



## SERVICE REQUEST FORM (SIR)

### SECTION A – To be filled up by business user

**Date** : 1 July 2020

**Requester** : RAHMAT BOHARI

**Department** : DIGITAL BANKING

**Date Required** : 20 JULY 2020

**Reference ID**: BN/IP/JPD/4 JLD 2 (36)

**Subject** : Migration of Organization Codes & User to new BSNeBiz

#### Type of Request:

- Regulatory / Compliance
- New Project
- New Product / Service
- System Enhancement
- Incident (Error, Production / Operation issue)
- Hardware / Infrastructure
- IT Security

#### Priority:

- High
- Medium
- Low

#### Environment:

- SIT/Development
- UAT
- DR
- Production



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**Vendor**

BSN IT (eBiz application) and Penril Datability

**Objective**

To migrate the organization codes & users from BSNeBiz (classic) to BSNeBiz(new)

**Description Details**

List of organization codes attached



# SERVICE REQUEST FORM (SIR)

**Impact if not implemented**

The organization unable to perform the new roles – Enter Finance Input

**Attachments**

Prepared by

Reviewed by,

**NAME:**

RAHMAT BOHARI @ JANTAN  
EKSEKUTIF KANAN  
JABATAN PERBANKAN DIGITAL  
BANK SIMPANAN NASIONAL

**NAME:**

ZAMRI OMAR  
NAIB PRESIDEN  
JABATAN PERBANKAN DIGITAL  
BANK SIMPANAN NASIONAL

**DESIGNATION:**

**DESIGNATION:**

**DATE:**

1/7/2020

**DATE:**

1/7/2020

Approved by,

**NAME:**

MUHAMAD ADLAN HUSSAIN  
SENIOR VICE PRESIDENT / HEAD  
DIGITAL BANKING DEPARTMENT  
BANK SIMPANAN NASIONAL

**DESIGNATION:**

**DATE:**

9/07/2020

**NOTE:**

\*\*Approval to be signed by Head of Department/Business Unit Head/Business Team Lead



## SERVICE REQUEST FORM (SIR)

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### SECTION B – Demand Management Evaluation

SR No. : \_\_\_\_\_

Date Received : \_\_\_\_\_

Status :  Accepted  Rejected  Deferred

Comments :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bil	Kod Organisasi	Nama Kod Organisasi	Cawangan
1	M6048	MORTGAGE KL	HQ/KL
2	M6102	MORTGAGE HQ	HQ/KL
3	M6050	PERSONAL LOAN KL	HQ/KL
4	M6104	PERSONAL LOAN HQ	HQ/KL
5	M6085	CORPORATE LOAN HQ	HQ/KL
6	M6105	MICRO FINANCE KL	HQ/KL
7	M6782	WASIAT MANAGEMENT KL	HQ/KL
8	M6046	MRTT TAKAFUL MALAYSIA	HQ/KL
9	M6080	MRTA GIBRALTAR	HQ/KL
10	M6059	MRTT PRUBSN HQ	HQ/KL
11	M6045	MRTT PRUBSN	HQ/KL
12	M6047	MRTT TAKAFUL IKHLAS	HQ/KL
13	M6118	REFUND INS KL	HQ/KL
14	B6032	UNIT DISBURSEMENT JOHOR	JOHOR
15	B5863	UNIT PERUNCITAN & BAYARAN	JOHOR
16	B5864	PENTADBIRAN KREDIT	JOHOR
17	B6011	MRTA AMLIFE ASSURANCE JOHOR	JOHOR
18	B6012	MRTT PRUBSN JOHOR	JOHOR
19	B6013	MRTT TAKAFUL MALAYSIA JOHOR	JOHOR
20	B6014	MRTT TAKAFUL IKHLAS JOHOR	JOHOR
21	B6022	GIBRALTAR BSN	JOHOR
22	B6748	WASIAT MANAGEMENT JOHOR	JOHOR
23	B6673	KOS GUAMAN DMRS	JOHOR
24	C6021	MRTT TAKAFUL IKHLAS KEDAH	KEDAH
25	C6022	MRTT TAKAFUL MALAYSIA KEDAH	KEDAH
26	C6020	MRTT PRUBSN KEDAH	KEDAH
27	C6036	MRTA GIBRALTAR BSN	KEDAH
28	C6043	DISBURSEMENT KEDAH	KEDAH
29	D6038	MORTGAGE KEL	KELANTAN
30	D6038	PERSONAL FINANCE KEL	KELANTAN
31	D6038	MICRO FINANCE KEL	KELANTAN
32	D6334	WASIAT MANAGEMENT KEL	KELANTAN
33	D6013	MRTT TAKAFUL MALAYSIA	KELANTAN
34	D6011	MRTT PRUBSN KEL	KELANTAN
35	D6012	MRTT TAKAFUL IKHLAS	KELANTAN
36	F6040	Kredit Disbursement N9 (PF/Micro/HF)	N.SEMBILAN
37	F6576	Wasiat Management N Sembilan	N.SEMBILAN
38	F6027	MRTA - Gibraltar	N.SEMBILAN
39	F6015	MRTT - PruBSN	N.SEMBILAN
40	F6016	MRTT - Sykt Takaful Malaysia	N.SEMBILAN
41	F6017	MRTT - Takaful Ikhlas	N.SEMBILAN
42	F6280	Bayar Kos Guaman	N.SEMBILAN
43	F1600	Refund (maintenance)	N.SEMBILAN
44	G6404800	MORTGAGE	PAHANG
45	G6022800	PERSONAL LOAN	PAHANG
46	G6022800	MICRO FINANCE	PAHANG
47	G6369800	WASIAT MANAGEMENT	PAHANG
48	G600801	MRTA GIBRALTAR	PAHANG
49	G600301	MRTT TAKAFUL	PAHANG
50	G600501	MRTT PRUBSN	PAHANG
51	G6301	REFUND MTNCE CAD	PAHANG
52	G6229	BILL - MAINTENANCE CAD	PAHANG
53	H6227	WASIAT	PENANG
54	H6022	MRTT TAKAFUL MALAYSIA	PENANG
55	H6028	MRTA GIBRALTAR	PENANG
56	H6023	MRTT PRUBSN	PENANG
57	H6025	MRTT TAKAFUL IKHLAS	PENANG
58	H6044	CREDIT DISBURSE	PENANG
59	H4706	REFUND	PENANG
60	H4344	UNIT AKAUN	PENANG

