BSN

DEMAND MANAGEMENT
IT DEPARTMENT
BANK SIMPANAN NASIONAL

SERVICE REQUEST FORM (SIR)

SECTION A – To be filled up by business user

Date	:	15 September 2020
Requester	:	Rahmat Bohari
Department	:	Digital Banking
Date Required	:	15 September 2020
Reference ID:		BN/IP/JPD/4 Jld 2 (61)
Subject:		CDB: Allow Filter By OrgCode

Type of Request:

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

Priority:

- [x] High
- [ ] Medium
- [ ] Low

Enviroment:

- [ ] SIT/Development
- [ ] UAT
- [ ] DR
- [x] Production

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Vendor

BSNeBiz (eBiz application) and Penril Datability

Objective

• No filter available for user to filter orgcode in existing CDB.

• For now CDB allow filter by account and services only.

• To request additional filtering for orgcode in CDB.

Description Details

Refer to email attached.

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Impact if not implemented

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Attachments

Prepared by

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NAME: RAHMAT BOHARI

DESIGNATION: SENIOR EXECUTIVE

DATE: 15/09/2020

Reviewed by,

....

NAME: ZAMRI OMAR

DESIGNATION: MANAGER

DATE: 15/09/2020

Approved by,

....

NAME: MUHAMAD ADLAN HUSSAN

DESIGNATION: Senior Vice President / Head

DATE: 15/09/2020

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

SERVICE REQUEST FORM (SIR)

SECTION B – Demand Management Evaluation

SR No.   : _____

Date Received   : _____

Status   : ☐ Accepted   ☐ Rejected   ☐ Deferred

Comments   :

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SERVICE REQUEST FORM (SIR)