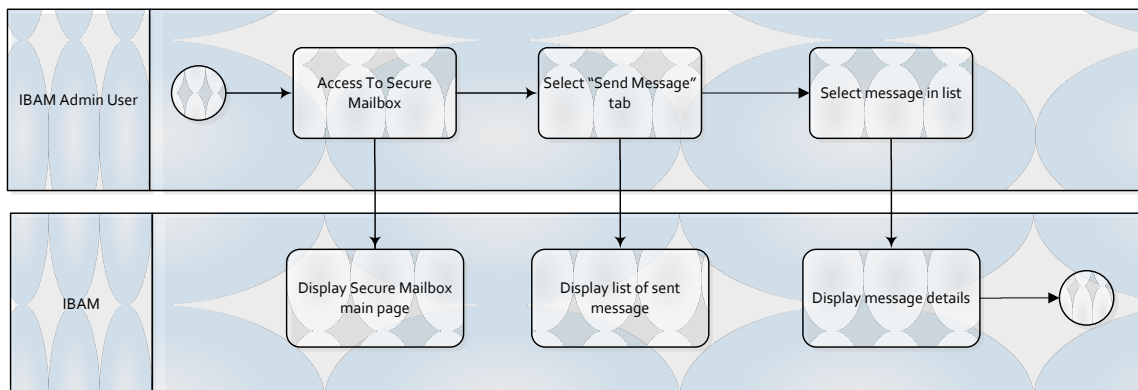


Diagram 24 – Read Sent Message Flow Diagram

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects “Sent Message” by clicking on the tab.
4. IBAM System displays Sent Message Screen.
5. User selects the specified message by clicking on the link.

Step 2:

1. IBAM System display Sent Message Detail Screen.
2. User views the messages.
3. User click button Reply to compose message, Archive to send the message into archive messages list and Back to go to Sent Message List.

5.6.7 Archive Sent Message

5.6.7.1 Process Flow

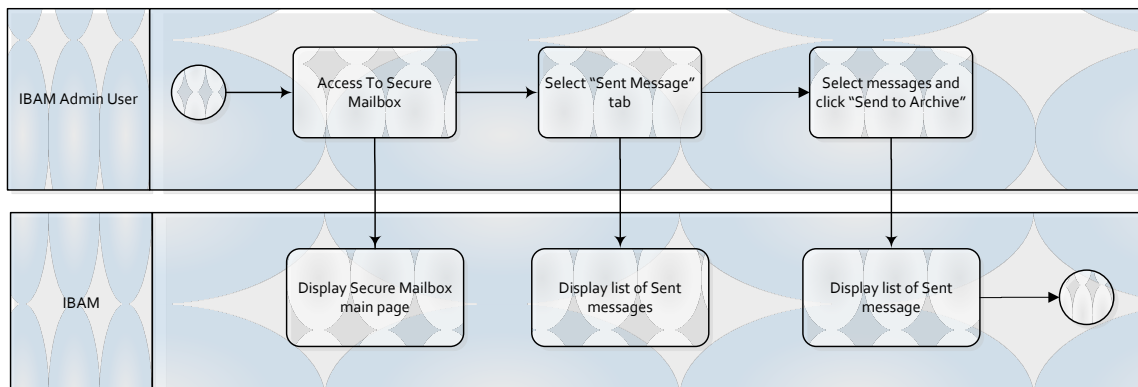


Diagram 25 – Archive Sent Message

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects "Sent Message".

Step 2:

1. IBAM System displays the messages under the selected message category.
2. User checks the checkbox for all the messages that need to be deleted.

Step 3:

1. IBAM System displays the list of messages to be deleted and ask for confirmation.
2. User confirms the deletion.

Step 4:

1. IBAM System displays the Delete Message Result screen.
2. User views the Delete Message Result screen.

5.6.7.2 Screen Flow

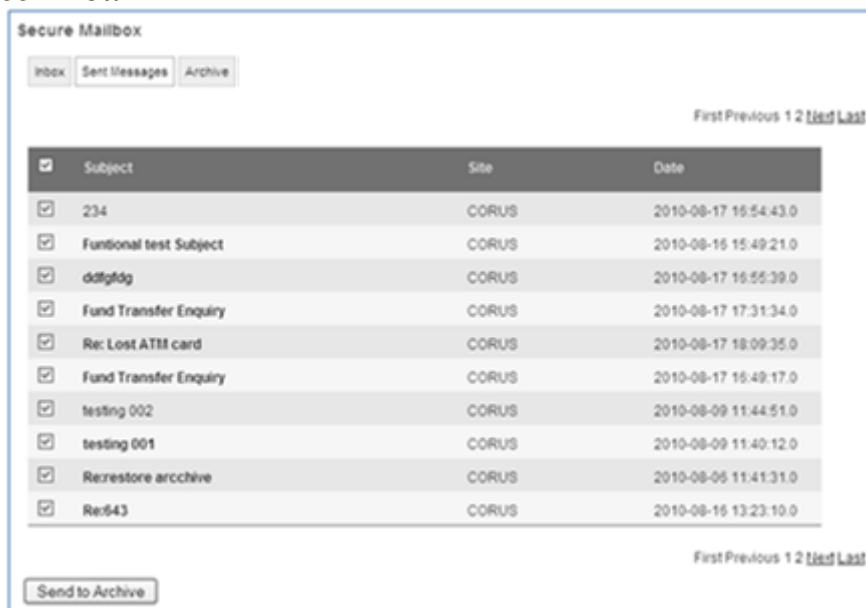


Figure 83 – Secured Mailbox Sent Messages List Screen

1. IBAM System stores the message and recipient.

2. IBAM System displays the Mailbox Sent Messages List Screen again.
3. IBAM System will display again the Mailbox Sent Messages List Screen.

5.6.8 Search Archive

5.6.8.1 Process Flow

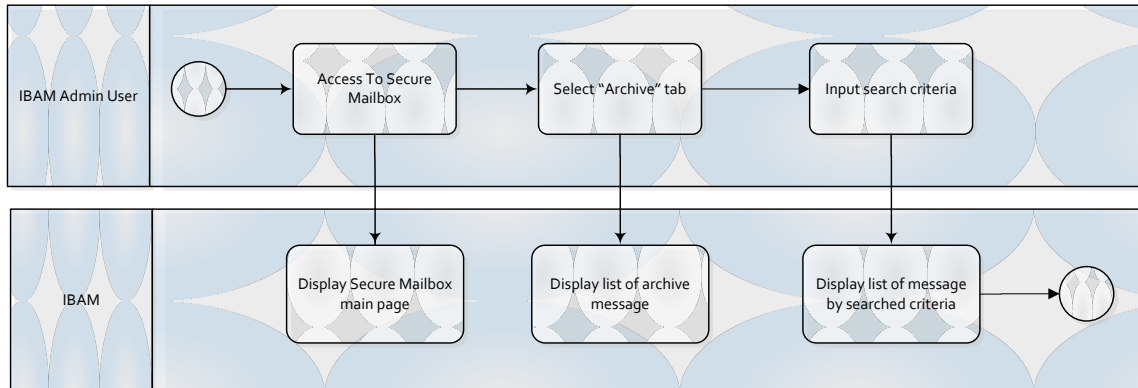


Diagram 26 – Search Archive Flow Diagram

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. User selects on the dropdown list whether to find for subject or site or date

Step 3:

3. IBAM System displays the list of messages result found screen.

5.6.8.2 Screen Flow
Step 1:

Secure Mailbox

[Inbox](#) [Sent Messages](#) [Archive](#)

Search By:

Subject :

Site :

Date :

From :

To :

First Previous 1 2 [Next](#) Last

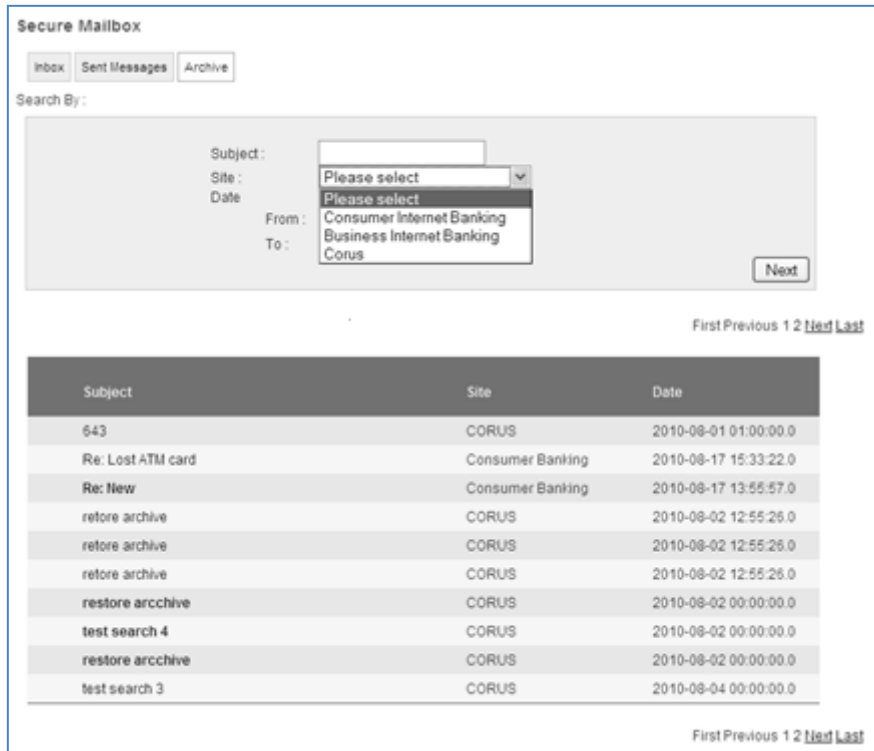
Subject	Site	Date
643	CORUS	2010-08-01 01:00:00.0
Re: Lost ATM card	Consumer Banking	2010-08-17 15:33:22.0
Re: New	Consumer Banking	2010-08-17 13:55:57.0
retore archive	CORUS	2010-08-02 12:55:26.0
retore archive	CORUS	2010-08-02 12:55:26.0
retore archive	CORUS	2010-08-02 12:55:26.0
restore arcchive	CORUS	2010-08-02 00:00:00.0
test search 4	CORUS	2010-08-02 00:00:00.0
restore arcchive	CORUS	2010-08-02 00:00:00.0
test search 3	CORUS	2010-08-04 00:00:00.0

First Previous 1 2 [Next](#) Last

Figure 84 – Secured Mailbox Archive Screen

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

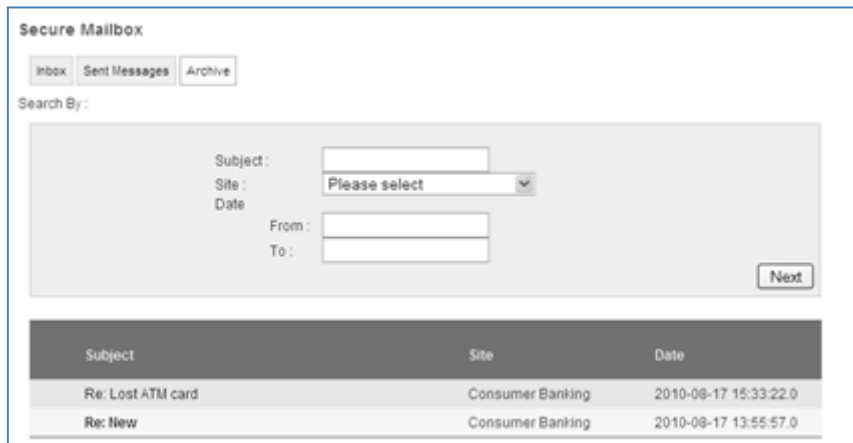


Subject	Site	Date
643	CORUS	2010-08-01 01:00:00.0
Re: Lost ATM card	Consumer Banking	2010-08-17 15:33:22.0
Re: New	Consumer Banking	2010-08-17 13:55:57.0
retore archive	CORUS	2010-08-02 12:55:26.0
retore archive	CORUS	2010-08-02 12:55:26.0
retore archive	CORUS	2010-08-02 12:55:26.0
restore arcchive	CORUS	2010-08-02 00:00:00.0
test search 4	CORUS	2010-08-02 00:00:00.0
restore arcchive	CORUS	2010-08-02 00:00:00.0
test search 3	CORUS	2010-08-04 00:00:00.0

Figure 85 – Search Archived Screen

1. IBAM System displays the messages under the selected message category.
2. User selects on the dropdown list whether to find for subject or site or date

Step 3:



Subject	Site	Date
Re: Lost ATM card	Consumer Banking	2010-08-17 15:33:22.0
Re: New	Consumer Banking	2010-08-17 13:55:57.0

Figure 86 – Search Result Screen

1. IBAM System displays the list of messages result found screen.

5.6.9 Read Archived Message

5.6.9.1 Process Flow

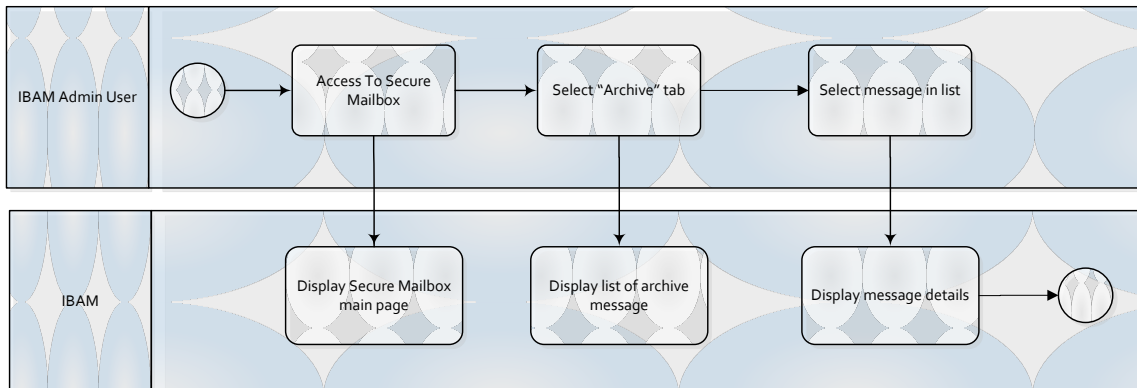


Diagram 27 – Read Archive Flow Diagram

Step 1:

1. IBAM User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. IBAM User by clicking on the link.

Step 3:

1. IBAM System displays the message and the existing replies of the message.
2. IBAM User views the messages.

5.6.9.2 Screen Flow

Step 1:

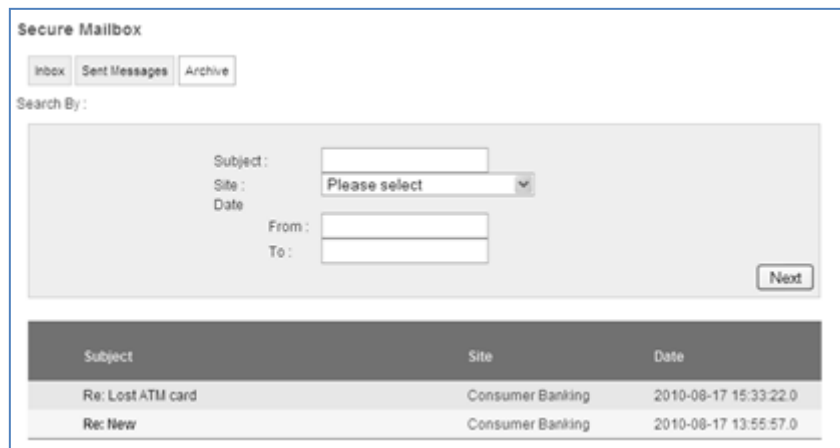


Figure 87 – Secured Mailbox Archive Screen

1. IBAM System displays Archive Screen.
2. User access Secure Mailbox screen.
3. IBAM System display Secure Mailbox screen.
4. User selects "Archive" by clicking on the tab.

