



SERVICE REQUEST FORM (SIR)

SECTION A – To be filled up by business user

Date : 10 Dec 2020

Requester : RAHMAT BOHARI

Department : DIGITAL BANKING

Date Required : 6 Dec 2020

Reference ID: BN/IP/JPD/4 JLD 3 (12)

Subject : BSNeBiz – Removing the BSNeBiz (classic) Icon

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

To remove the BSNeBiz (Classic) icon from the BSNeBiz (new) website

Description Details

Screen attached



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Impact if not implemented

The icon/link does not useable anymore as all the user already migrated to new BSNeBiz

Attachments

Prepared by

NAME: Rahmat Bohari

DESIGNATION: Senior Executive

DATE: 10/12/2020

Reviewed by,

NAME: Zamri Omar

DESIGNATION: Manager

DATE: 10/12/2020

Approved by,

(On Behalf of Digital Banking)

NAME: TEH BOON KEONG

DESIGNATION: MANAGER

DATE: 10/12/2020

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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Screen:

