

## SERVICE REQUEST FORM (SIR)

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

Date : 25<sup>th</sup> June 2020

Requester : Rahmat Bohari

Department : Digital Banking

Date Required : 3<sup>rd</sup> July 2020

Reference ID: BN/IP/JPD/4 JLD 2 (34)

#### Type of Request:

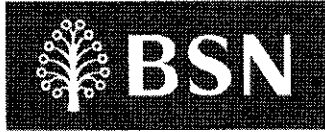
- Regulatory / Compliance
- New Project
- New Product / Service
- System Enhancement
- Incident (Error, Production / Operation issue)
- Hardware / Infrastructure
- IT Security

#### Priority:

- High
- Medium
- Low

#### Environment:

- SIT/Development
- UAT
- DR
- Production



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

**Vendor**

**Objective**

**BSNeBiz System (new) – To update**

- a. Email content for Temporary Password (after Generate PIN by Contact Centre)**
- b. SMS content for Temporary Password (after Generate PIN by Contact Centre)**

**Description Details**

Sample screen attached



# SERVICE REQUEST FORM (SIR)

## Impact if not implemented

Important notes for users & guide for next step/info. Based on feedback and request by Users/ UKB state.

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## Attachments

Prepared by

Reviewed by,

NAME: Rahmat Bohari

NAME: Zamri Omar

DESIGNATION: Senior Executive

DESIGNATION: Vice President / Manager

DATE: 25/6/2020

DATE: 25/6/2020

Approved by,

NAME: MUHAMAD ADLAN HUSSAN

DESIGNATION: SENIOR VICE PRESIDENT / HEAD

DATE: 26/06/2020



## SERVICE REQUEST FORM (SIR)

**NOTE:**

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

### SECTION B – Demand Management Evaluation

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

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

Status :  Accepted     Rejected     Deferred

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

**Email:**

(1)

Temporary Password

Dear Sir/Madam,

Please find your Temporary Password to your User ID that was sent separately in another email:

Temporary Password: {0}

Organization Name : {1}

Account Number : {2}

Organization ID : {3}

Organization Code : {4}

**Important Notes:**

*To Start*

Step 1 : Perform 1<sup>st</sup> Time Login (all user)

Step 2 : Perform Device Pairing (if Mobile App) only for Single User/ Approver  
Or

Perform Active Token (if Hard Token) only for Single User / Approver

Step 3 : Login to BSNeBiz

This is a computer generated email. Please do not reply this email.

Disclaimer: This is a computer generated email. No signature is required.

This message is brought to you by Bank Simpanan Nasional.

(2)

**SMS**

BSN BSNeBiz: Your PIN number is {0}

**Important Notes:**

*To Start*

Step 1 : Perform 1<sup>st</sup> Time Login (all user)

Step 2 : Perform Device Pairing (if Mobile App) only for Single User/ Approver  
Or

Perform Active Token (if Hard Token) only for Single User / Approver

Step 3 : Login to BSNeBiz

This message is brought to you by Bank Simpanan Nasional

12/6/2020 Fri 10:47

**RM0 BSN BSNeBiz: Your  
PIN number is 193901**

**Rahmat Bohari (Jab Perbankan Digital, BSN)**

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**From:** bsnebizadmin (BSNEBiz System)  
**Sent:** Wednesday, 20 May, 2020 10:43 PM  
**To:** Rahmat Bohari (Jab Perbankan Digital, BSN)  
**Subject:** Temporary Password

Dear Sir/Madam,

Please find your Temporary Password to your User ID that was sent separately in another email:

Temporary Password: 345953

Organization Name : TPC FRESHVEGE SDN BHD

Account Number : 0800241100000190,

Organization ID : J6550,

Organization Code : J6550800,

This is a computer generated email. Please do not reply this email.

Disclaimer: This is a computer generated email. No signature is required.

This message is brought to you by Bank Simpanan Nasional.