Step 2:

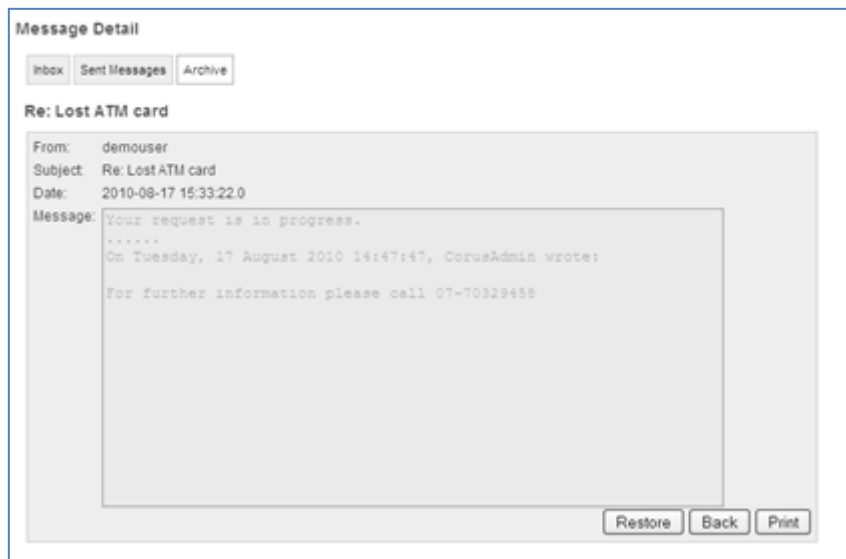


Figure 88 – Archive Details Screen

1. IBAM System display Archive Detail Screen.
2. User Back button to go back to Archive messages list page.

6 Content management

6.1 Bank Branch

6.1.1 Create Bank Branch

6.1.1.1 Features Description

Allow IBAM user to create bank branch for the use of Retail Internet Banking application to display branch accordingly

6.1.1.2 Process Flow

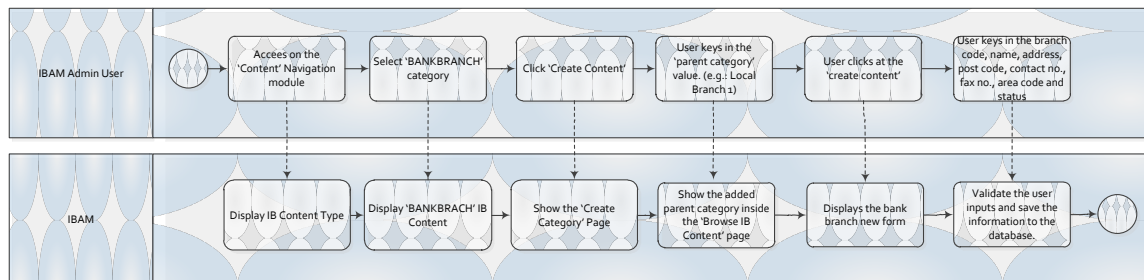


Diagram 28 – Create Bank Branch Process Flow

6.1.1.3 Screen Flow

Step 1:



Figure 89 – Content Module

1. Admin user clicks on 'content' navigation.
2. IBAM System displays the 'IB Content Type'.
3. Admin user clicks on the 'BANKBRANCH'.

Step 2:



Figure 90 – Create Category Button

1. IBAM System displays the 'category list' which is displayed under the BANKBRANCH parent

- directory.
- IBAM user clicks on the 'Create Category'.

Step 3:

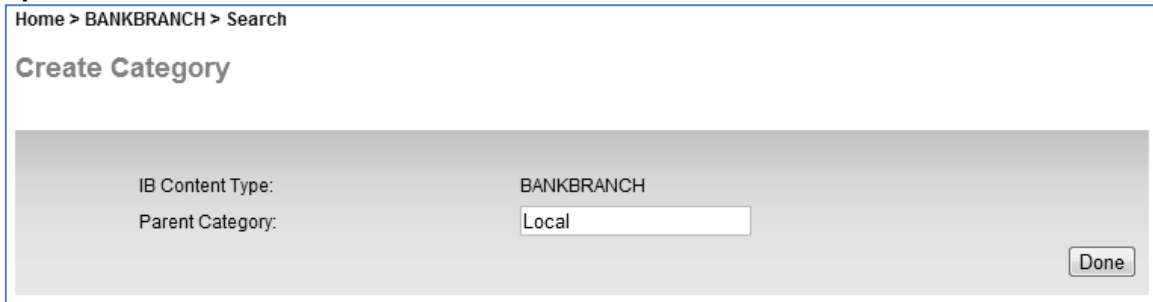
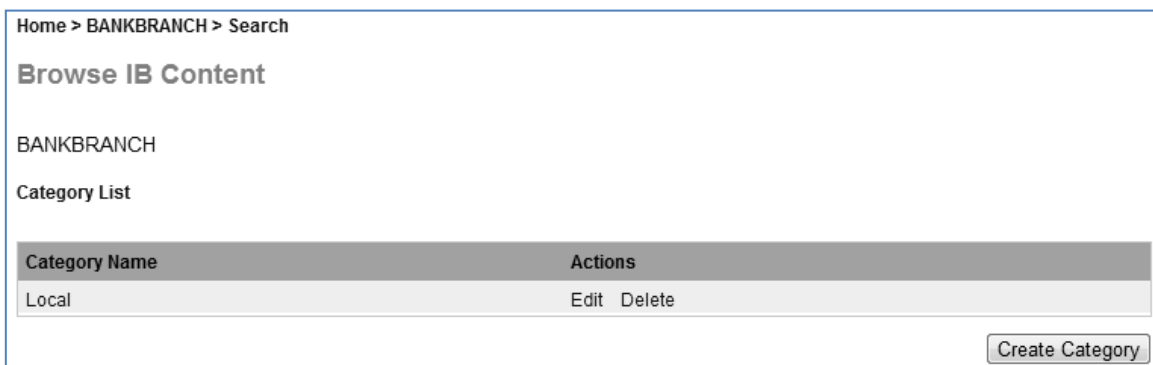


Figure 91 – Parent Category Name Input

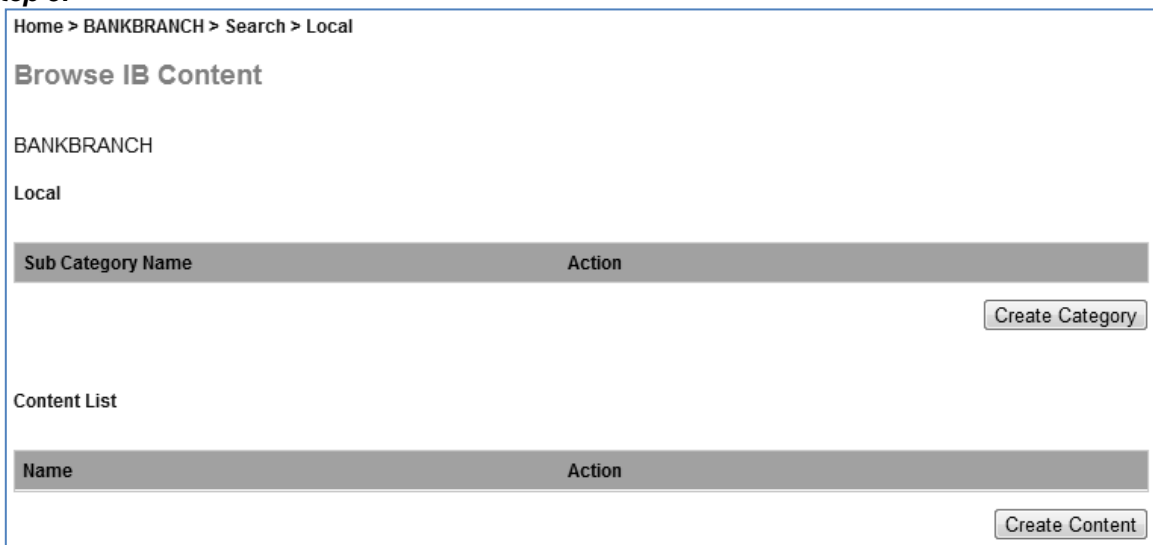


Category Name	Actions
Local	Edit Delete

Figure 92 – New Category Name Listing

- IBAM System displays the 'create category' screen page.
- Admin user keys in the parent category name. For instance, 'Local Branch 1' will be created as Parent Category under the 'BANKBRANCH'.
- Admin user click 'done' button.
- IBAM System saves the parent category that has been created in the database.
- IBAM System shows the parent category that has been created.
- Admin users click on the parent category that has been created.

Step 5:



Sub Category Name	Action

Name	Action

Figure 93 – Create Content

- Click on 'create content'.

Step 6:

Home > BANKBRANCH > Search > Local Branch 1

Bank Branch

Category:	Local Branch 1
Branch Code:	KL12345
Branch Name:	KL Branch
Branch Address:	Mon't Kiara
Post Code:	58032
Branch Contact No.:	6012345678
Branch Fax No.:	6012345679
Branch Area Code:	12345
Status:	On-line

Figure 94 – New Bank Branch Creation

1. IBAM System shows the empty 'Bank Branch' Form.
2. IBAM user keys in the branch bank details.
3. IBAM System saved the bank branch details inside the database and shows the bank branch under the BANKBRANCH category.

Home > BANKBRANCH > Search > Local

Browse IB Content

BANKBRANCH

Local

Sub Category Name	Action
	<input type="button" value="Create Category"/>

Content List

Name	Action
KL Branch	Details

Figure 18.1.3.7 New Bank Branch List

6.1.2 Edit Bank Branch

6.1.2.1 Features Description

Allow admin user to edit bank branch details.

6.1.2.2 Process Flow

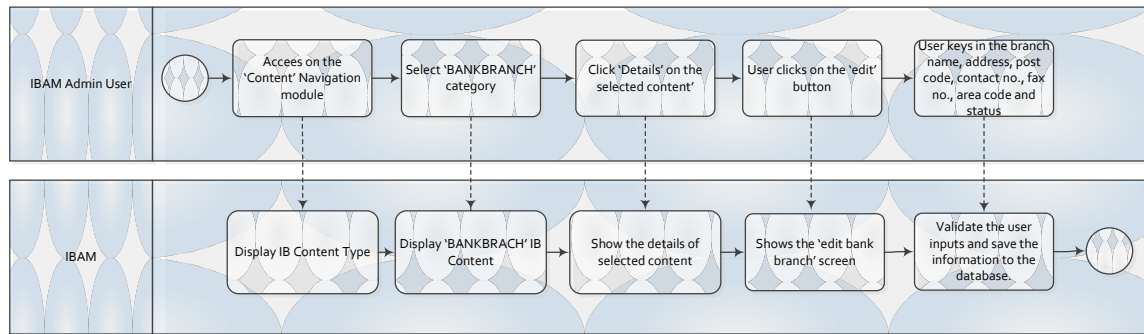


Diagram 29 – Edit Bank Branch Flow Diagram

6.1.2.3 Screen Flow

Step 1:

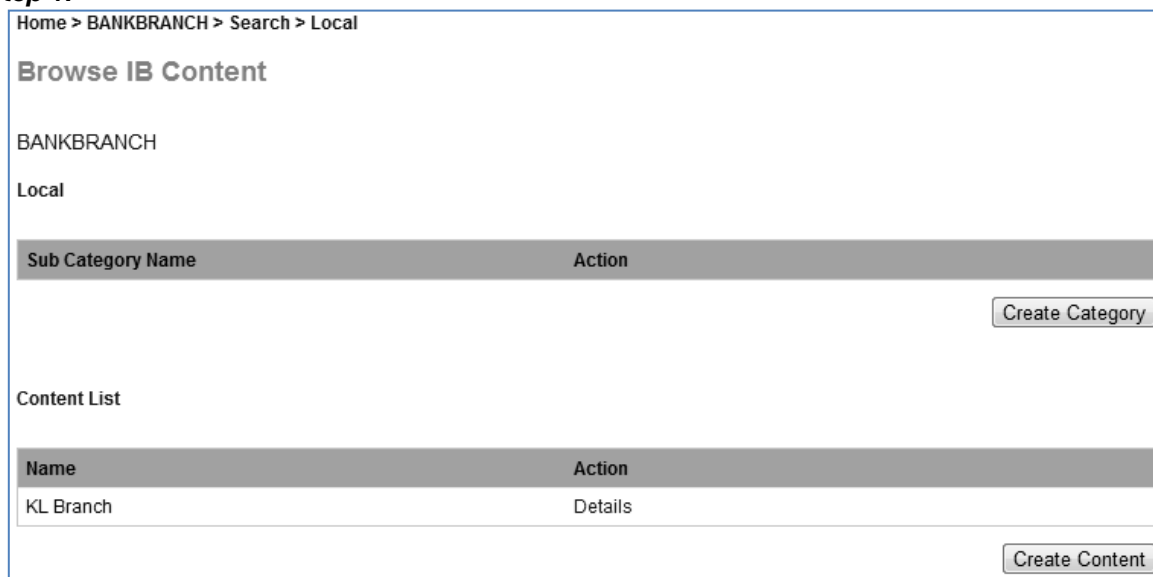


Figure 95 – Click on Details on selected Content

1. IBAM user clicks on the selected content.
2. IBAM System shows the IB Content within the selected content.

Step 2:

Home > BANKBRANCH > Search > Local

BANKBRANCH

Local

Branch Code	A12
Branch Name	KL Branch
Branch Address:	Mon't Kiara
Post Code:	57293
Branch Contact No.:	60312345678
Branch Fax No.:	60312345679
Branch Area Code:	MK12345
Status	On-Line

Delete Edit

Figure 96 – Details of selected content

1. IBAM system shows the details of the selected content.
2. IBAM user clicks on the 'edit' button.

Step 3:

Home > BANKBRANCH > Search > Local

Edit Bank Branch

Category:	Local
Branch Code:	A12
Branch Name:	<input type="text" value="KL Branch"/>
Branch Address:	<input type="text" value="Mon't Kiara"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Post Code:	<input type="text" value="57293"/>
Branch Contact No.:	<input type="text" value="60312345678"/>
Branch Fax No.:	<input type="text" value="60312345679"/>
Branch Area Code:	<input type="text" value="MK12345"/>
Status:	<input type="text" value="On-line"/> ▼

Back Update

Figure 97 – Edit Details of Selected Content

1. IBAM system displays the editable form to allow IBAM user make changes on the existing content.
2. IBAM user keys-in the detail and click 'update'.

3. IBAM system saves the information back to the database.

6.1.3 Delete Bank Branch

6.1.3.1 Features Description

Allow admin user to edit bank branch details.

