



## SERVICE REQUEST FORM (SIR)

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

Date : 13<sup>th</sup> July 2020

Requester : Rahmat Bohari

Department : Digital Banking

Date Required : 17<sup>th</sup> July 2020

Reference ID : BN/IP/JPD/4 JLD 2 ( 42 )

Subject : BSNeBiz : announcement on BSNeBiz website

#### 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



## **SERVICE REQUEST FORM (SIR)**

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**Vendor**

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**Objective**

BSNeBiz System (new) –

1. Announcement to inform customer on migration date & enable customer to login to new BSNeBiz
  2. To remove – 'Coming Soon' logo
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**Description Details**

Information & screen attached

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## SERVICE REQUEST FORM (SIR)

### Impact if not implemented

Important to notify BSNeBiz the migration date for user to login to new BSNeBiz

### Attachments

Prepared by

NAME: Rahmat Bohari

DESIGNATION: Senior Executive

DATE: 13/7/2020

Reviewed by,

NAME: Zamri Omar

DESIGNATION: Vice President / Manager

DATE:

Approved by,

NAME: MUHAMAD ADLAN HUSSAN

DESIGNATION: SENIOR VICE PRESIDENT / HEAD

DATE: 14/07/2020

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. : \_\_\_\_\_

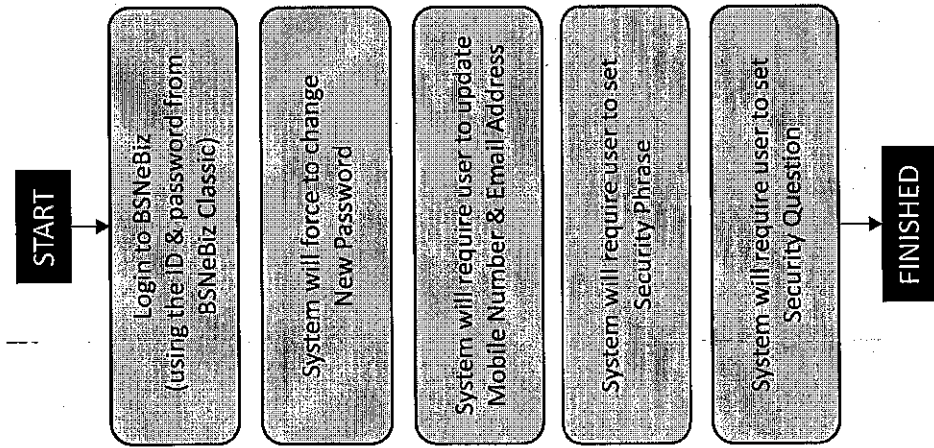
Date Received : \_\_\_\_\_

Status :  Accepted     Rejected     Deferred

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

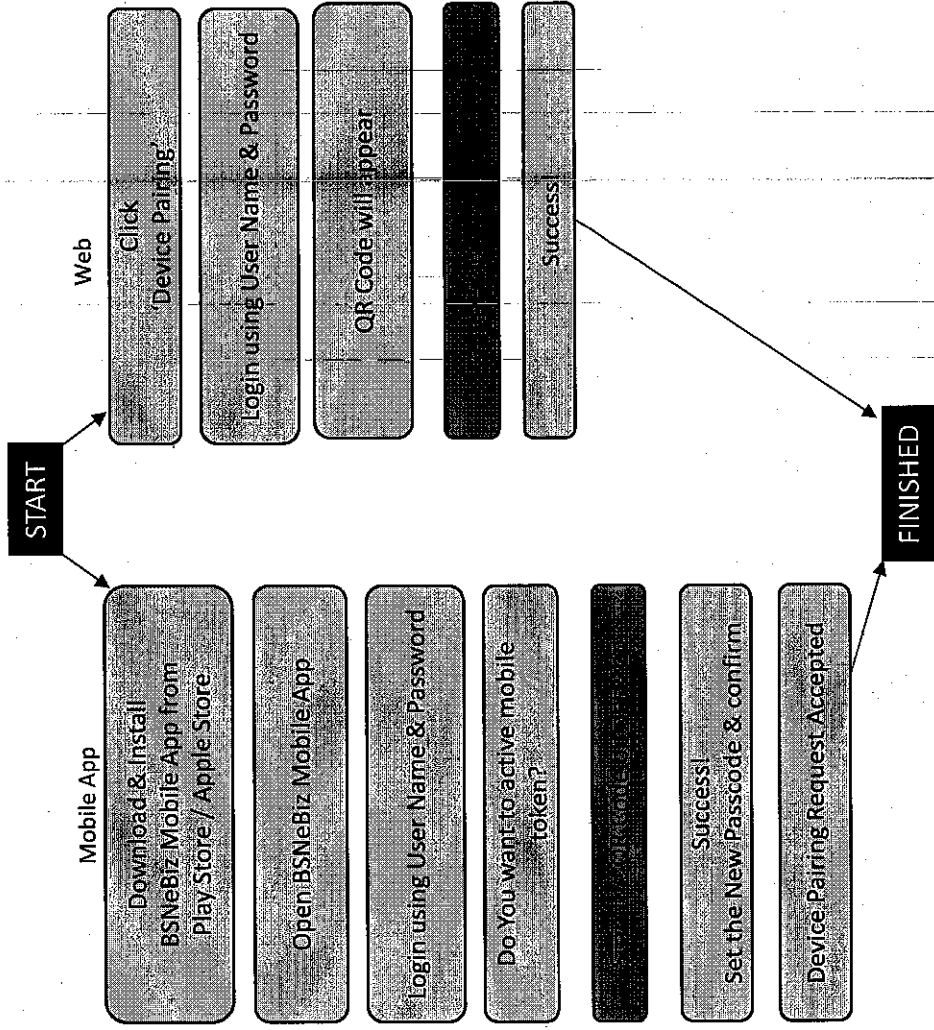
1<sup>st</sup> Step


Perform by All Users



2<sup>nd</sup> Step

Perform By Single User & Approver only



 **BSN**

# Login to BSNeBiz


Username


Next


[Forgot Password](#)

[New Application](#)

[BSNeBiz Classic Site](#)

 [1st Time Login](#)

 [Activate Token](#)

 [Device Pairing](#)

Announcement

1. Announcement

**IMPORTANT!**

The users from the state below will be migrate to our new BSNeBiz System platform from BSNeBiz Classic effectively as below:

**20 Julai 2020:**

Selangor, N.Sembilan, Melaka, Johor, Pahang dan Kelantan

**7 Ogos 2020:**

P.Pinang, Kedah, Perak, K.Lumpur, Sabah, Sarawak dan Terengganu

You are require to login at our new website on date mentioned above.

For easy user guide please link & download the document → BSNeBiz (new) guideline for migrate user.

2. To remove – ‘Coming Soon’ icon