61	J6549800	UNIT PEMBAYARAN KREDIT PERAK	PERAK
62	J6015800	MRTT PRUBSN_PERAK	PERAK
63	J6030800	MRTA GIBRALTAR_PERAK	PERAK
64	J6016800	MRTT Takaful Malaysia Perak	PERAK
65	J6297800	TRLT Prubsn Perak	PERAK
66	J6014800	MRTT Takaful Ikhlas Perak	PERAK
67	J0655400	MyAngkasa - Wasiat	PERAK
68	J4880800	UNIT KREDIT PERAK	PERAK
69	N6386	UNIT PEMBAYARAN KREDIT SABAH (MORTGAGE )	SABAH
70	N6203	UNIT PEMBAYARAN KREDIT SABAH ( PERSONAL LOAN / MICRO FINANCE )	SABAH
71	N6560	WASIAT MANAGEMENT SABAH	SABAH
72	N6010	MRTT PRUBSN_SABAH	SABAH
73	N6011	MRTT TAKAFUL MALAYSIA_SABAH	SABAH
74	N6012	MRTT TAKAFUL IKHLAS_SABAH	SABAH
75	N6013	MRTA AMLIFE ASSURANCE_SABAH	SABAH
76	N6017	MRTA UNIASIA_SABAH	SABAH
77	N6278	UNIT PENYELENGGARAAN KREDIT SABAH KOS GUAMAN / REFUND	SABAH
78	K6033	DISBURSEMENT MORTGAGE SELANGOR	SELANGOR
79	K6034	DISBURSEMENT PL SELANGOR	SELANGOR
80	K6804	WASIAT MANAGEMENT SELANGOR	SELANGOR
81	K6030	MRTA GIBRALTAR _SELANGOR	SELANGOR
82	K6023	MRTT TAKAFUL MALAYSIA_SELANGOR	SELANGOR
83	K6022	MRTT PRUBSN_SELANGOR	SELANGOR
84	K6021	MRTT TAKAFUL IKHLAS_SELANGOR	SELANGOR
85	K6514	MAINTENANCE BILLING SELANGOR	SELANGOR
86	K6035	MAINTENANCE SELANGOR	SELANGOR
87	L6031	KREDIT PEMBAYARAN	TERENGGANU
88	L6243	WASIAT MANAGEMENT	TERENGGANU
89	L6016	MRTT TAKAFUL MALAYSIA	TERENGGANU
90	L6022	MRTA GIBRALTAR	TERENGGANU
91	L6015	MRTT PRUBSN	TERENGGANU
92	L6013	MRTT TAKAFUL IKHLAS	TERENGGANU
93	L6204	MAINTENANCE TRG	TERENGGANU
94	P5720	REFUND / KOS GUAMAN	SARAWAK
95	P6363	WASIAT	SARAWAK
96	P6322	CREDIT A/C	SARAWAK
97	P6011	MRTT PRUBSN	SARAWAK
98	P6014	MRTA GILBRATAR	SARAWAK
99	P6009	MRTT TAKAFUL IKHLAS	SARAWAK
100	E6017800	UNIT DISBURST_MELAKA	MELAKA
101	E6193800	MAINTENANCE BILLING	MELAKA
102	E6033800	REFUND_MELAKA	MELAKA
103	E6318800	MyANGKASA EBIZ	MELAKA
104	E6008800	MRTT PRUBSN_MELAKA	MELAKA
105	E6007800	MRTT TAKAFUL IKHLAS_MELAKA	MELAKA
106	E6006800	MRTT TAKAFUL Malaysia_MELAKA	MELAKA
107	E6011800	MRTA GIBRALTAR_MELAKA	MELAKA