6.1.3.2 Process Flow

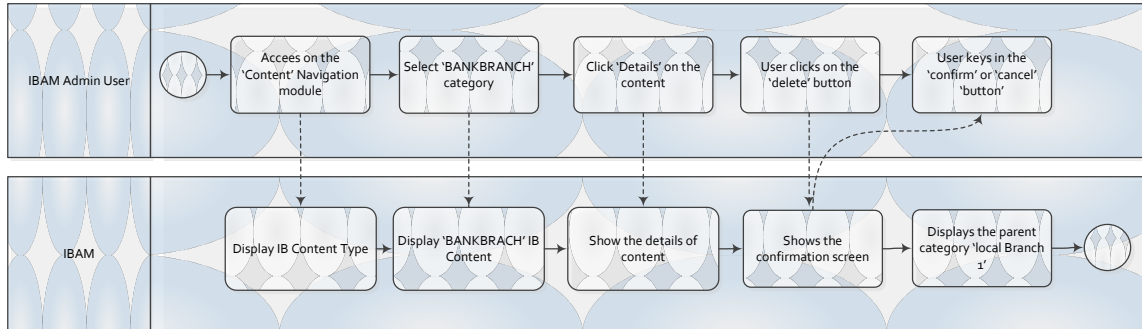


Diagram 30 – Delete Bank Branch Flow Diagram

6.1.3.3 Screen Flow

Step 1:



Figure 98 – Click on Details on selected content

1. IBAM user clicks on the selected content.
2. IBAM System shows the details of content.

Step 2:

Home > BANKBRANCH > Search > Local

BANKBRANCH

Local

Branch Code	A12
Branch Name	KL Branch
Branch Address:	Mon't Kiara
Post Code:	57293
Branch Contact No.:	60312345678
Branch Fax No.:	60312345679
Branch Area Code:	MK12345
Status	On-Line

Delete Edit

Figure 99 – Details of KL Branch

1. IBAM system shows the details of the 'KL Branch'.
2. IBAM user clicks on the 'delete' button.

Home > BANKBRANCH > Search > Local

Delete IB Content Category

Are you sure want to delete KL Branch?

Confirm Cancel

Figure 100 – Confirmation upon Deletion

3. IBAM system displays the confirmation page whether the Admin user decides to confirm the deletion or cancel the action.
4. IBAM system shows the parent directory back.

6.2 Product Type

6.2.1 Create Product Type

6.2.1.1 Features Description

Allow admin user to add bank product type that is offered to Retail Internet Banking customers.

6.2.1.2 Process Flow

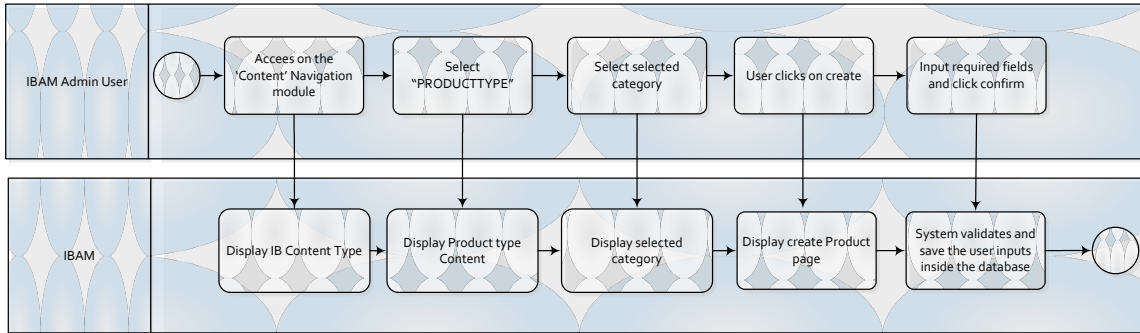


Diagram 31 – Create Product Type Flow Diagram

6.2.1.3 Screen Flow

Step 1:



Figure 101 – Content Module

1. Admin user clicks on 'content' navigation.
2. IBAM System displays the 'IB Content Type'.
3. Admin user clicks on the 'PRODUCTTYPE'.

Step 2:

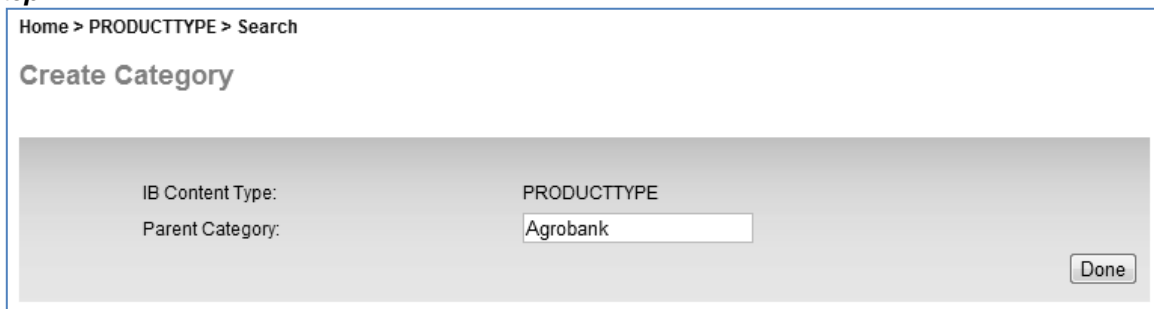


Figure 102 – Create Category Screen

1. IBAM System displays the 'category list' which is displayed under the PRODUCTTYPE parent directory.
2. Admin user clicks on the 'Create Category'.



Figure 103 – Parent Category Name Input

Step 3:

1. IBAM System displays the 'Create Category' Enquiry Form. Type 'Agrobank' for example.
2. IBAM shows the category list parent, and newly created category name will be displayed.
3. Admin user chooses the category name 'Agrobank'.
4. Create content



Figure 104 – New Category Name Listing

5. IBAM System displays the 'create category' screen page.
6. Admin user keys in the parent category name.
7. Admin user click 'done' button.
8. IBAM System saves the parent category that has been created in the database.
9. IBAM System shows the parent category that has been created.
10. Admin users click on the parent category that has been created.

Step 5:

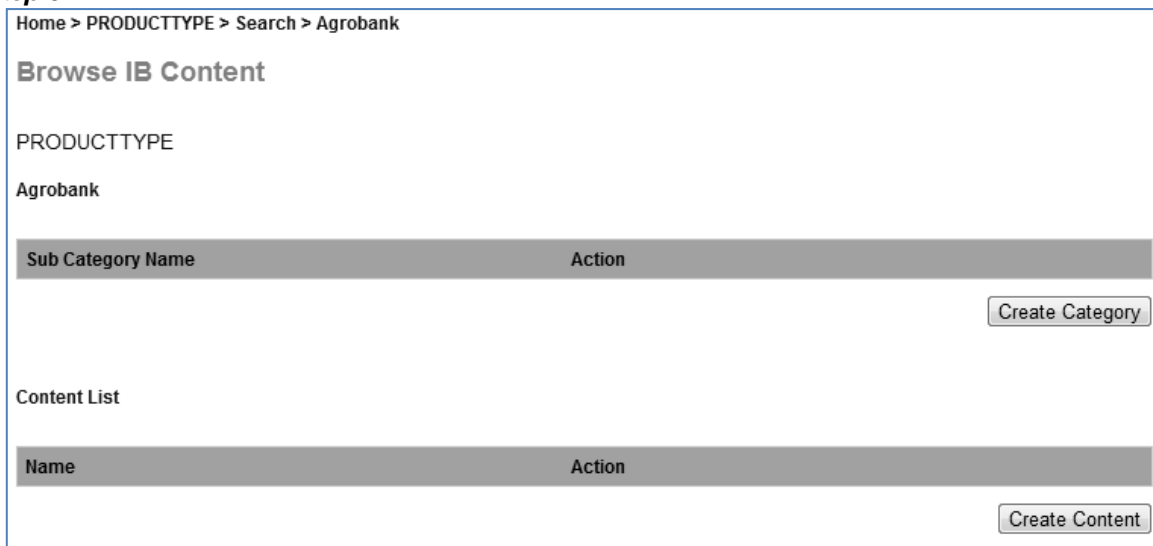


Figure 105 – Create Content Screen

1. Click on 'create content'.

Step 6:

Home > PRODUCTTYPE > Search > Agrobank

Product Type

Category:	Agrobank
Product Code:	<input type="text"/>
Long Name:	<input type="text"/>
Short Name:	<input type="text"/>
Display Name:	<input type="text"/>
Currency Code:	<input type="text"/>
Minimum Amount:	<input type="text"/>
Account Type:	Please select <input type="button" value="v"/>
Status:	Off-line <input type="button" value="v"/>

Figure 106 – New Product Creation

1. IBAM System shows the product creation page.
2. Admin user keys in the branch bank details.

Home > PRODUCTTYPE > Search > Agrobank

Browse IB Content

PRODUCTTYPE

Agrobank

Sub Category Name	Action

Content List

Name	Action
Current Account	Details

Figure 107 – Refreshed Product List

3. IBAM System saved the product into IB database and reloads the content list to reflect the changes.

6.2.2 Edit Product Type

6.2.2.1 Features Description

Allow admin user to edit bank product type that is offered to the bank user.

6.2.2.2 Process Flow

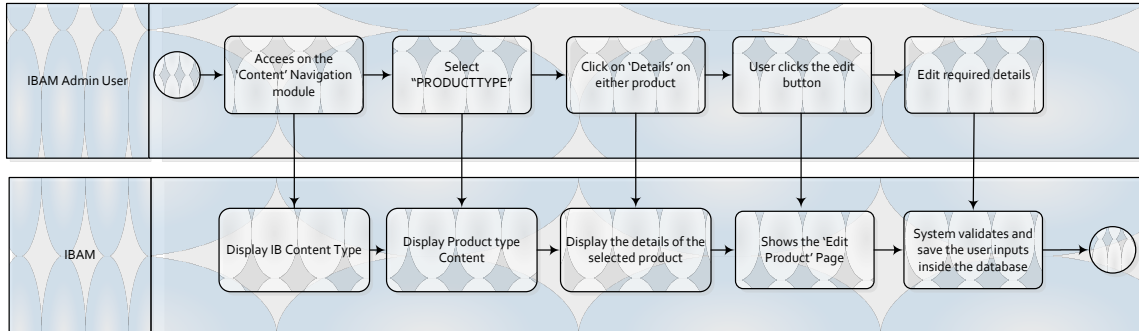


Diagram 32 – Edit Product Type Flow Diagram

6.2.2.3 Screen Flow

Step 1:

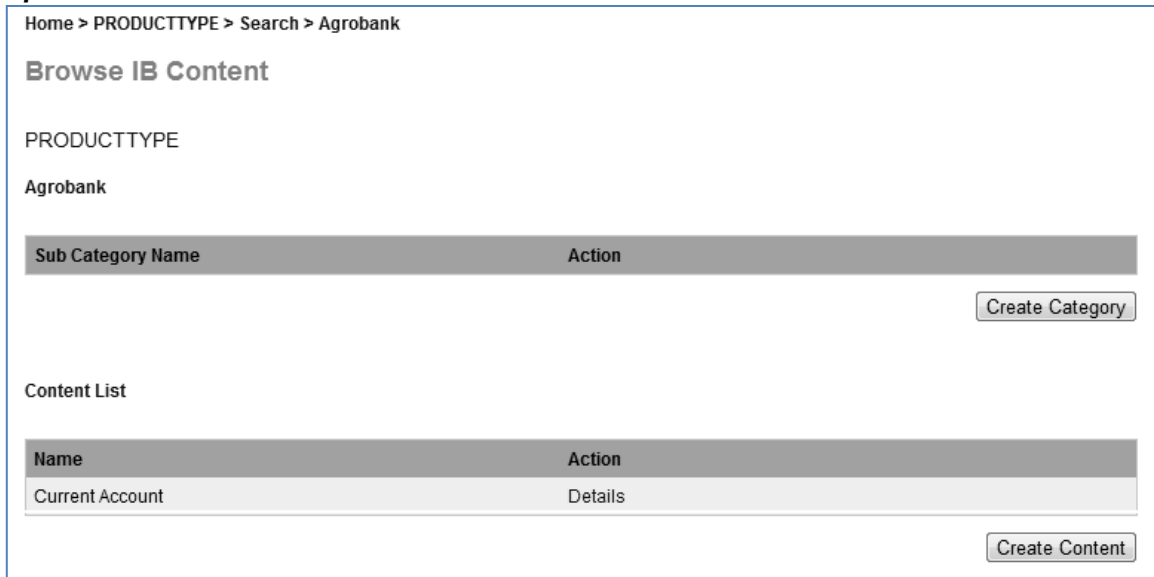


Figure 108 – Product Type Menu

1. IBAM User access to Content Menu and Selects on PRODUCTTYPE.

Step 2:

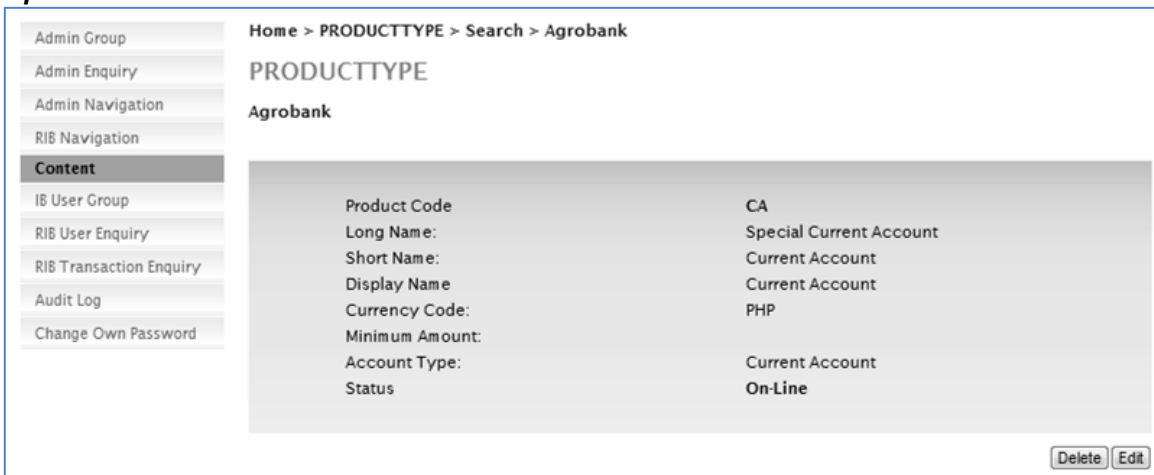


Figure 109 – Product Type Detail Menu

1. IBAM User clicks on one of the products available.
2. IBAM displays details on the product type.

Step 3:

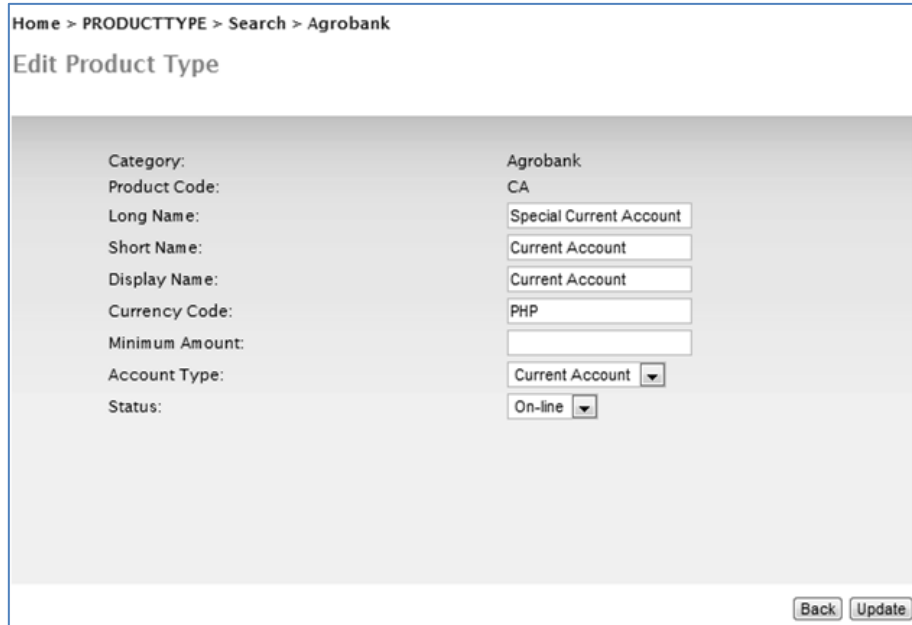


Figure 110 – Product Type Edit Menu

1. IBAM user edits the necessary information and click on “Update”.
2. IBAM will update the changes into database.

6.2.3 Maintaining Service List Details

6.2.3.1 Features Description

This feature allows authorized IBAM user to edit the allowable services belongs to each product in product type content.

