



SERVICE REQUEST FORM (SIR)

SECTION A – To be filled up by business user

Date : 17 September 2020

Requester : RAHMAT BOHARI

Department : DIGITAL BANKING

Date Required : 1st Oct 2020

Reference ID: BN/IP/JPD/4 JLD 2 (63)

Subject : BSNeBiz (CDB) – Account Summary (Transaction History)

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

Enviroment:

- SIT/Development
- UAT
- DR
- Production



**DEMAND MANAGEMENT
IT DEPARTMENT
BANK SIMPANAN NASIONAL**

SERVICE REQUEST FORM (SIR)

Vendor

BSN IT (eBiz application) and Penril Datability

Objective

Menu Account Summary → Transaction History
Must contain Current/Closing Balance (RM) field

Description Details

Screen attached



SERVICE REQUEST FORM (SIR)

Impact if not implemented

CDB user having difficulty to search the current/closing balance

Attachments

Prepared by

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

DESIGNATION:

DATE:

Reviewed by,

NAME: ZAMRI OMAR
NAIB PRESIDEN
JABATAN PERBANKAN DIGITAL
BANK SIMPANAN NASIONAL

DATE:

Approved by,

NAME: MUHAMAD ADLAN HUSSAN
DESIGNATION SENIOR VICE PRESIDENT / HEAD
DIGITAL BANKING DEPARTMENT
BANK SIMPANAN NASIONAL

DATE:

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 :

BSNeBiz (classic)

Balance Summary	13/04/2020 8:58 AM
Account Numbers	Organization Name
1410041000279974	CUCKOO INTERNATIONAL (MAL) SDN BHD
Balance Range	Total No of Records
01/04/2020-12/04/2020	12

Date	Account Number	Account Type	Current/Closing Balance (RM)	No. of Debits	Total Debit Amount (RM)	No. of Credits	Total Credit Amount (RM)
12/04/2020	1410041000279974	GIRO-i	228,693.73		-		-
11/04/2020	1410041000279974	GIRO-i	228,693.73		-		-
10/04/2020	1410041000279974	GIRO-i	221,694.30	1	12	1	1,477.20
09/04/2020	1410041000279974	GIRO-i	219,976.35	1	199	1	32,457.95

BSNeBiz (new)

Transaction History				
Account Details		Transaction History	BSNeBiz History	e-Statement
Account Number 1410041000279974		<div style="text-align: right;">   </div>		
→				
Date / Time	Description	Reference	Debit	Credit
2020/09/16 07.34.20	BSN - JABATAN OPERASI PERBANKAN,PUSAT		RM14.00	-
2020/09/16 00.10.13	AUTO CREDIT / AUTO DEBIT / SI,PUSAT		-	RM1,066.46
2020/09/15 07.25.07	BSN - JABATAN OPERASI PERBANKAN,PUSAT		RM19.00	-
2020/09/15	AUTO CREDIT / AUTO DEBIT / SI,PUSAT		-	RM1,926.21