MINUTES OF MEETING

Date : 5 Mar 2020
Time : 2.00 pm (Thursday)
Venue : Meeting Room COD, Level 1, Wisma BSN
Subject : DISCUSSION ON BSN EBIZ

Meeting Agenda:

- 1. Payment (IBG and Auto-Credit SGB) via platform BSN eBiz
2. Current Access for Credit Admin (CAD) - key in data in platform eBiz
3. Current Process - CAD send memo to UKB/UAP for approval to Enter Amount in
4. Impact and requirement if CAD would like to obtain access number 3)
5. Other Matters

Attendees:

In Attendance

Table with 5 columns: No, Name, Initial, Department / Division, Attended. Contains 8 rows of attendee information.



Absence with Apology

No	Name	Initial	Department/ Division	Attended
1.	Md. Aris Abu		Head of Operations, Kuala Lumpur	
2.	Rahmat Bohari		Digital Banking	

Minutes:

No	Meeting Minutes	For Action / Comments	Resp. Person	Deadline
1.0	<p><b>Introduction</b></p> <p>Welcome speech and introduction by RAK on the meeting.</p> <ol style="list-style-type: none"> <li>Currently, CAD is handling the data entry for eBiz on payment for the disbursement of financing products.</li> <li>CAD then will prepare Memo to UAP/UKB to enter amount in eBiz.</li> <li>CAD would like to take over the function INPUT FINANCE in BSN eBiz which is currently processed by State UAP/UKB.</li> </ol>	Info	Info	Info
2.0	<b>Matters</b>			
2.1	<p><b>Access to BSN eBiz</b> (<a href="https://www.bsnebiz.com.my/BE/login.aspx">https://www.bsnebiz.com.my/BE/login.aspx</a>) <b>to Enter Amount (Input Finance)</b></p> <ol style="list-style-type: none"> <li>Application for user ID is done via IT Care (Input Finance).</li> <li>The above application requires the list of BSN eBiz Organization Code as supportive documents - Refer Appendix 1.</li> </ol>	Application in IT Care has been rejected on 21.04.2020 due to access matrix for BSN eBiz Input Finance.	CAD/ NAAG	31.03.20





No.	Meeting Minutes	For Action / Comments	Resp. Person	Deadline
<b>2.2</b>	<b>Cut Off time for BSN eBiz</b> 1) The Cut Off time is at 6.30 pm. 2) For extension, may apply IT eBiz (Attention : Nazmi / Musyraf). 3) Currently application to extend the cut off time is done by respective state UKB.	Info	-	-
<b>2.3</b>	<b>Business Area</b> 1) The Business Area (BA) for Credit Operations Department is 2510.	Info	-	-
<b>3.0</b>	<b>Adjournment</b> The meeting was adjourned at 3:30 pm.	Info	-	-

Prepared by :

**NUR AISHAH ABDUL GHANI**  
Section Head  
Credit Administration Division

Approved by :

**RAIHANIZAH ABDUL KADIR**  
Manager  
Credit Operations Department