6.2.3.2 Process Flow

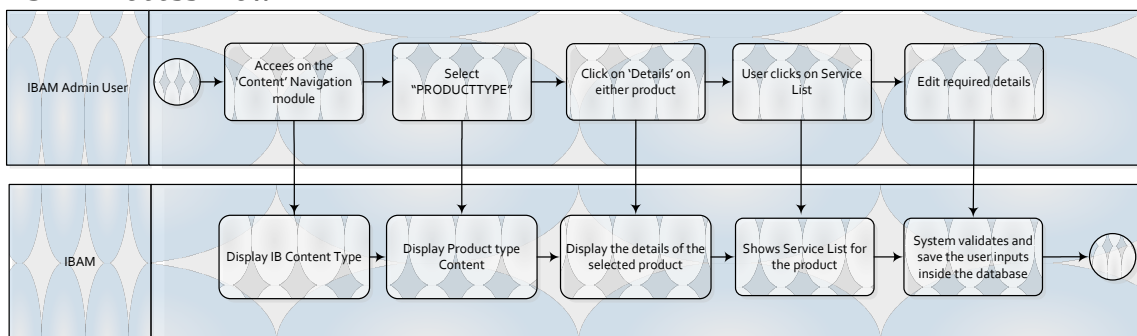


Diagram 33 – Edit Service List Flow Diagram

6.2.3.3 Screen Flow

Step 1:

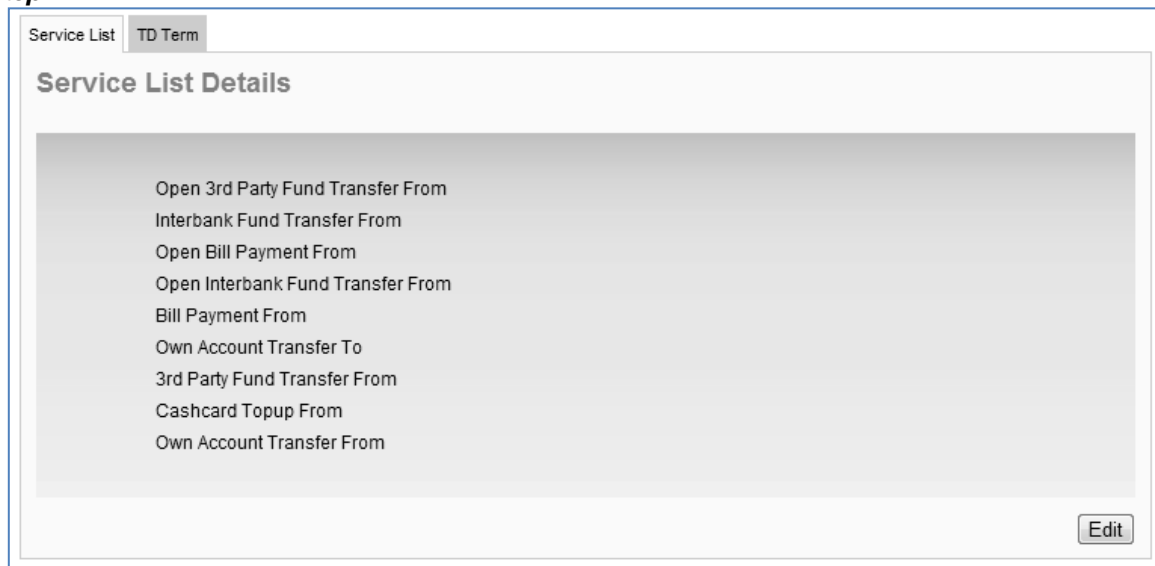


Figure 111 –Service List Details

1. Within a selected product, clicks on Service List tab.
2. IBAM displays the allowable services for the product to be use in Retail Internet Banking.

Step 2:

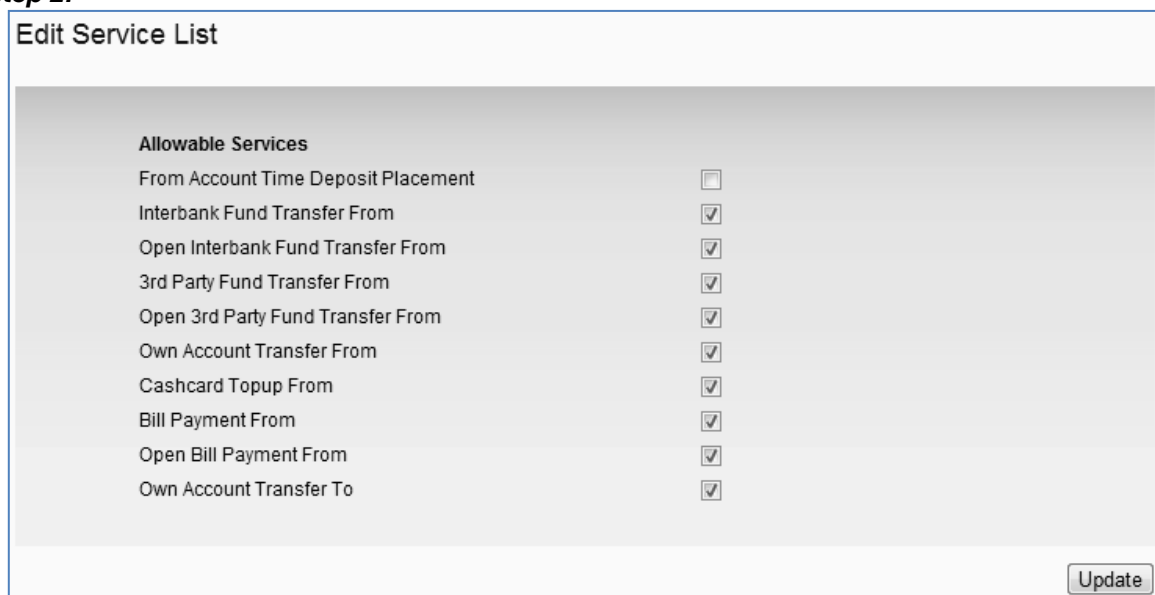


Figure 112 – Edit Service List Page

1. IBAM User selects required service for the specified product.
2. IBAM User clicks on Update to save the changes.
3. IBAM will save the required services into IB database.

6.2.4 Maintaining Fixed Deposit Term Definition

6.2.4.1 Create Fixed Deposit Term Definition

6.2.4.1.1 Features Description

This feature allows authorized IBAM user to create a fixed deposit term belongs to each fixed deposit product in product type content.

6.2.4.1.2 Process Flow

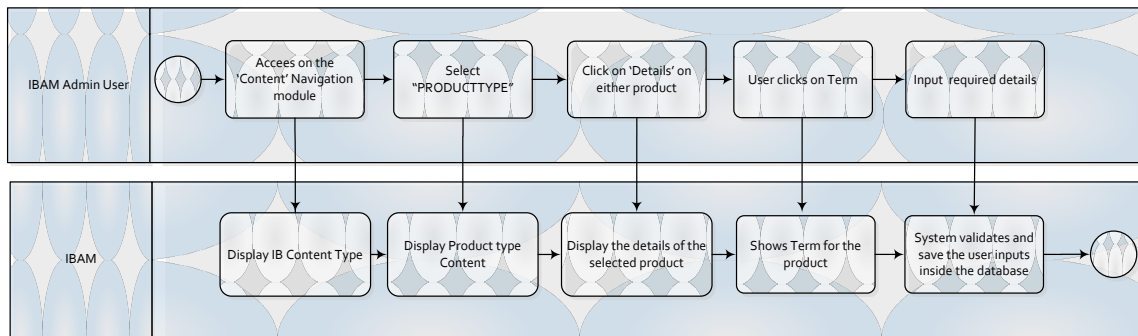


Diagram 34 – Create Fixed Deposit Term Flow Diagram

6.2.4.1.3 Screen Flow

Step 1:

The screenshot shows a web interface with two tabs: 'Service List' and 'TD Term'. The 'TD Term' tab is active, displaying a table of terms and a form to create a new term.

TD Term	
Product Code:	A0
Term Display:	80
Term:	D
Interest Payment Frequency:	30

Buttons: Delete, Edit

Create TD Term

Product Code:

Term Display:

Term:

Interest Payment Frequency: At Maturity Monthly Upfront

Button: Done

Figure 113 – Create Fixed Deposit Term Page

1. Within a selected product, clicks on Fixed Deposit Term tab.
2. IBAM displays the available term for the FD product to be use in Retail Internet Banking.
3. IBAM User input the required product code, term display and term for each FD product.
4. IBAM User clicks on “Done” to save the changes.
5. IBAM will save the required term into IB database.

6.2.4.2 Edit Fixed Deposit Term Details

6.2.4.2.1 Features Description

This feature allows authorized IBAM user to edit the available term belongs to each fixed deposit product in product type content.

6.2.4.2.2 Process Flow

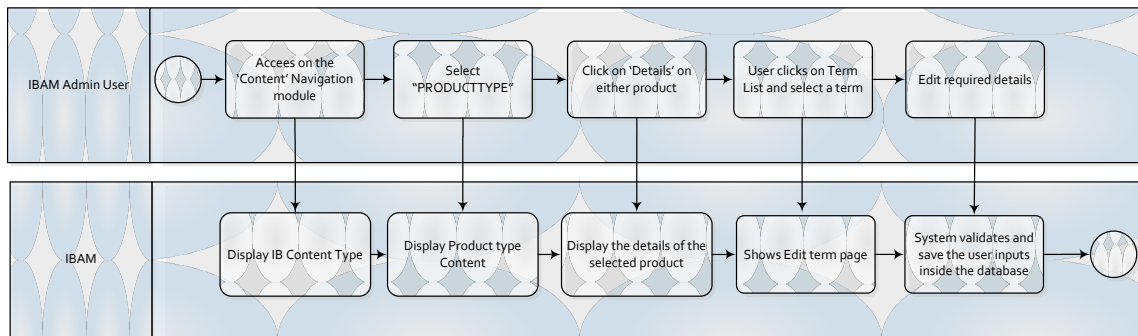
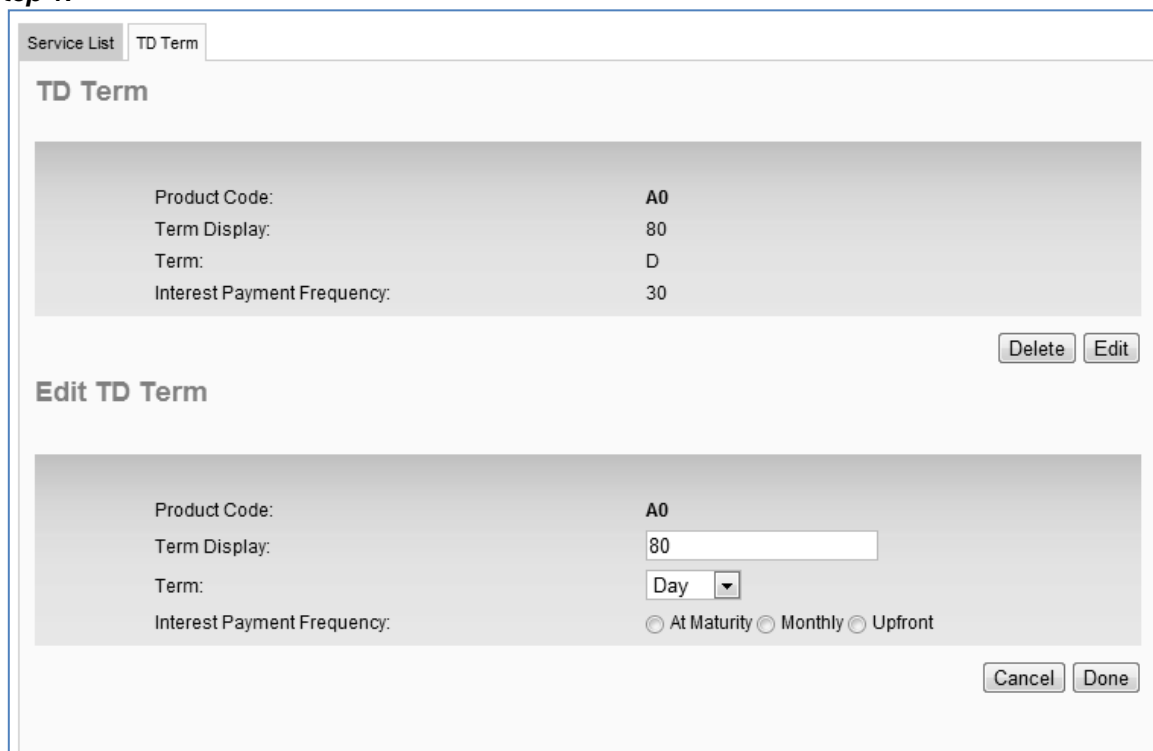


Diagram 35 – Edit Service List Flow Diagram

6.2.4.2.3 Screen Flow

Step 1:



The screenshot shows a web application interface with two tabs: 'Service List' and 'TD Term'. The 'TD Term' tab is active, displaying the following information:

TD Term

Product Code:	A0
Term Display:	80
Term:	D
Interest Payment Frequency:	30

Buttons: Delete, Edit

Edit TD Term

Product Code:	A0
Term Display:	80
Term:	Day
Interest Payment Frequency:	<input type="radio"/> At Maturity <input type="radio"/> Monthly <input type="radio"/> Upfront

Buttons: Cancel, Done

Figure 114 – Edit Existing Fixed Deposit Term Page

1. Within a selected product, clicks on Fixed Deposit Term tab.
2. IBAM displays the available term for the FD product to be use in Retail Internet Banking.
3. IBAM User clicks on “Edit” button.
4. IBAM display the selected term to be edited.
5. IBAM User edits the required details for the selected term.
6. IBAM will save the edited term into IB database.

6.2.5 Delete Product Type

6.2.5.1 Features Description

This feature allow authorized IBAM user to delete a product type.

6.2.5.2 Process Flow

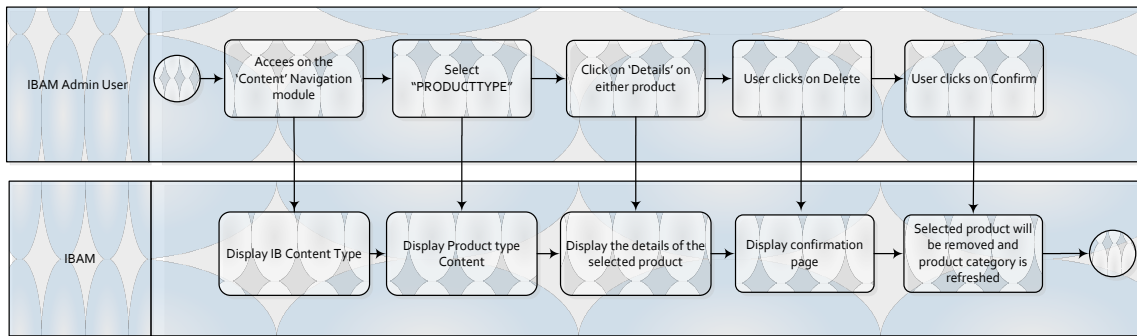


Diagram 36 - Delete Product Type Flow Diagram

6.2.5.3 Screen Flow

Step 1:

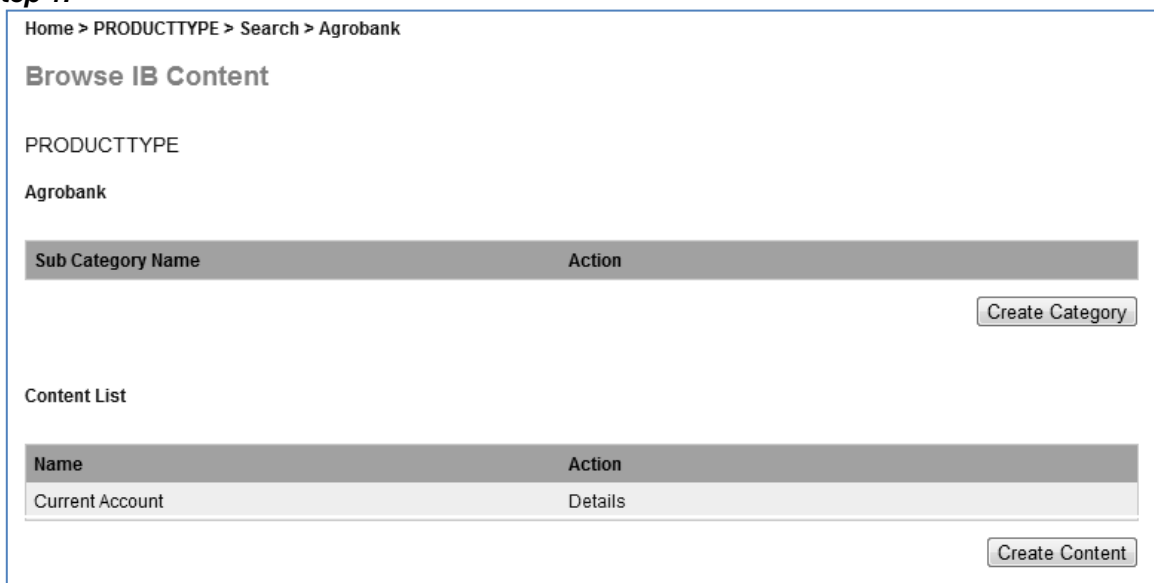


Figure 115 – Product Type Content Page

1. IBAM User selects PRODUCTTYPE in Content.
2. IBAM displays product type category.
3. IBAM User selects a category.
4. IBAM displays the available content in the selected category.

Step 2:

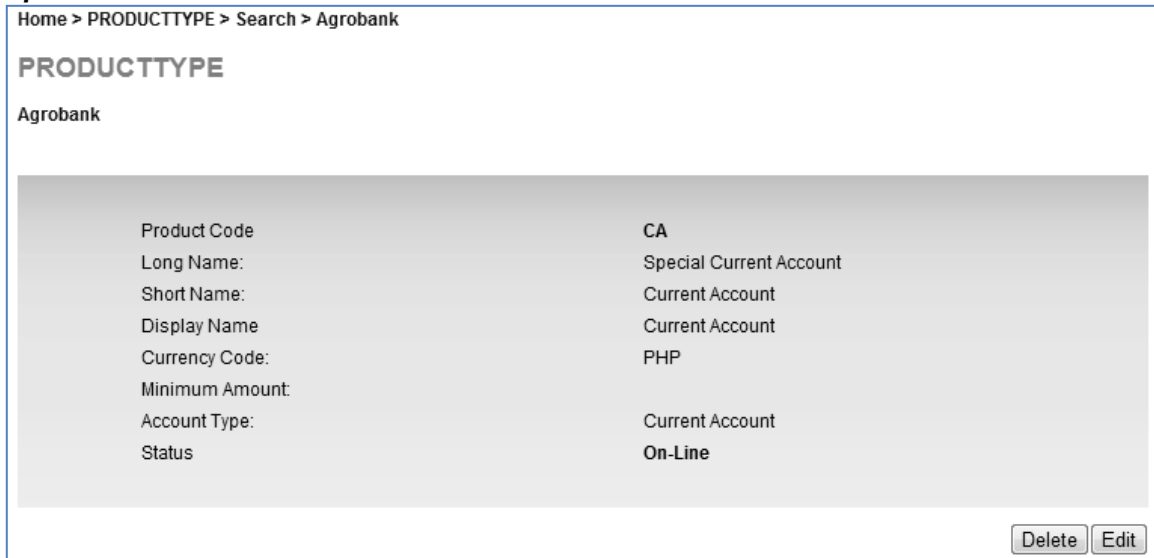


Figure 116 – Product Type Content Details Page

1. IBAM User clicks on the selected product.
2. IBAM displays the details of the selected product.

Step 3:

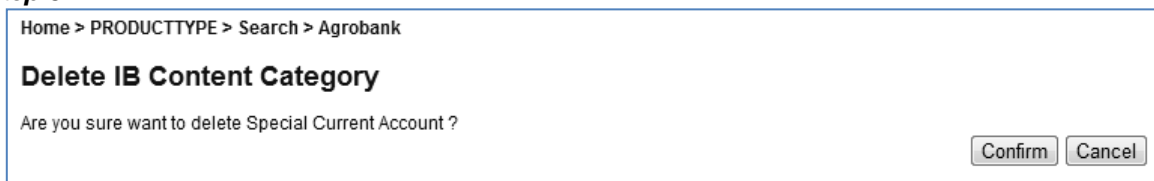


Figure 117 – Product Delete Confirmation Page

1. IBAM User clicks on 'Delete'.
2. IBAM displays the delete confirmation page.

Step 4:

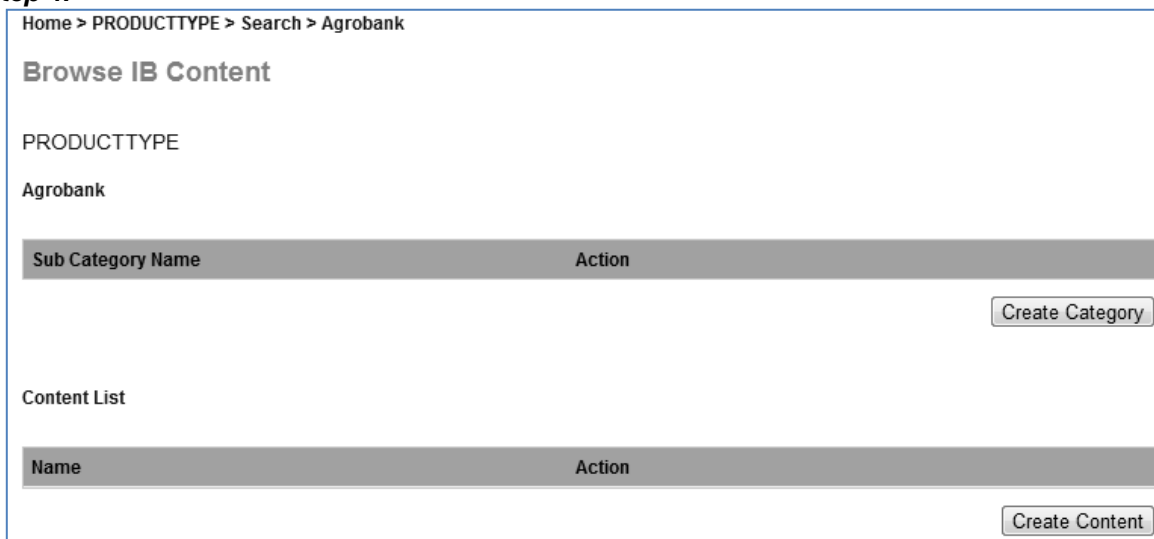


Figure 118 – Refreshed Product Type Content Page

1. IBAM User clicks on 'Confirm'
2. IBAM deletes the selected production of IB Database.

3. IBAM refreshes the content list to reflect the changes.

6.3 Currency Code

6.3.1 Create Currency Code

6.3.1.1 Features Description

This feature allows banks to manage their currency content to provide such services to their banking customer. For instance, customers are allowed to make transaction based on Malaysian Ringgit (MYR) if MYR is supported in the currency code content.

6.3.1.2 Process Flow

Note: For process flow description, this part describes on how to manage currency code offered to bank customer as the general example

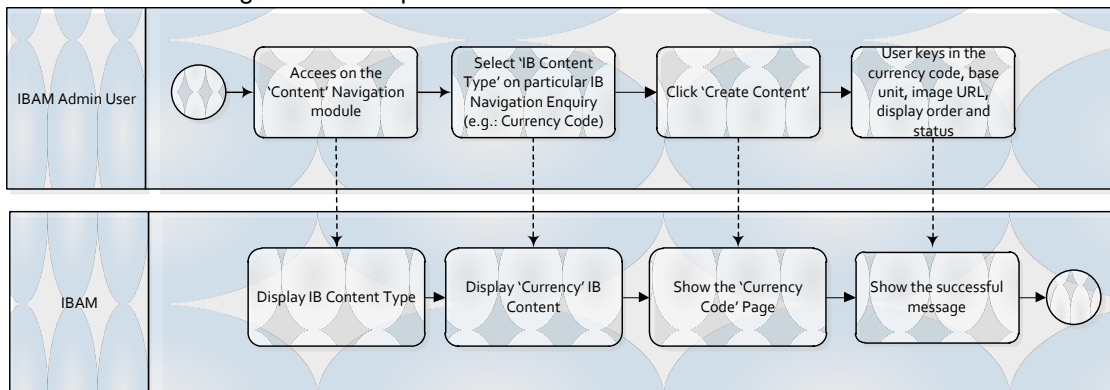


Diagram 37 – Currency Code Creation Flow Diagram

6.3.1.3 Screen Flow

Step 1:



Figure 119 – Currency Code Content Menu

1. IBAM user clicks on the 'content' navigation menu.
2. IBAM System shows the home screen of the IB Content Type.
3. Admin user selects the currency code to edit the default base transaction currency.

Step 2:

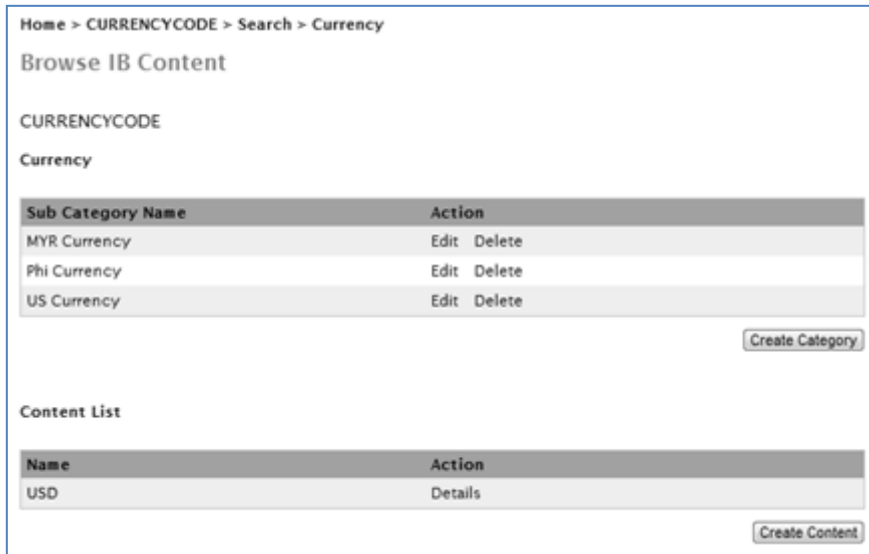


Figure 120 – Currency Code Menu

1. IBAM System shows the 'IB Content; to allow admin user to browse on it.
2. Admin user clicks on the 'create content' to add new base currency.

Step 3:

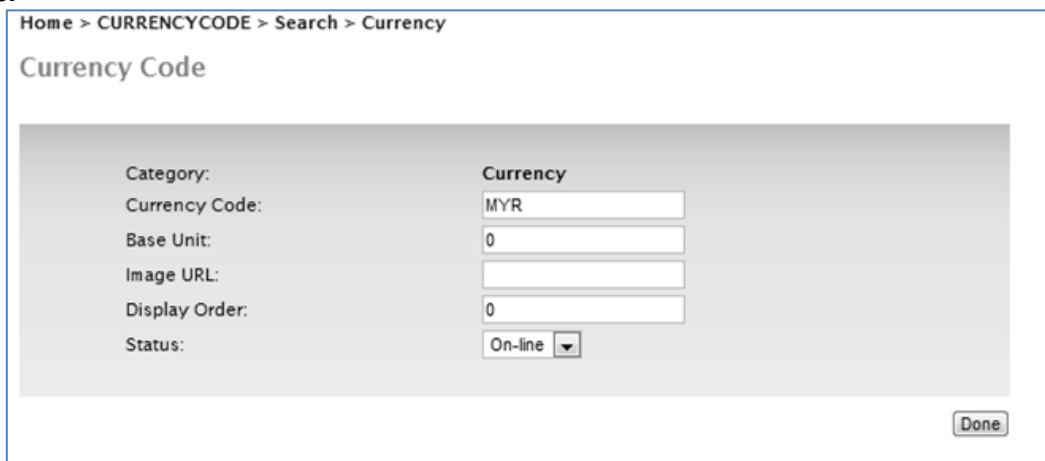


Figure 121 – Currency Code Create Page

1. IBAM shows the 'Currency Code' screen to allow admin user adding new currency code.
2. Admin user keys in the currency code, base unit, image URL, display order, and status. **
3. Admin user must click 'Done' in order to save the changes to the database.
4. IBAM System will show the 'Successful' message.

***Note:**

- *Image URL contains the picture of the respecting currency code. For example, for USD, admin user has the ability to provide the image URL that will look like 'US\$' symbol.*
- *Display order '0' means, the 'MYR' currency code will always be displayed at first place every time bank user makes transaction.*
- *Status 'On-line' means that the 'MYR' currency code is only available when the bank user is online.*

6.3.2 Edit Currency Code

6.3.2.1 Features Description

This feature allows banks to change the current currency code settings.

6.3.2.2 Process Flow

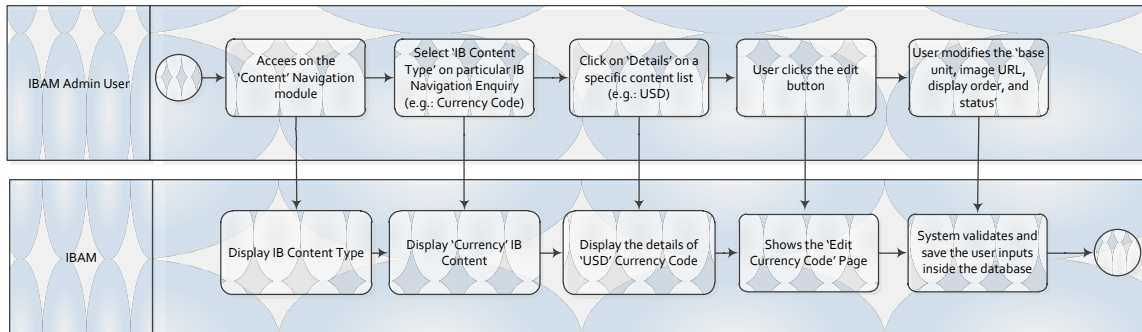


Diagram 38 – Edit Currency Code Flow Diagram

6.3.2.3 Screen Flow

Step 1:

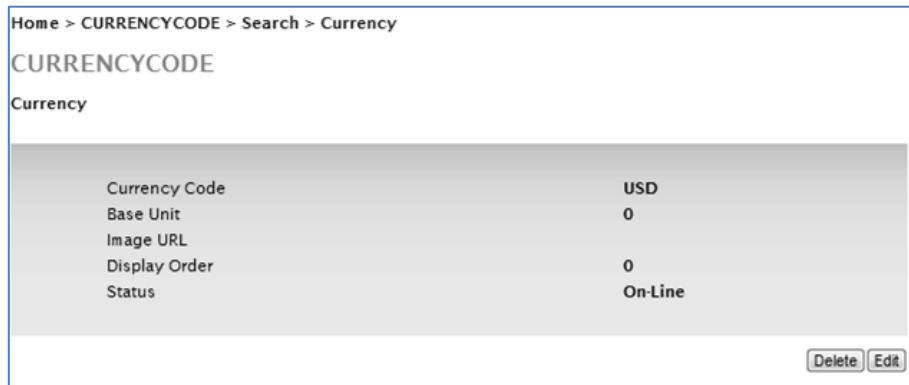


Figure 122 – Currency Code Details Page

1. IBAM User goes to specific currency code and click 'edit'.

Step 2:

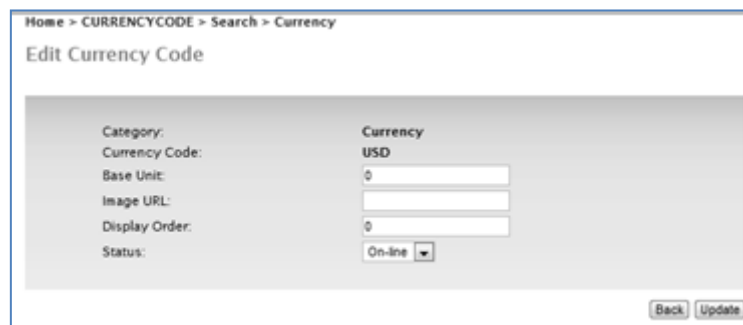


Figure 123 – Currency Code Edit Page

1. IBAM System shows editable 'Currency Code' page.
2. Admin user clicks on 'update'.
3. The settings will be changed immediately and stored into the database.

6.3.3 Delete Currency Code

6.3.3.1 Features Description

This feature allows banks to change the current currency code settings.

6.3.3.2 Process Flow

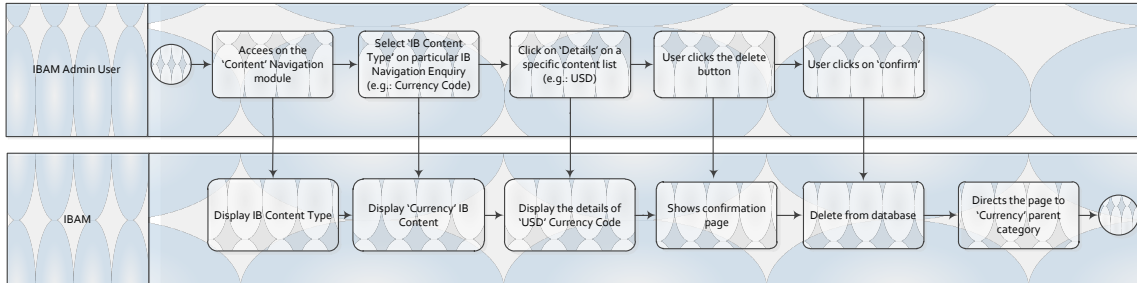


Diagram 39 – Delete Currency Code Flow Diagram

6.3.3.3 Screen Flow

Step 1:

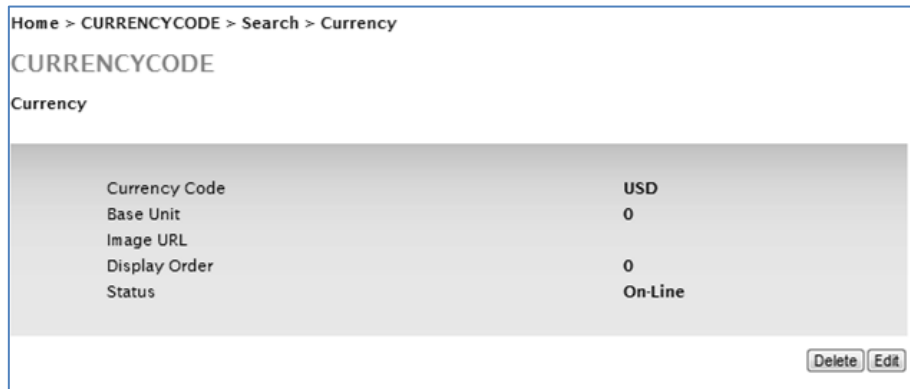


Figure 124 – Currency Code Details

1. Admin User goes to specific currency code and click 'delete'.

Step 2:

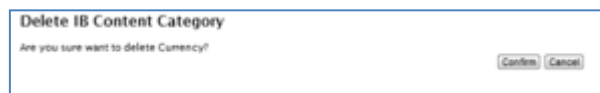


Figure 125 – Currency Code Delete Confirm

1. IBAM System shows the confirmation page.
2. User clicks on the 'confirm' button.

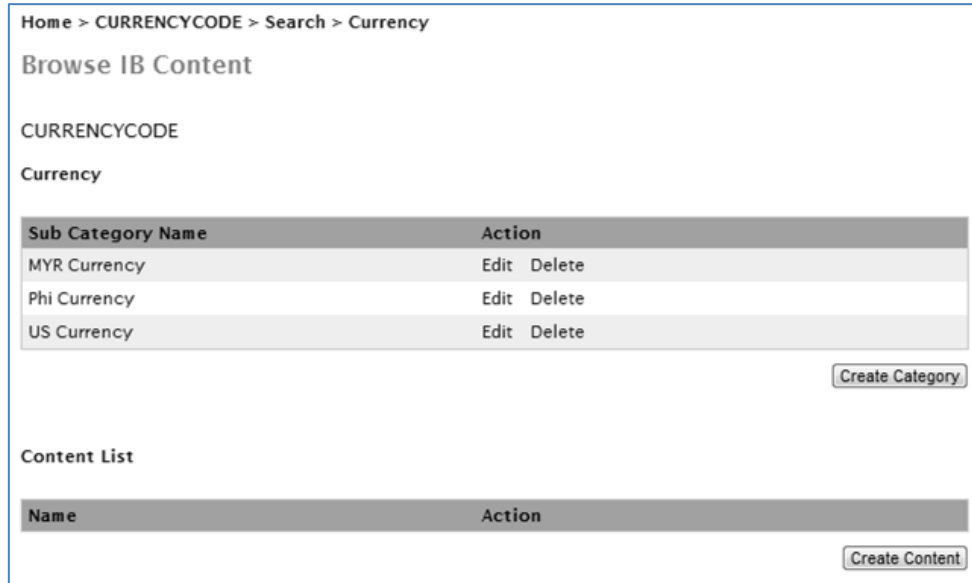


Figure 126 – Redirection Page after Deletion

3. IBAM System directs the page to 'Currency' Parent Category

6.4 Payee

6.4.1 Create Payee

6.4.1.1 Features Description

This feature allows IBAM user to create payee to cater for different payees in Retail Internet Banking bill payment transfer.

6.4.1.2 Process Flow

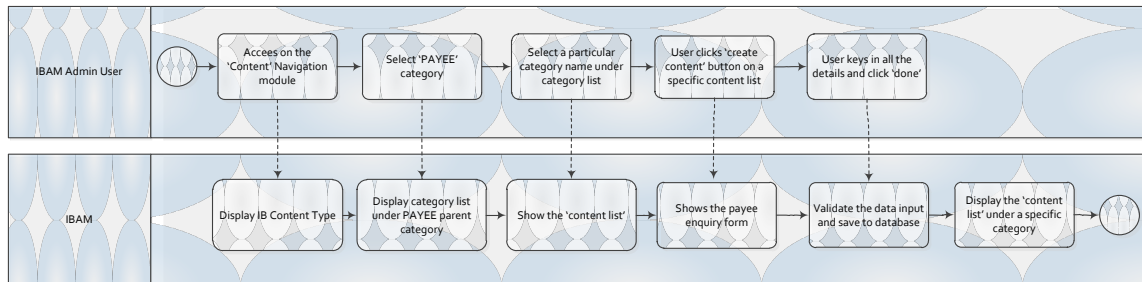


Diagram 40 – Create Payee Flow Diagram

6.4.1.3 Screen Flow

Step 1:



Figure 127 – IB Content Main Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.

Step 2:



Home > PAYEE > Search

Browse IB Content

PAYEE

Category List

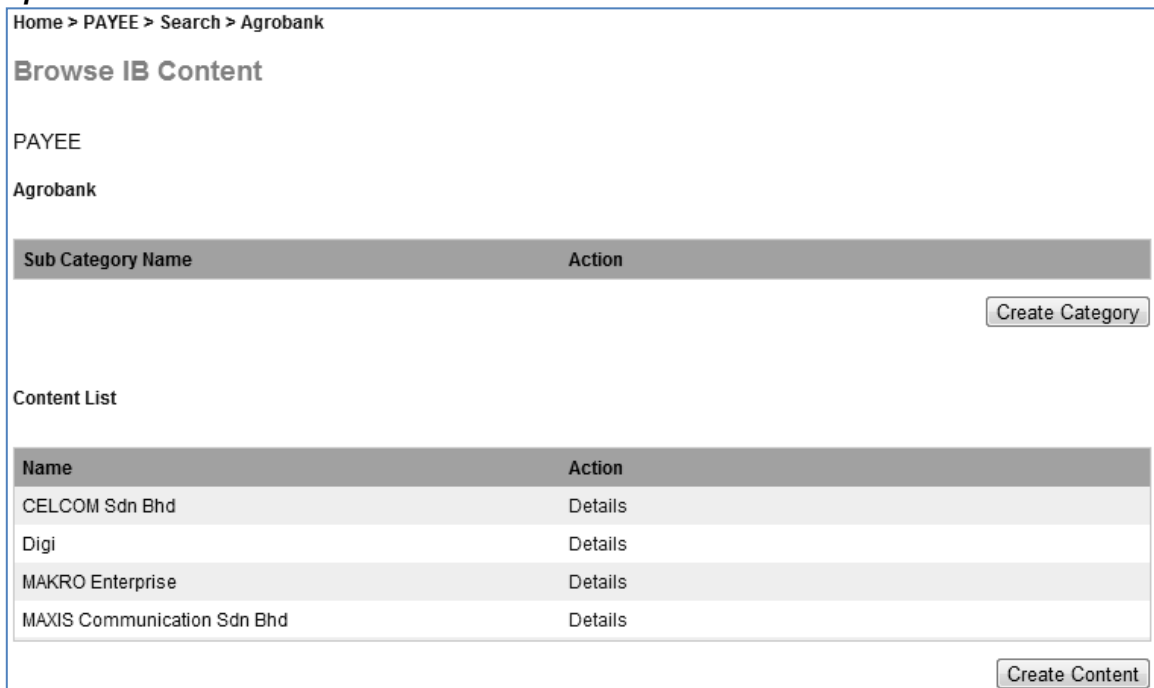
Category Name	Actions
Agrobank	Edit Delete

[Create Category](#)

Figure 128 – Payee Main Page

1. IBAM User clicks on PAYEE content.
2. IBAM displays PAYEE category list.

Step 3:



Home > PAYEE > Search > Agrobank

Browse IB Content

PAYEE

Agrobank

Sub Category Name	Action

[Create Category](#)

Content List

Name	Action
CELCOM Sdn Bhd	Details
Digi	Details
MAKRO Enterprise	Details
MAXIS Communication Sdn Bhd	Details

[Create Content](#)

Figure 129 – Payee Content List Page

1. IBAM User selects a category.
2. IBAM display the content within the selected category.

Step 4:

Category:	Agrobank
Payee Code:	<input type="text"/>
Full Name:	<input type="text"/>
Short Name:	<input type="text"/>
Online Payment:	NO <input type="button" value="v"/>
Bill Account Number Required:	NO <input type="button" value="v"/>
Bill Account Display Name Required:	NO <input type="button" value="v"/>
Bill Account Display Name:	<input type="text"/>
Image Required:	NO <input type="button" value="v"/>
Image URL:	<input type="text"/>
Favorite Register Indicator:	NO <input type="button" value="v"/>
Effective Date:	NO <input type="button" value="v"/>
Minimum Payment:	NO <input type="button" value="v"/>
Minimum Payment Amount:	<input type="text"/>
Maximum Payment:	NO <input type="button" value="v"/>
Maximum Payment Amount:	<input type="text"/>
Reference No. Required:	NO <input type="button" value="v"/>
Bill Reference Name Required:	NO <input type="button" value="v"/>
Bill Reference Name Display:	<input type="text"/>
Payment Type:	<input type="text"/>
Note 1 Required:	<input type="text"/>
Note 2 Required:	<input type="text"/>
Note 3 Required:	<input type="text"/>
Status:	Off-line <input type="button" value="v"/>

Figure 130 – Create Payee Page

1. IBAM User clicks on Create Content.
2. IBAM display Payee creation page.
3. IBAM User input required fields and click on Done.

Step 5:

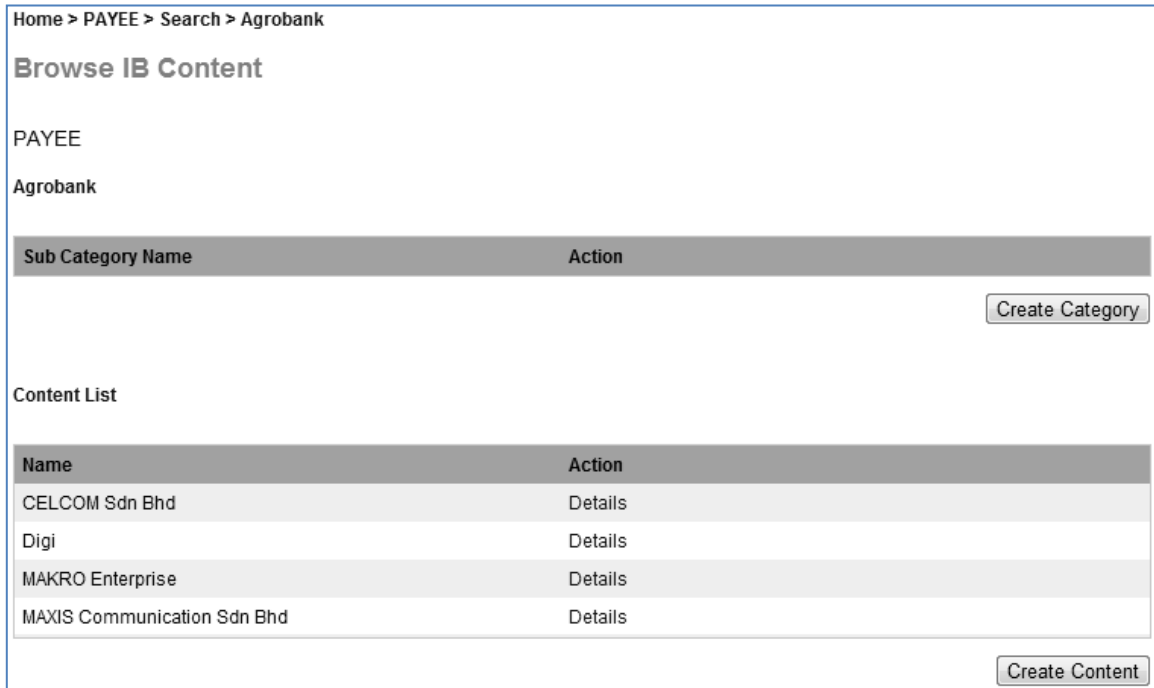


Figure 131 – Payee Listing Page (Refreshed)

1. IBAM saves the new payee into IB Database.
2. IBAM displays the latest content list to reflect the changes.

6.4.2 Edit Payee

6.4.2.1 Features Description

This feature allows authorized IBAM user to edit payee details.

6.4.2.2 Process Flow

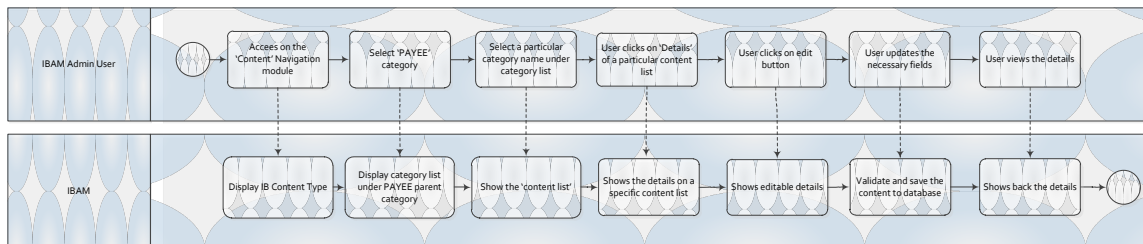


Diagram 41 – Edit Payee Flow Diagram

6.4.2.3 Screen Flow

Step 1:

Home > PAYEE > Search > Agrobank

Browse IB Content

PAYEE

Agrobank

Sub Category Name	Action
	Create Category

Content List

Name	Action
CELCOM Sdn Bhd	Details
Digi	Details
MAKRO Enterprise	Details
MAXIS Communication Sdn Bhd	Details

[Create Content](#)

Figure 132 – Payee Content List Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on PAYEE.
4. IBAM displays categories available for PAYEE.
5. IBAM User selects a category.
6. IBAM displays the available payee tied to the selected category.

Step 2:

Payee Code	5510
Full Name	CELCOM Sdn Bhd
Short Name	Celcom
Online Payment	YES
Bill Account Number Required	NO
Bill Account Display Name Required	NO
Bill Account Display Name	Bill Account Number
Image Required	YES
Image URL	
Favorite Register Indicator	YES
Effective Date	NO
Minimum Payment	YES
Minimum Payment Amount	10
Maximum Payment	YES
Maximum Payment Amount	100
Reference No. Required	NO
Bill Reference Name Required	YES
Bill Reference Name Display	Unique Bill Index Number
Payment Type	1
Note 1 Required	Please be informed that this transaction requires TAC
Note 2 Required	Please confirm on the details entered
Note 3 Required	Receipt can be printed via the available print function.
Status	On-Line

Delete Edit

Figure 133 – Payee Details Page

1. IBAM User selects a payee.
2. IBAM displays the details of the payee.
3. IBAM User clicks on 'Edit'.

Step 3:

Category:	Agrobank
Payee Code:	5510
Full Name:	<input type="text" value="CELCOM Sdn Bhd"/>
Short Name:	<input type="text" value="Celoom"/>
Online Payment:	YES <input type="button" value="v"/>
Bill Account Number Required:	NO <input type="button" value="v"/>
Bill Account Display Name Required:	NO <input type="button" value="v"/>
Bill Account Display Name:	<input type="text" value="Bill Account Number"/>
Image Required:	YES <input type="button" value="v"/>
Image URL:	<input type="text"/>
Favorite Register Indicator:	YES <input type="button" value="v"/>
Effective Date:	NO <input type="button" value="v"/>
Minimum Payment:	YES <input type="button" value="v"/>
Minimum Payment Amount:	<input type="text" value="10"/>
Maximum Payment:	YES <input type="button" value="v"/>
Maximum Payment Amount:	<input type="text" value="100"/>
Reference No. Required:	NO <input type="button" value="v"/>
Bill Reference Name Required:	YES <input type="button" value="v"/>
Bill Reference Name Display:	<input type="text" value="Unique Bill Index Numbe"/>
Payment Type:	<input type="text" value="1"/>
Note 1 Required:	<div style="border: 1px solid black; padding: 5px;">Please be informed that this transaction requires TAC</div>
Note 2 Required:	<div style="border: 1px solid black; padding: 5px;">Please confirm on the details entered</div>
Note 3 Required:	<div style="border: 1px solid black; padding: 5px;">Receipt can be printed via the available print function.</div>
Status:	On-line <input type="button" value="v"/>

Image path of the screenshot of which number customer should enter when performing bill payments

Figure 134 – Payee Edit Page

1. IBAM displays the payee edit page.
2. IBAM User performs edit on the selected payee and click on 'Update'.
3. IBAM saves the changes into IB database.

6.4.3 Delete Payee

6.4.3.1 Features Description

This feature allows an authorized IBAM user to delete a payee.

6.4.3.2 Process Flow

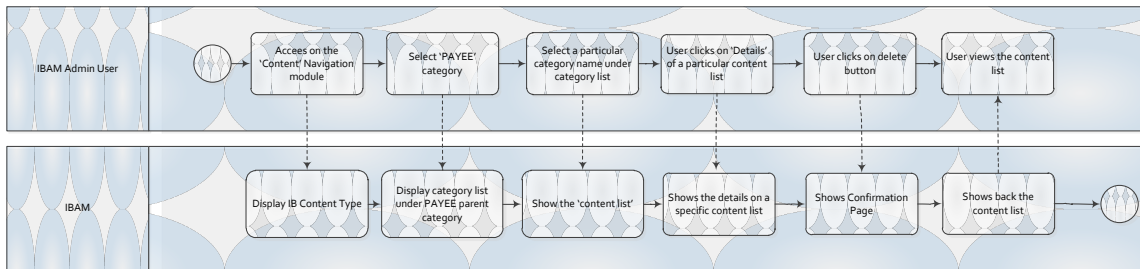


Diagram 42 – Delete Payee Flow Diagram

6.4.3.3 Screen Flow

Step 1:

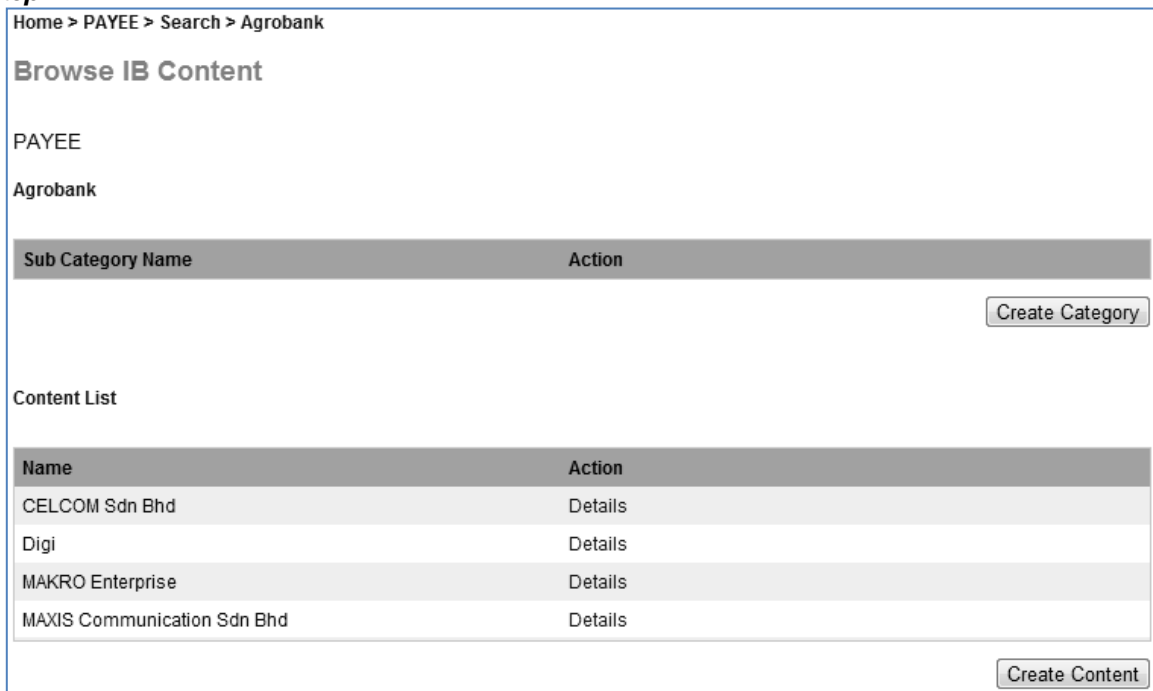


Figure 135 – Payee Content List Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on PAYEE.
4. IBAM displays categories available for PAYEE.
5. IBAM User selects a category.
6. IBAM displays the available payee tied to the selected category.

Step 2:

Payee Code	5510
Full Name	CELCOM Sdn Bhd
Short Name	Celcom
Online Payment	YES
Bill Account Number Required	NO
Bill Account Display Name Required	NO
Bill Account Display Name	Bill Account Number
Image Required	YES
Image URL	
Favorite Register Indicator	YES
Effective Date	NO
Minimum Payment	YES
Minimum Payment Amount	10
Maximum Payment	YES
Maximum Payment Amount	100
Reference No. Required	NO
Bill Reference Name Required	YES
Bill Reference Name Display	Unique Bill Index Number
Payment Type	1
Note 1 Required	Please be informed that this transaction requires TAC
Note 2 Required	Please confirm on the details entered
Note 3 Required	Receipt can be printed via the available print function.
Status	On-Line

Delete Edit

Figure 136 – Payee Details Page

1. IBAM User selects a payee.
2. IBAM displays details of the selected payee.
3. IBAM User clicks on 'Delete'.

Step 3:

Home > PAYEE > Search > Agrobank

Delete IB Content Category

Are you sure want to delete CELCOM Sdn Bhd?

Confirm Cancel

Figure 137 – Payee Delete Confirmation Page

1. IBAM displays delete confirmation page.
2. IBAM User clicks on 'Confirm'.
3. IBAM removes the payee from IB Database.

Step 4:

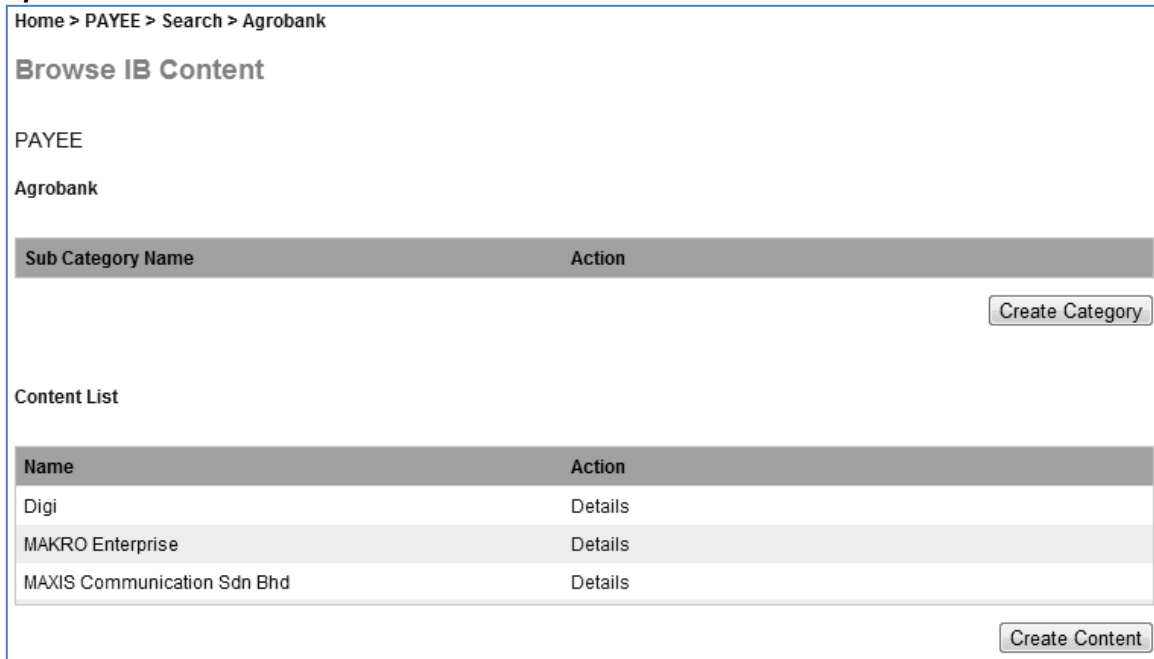


Figure 138 – Refreshed Payee Content List Page

1. IBAM reloads the latest payee content list page to reflect the changes made.

6.5 Service Info

6.5.1 Create Service Info

6.5.1.1 Features Description

This feature allows IBAM user to create service info for Retail Internet Banking in order to display information based on different services (e.g. Own Account Transfer, Third Party Transfer, Bill Payment etc)

6.5.1.2 Process Flow

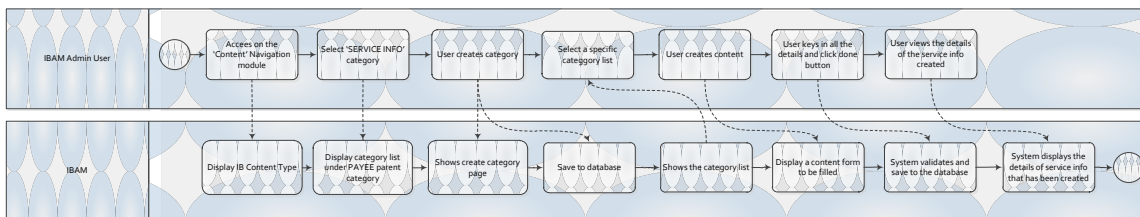


Diagram 43 – Create Service Info Flow Diagram

6.5.1.3 Screen Flow

Step 1:



Figure 139 – IB Content Main Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.

Step 2:



Figure 140 – Service Info Category Page

1. IBAM User clicks on SERVICEINFO
2. IBAM displays the available category on SERVICEINFO

Step 3:

Browse IB Content

SERVICEINFO

Agrobank

Sub Category Name	Action

[Create Category](#)

Content List

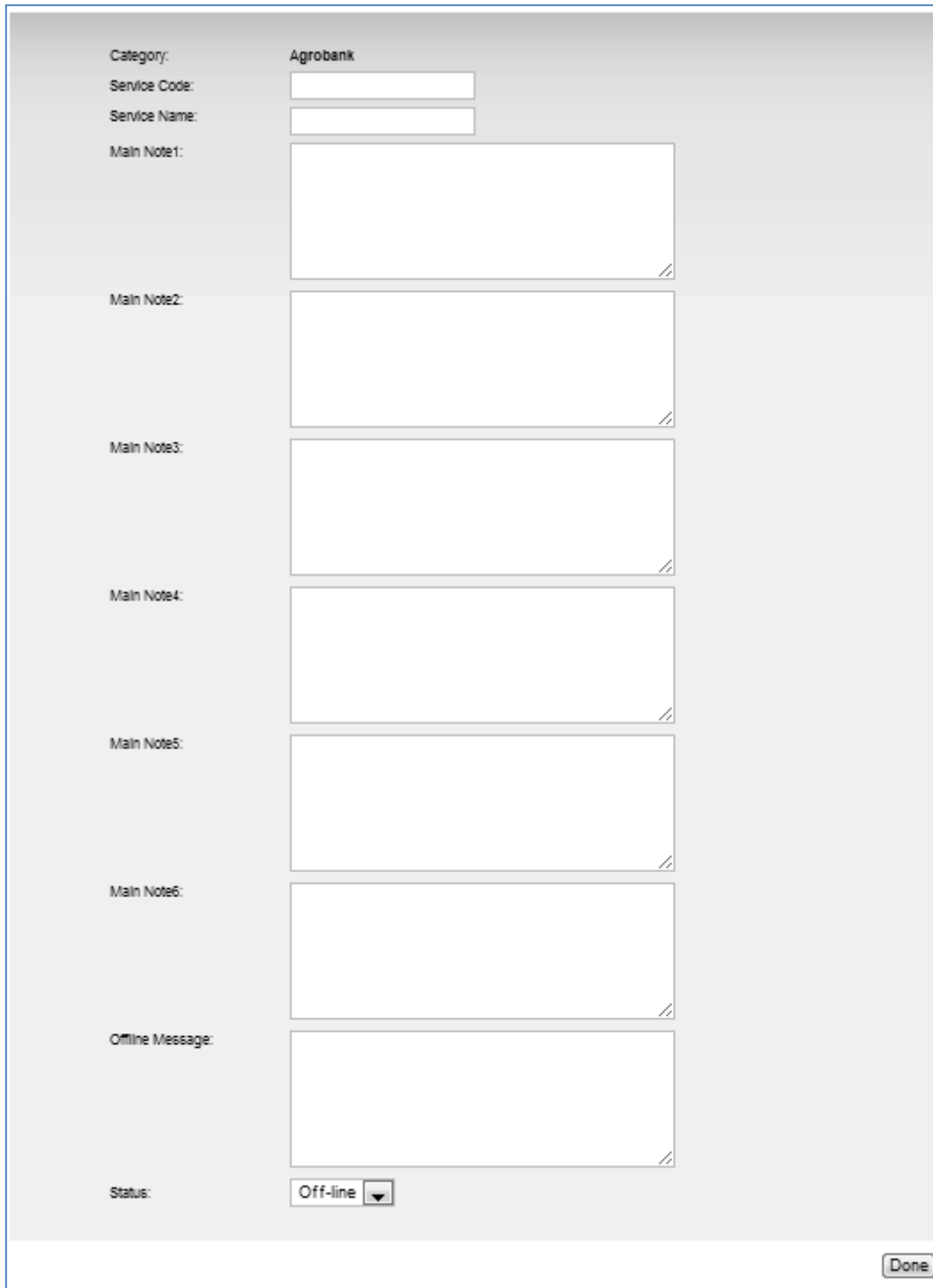
Name	Action
Access Login	Details
Account Inquiry	Details
Account Maintenance - Link	Details
Account Maintenance - Unlink	Details
Account Summary Enquiry	Details
Auto Loan	Details
Transaction History	Details
Transfer Limit	Details
Update profile	Details

[Create Content](#)

Figure 141 – Service Info Tied to a Category

1. IBAM User clicks on “Create Content”.

Step 4:



Category: Agrobank

Service Code:

Service Name:

Main Note1:

Main Note2:

Main Note3:

Main Note4:

Main Note5:

Main Note6:

Offline Message:

Status:

Figure 142 – Service Info Creation Page

1. IBAM displays Service Info creation page.
2. IBAM User input required fields of service info and click 'Done'.
3. IBAM saves the new serviceinfo into IB database.

6.5.2 Edit Service Info

6.5.2.1 Features Description

This feature allows an authorized IBAM user to edit existing service info.

6.5.2.2 Process Flow

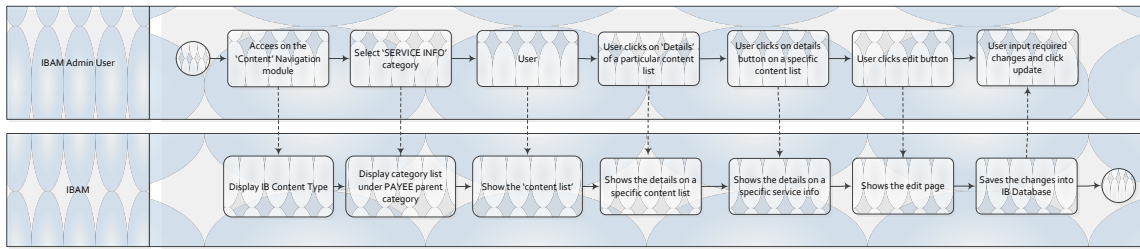


Diagram 44 – Edit Service Info Flow Diagram

6.5.2.3 Screen Flow

Step 1:

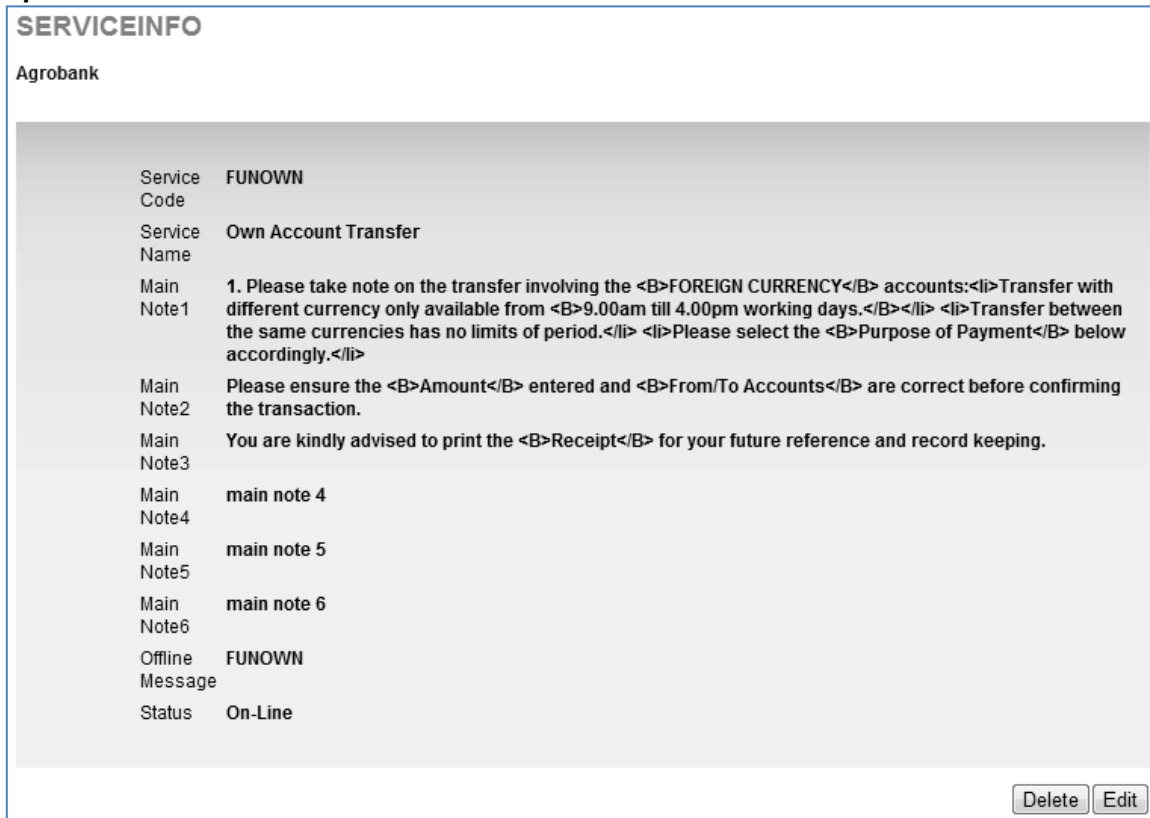


Figure 143 – Service Info Details Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on SERVICEINFO.
4. IBAM displays the available category on SERVICEINFO.
5. IBAM User clicks on the selected category.
6. IBAM displays the content tied to the selected category.
7. IBAM User selects a service info.
8. IBAM displays the service info details.

Step 2:

Category:	Agrobank
Service Code:	FUNOVN
Service Name:	Own Account Transfer
Main Note1:	<p>1. Please take note on the transfer involving the FOREIGN CURRENCY accounts: <ul style="list-style-type: none"> Transfer with different currency only available from 9.00am till 4.00pm working days. Transfer between the same </p>
Main Note2:	<p>Please ensure the Amount entered and From/To Accounts are correct before confirming the transaction.</p>
Main Note3:	<p>You are kindly advised to print the Receipt for your future reference and record keeping.</p>
Main Note4:	<p>main note 4</p>
Main Note5:	<p>main note 5</p>
Main Note6:	<p>main note 6</p>
Offline Message:	<p>FUNOVN</p>
Status:	<p>On-line <input type="button" value="v"/></p>

Figure 144 – Edit Service Info Page

1. IBAM displays Service Info edit page.
2. IBAM User input required changes of service info and click 'Update'.
3. IBAM saves the amended service info into IB database.

6.5.3 Delete Service Info

6.5.3.1 Features Description

This feature allows IBAM user to delete selected service info.

6.5.3.2 Process Flow

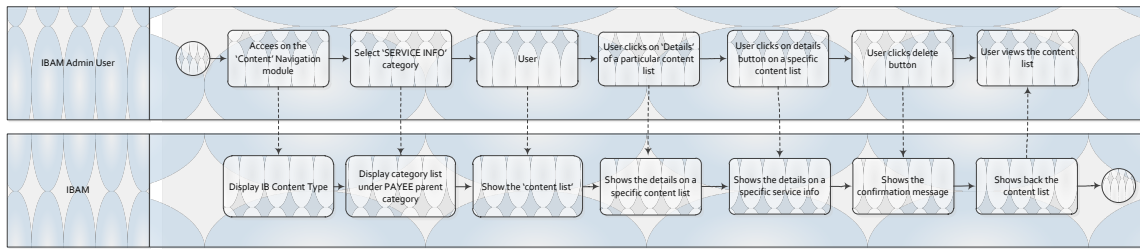


Diagram 45 – Delete Service Info Flow Diagram

6.5.3.3 Screen Flow

Step 1:

SERVICEINFO

Agrobank

Service Code	FUNOWN
Service Name	Own Account Transfer
Main Note1	1. Please take note on the transfer involving the FOREIGN CURRENCY accounts: Transfer with different currency only available from 9.00am till 4.00pm working days. Transfer between the same currencies has no limits of period. Please select the Purpose of Payment below accordingly.
Main Note2	Please ensure the Amount entered and From/To Accounts are correct before confirming the transaction.
Main Note3	You are kindly advised to print the Receipt for your future reference and record keeping.
Main Note4	main note 4
Main Note5	main note 5
Main Note6	main note 6
Offline Message	FUNOWN
Status	On-Line

Figure 145 – Service Info Details Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on SERVICEINFO.
4. IBAM displays the available category on SERVICEINFO.
5. IBAM User clicks on the selected category.
6. IBAM displays the content tied to the selected category.
7. IBAM User selects a service info.
8. IBAM displays the service info details.

Step 2:

Home > SERVICEINFO > Search > Agrobank

Delete IB Content Category

Are you sure want to delete Own Account Transfer?

Figure 146 – Service Info Delete Confirmation Page

1. IBAM User clicks on 'Delete'.
2. IBAM displays the delete confirmation page.
3. IBAM User clicks on 'Confirm'.
4. IBAM removes the selected service info from IB Database.

7 Personalization

7.1 Change own password

7.1.1 Features Description

This feature allows IBAM users to their own password as necessary.

7.1.2 Process Flow

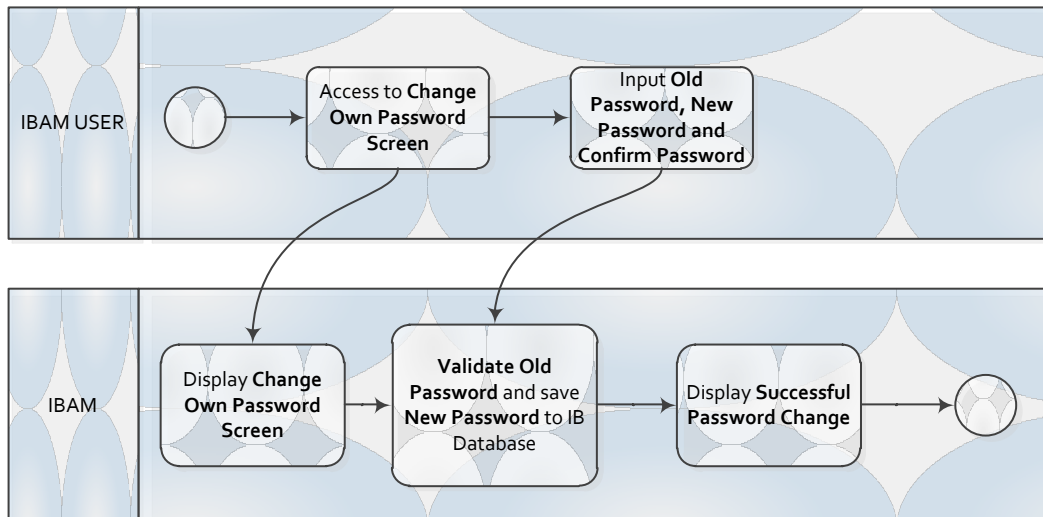


Diagram 46 – Change Own Password Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to Change Password Screen.
2. IBAM display Change Password Screen.
3. Admin input Old Password, New Password and Confirm Password.
4. IBAM validates Old Password and save New Password to IB Database.

Step 2:

1. IBAM display the result page.

7.1.3 Screen Flow

Step 1:

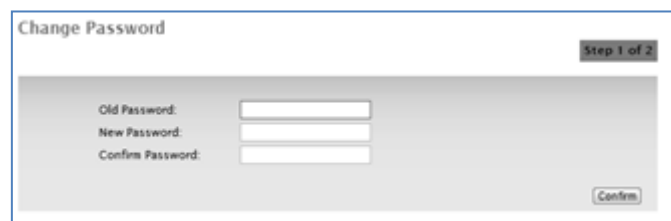


Figure 147 – Change Password Screen

1. Admin can access to Change Password Screen by clicking on the “Change Password” link on the left navigation menu
2. IBAM display the Change Password Screen.
3. Admin input Old Password, New Password and Confirm Password and clicked the “Change” button

Step 2:

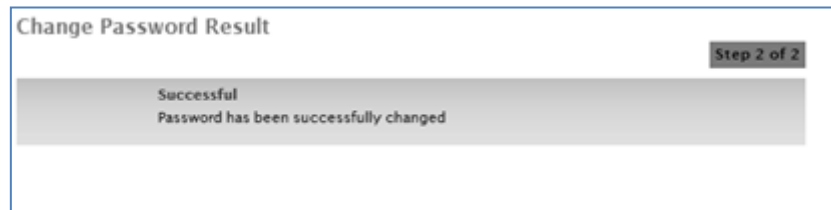


Figure 148 – Change Password Result Screen

1. IBAM validates Old Password and save New Password to IB Database and display the result screen to the admin.

~~~ End ~~~