***PROBLEM SOLUTION DOCUMENT***

|  |  |  |
| --- | --- | --- |
| **Information Ticket iMonitoring (Diisi oleh Lead)** | | |
| No. Ticket | : | 2504000174 |
| Submit date | : | 30/04/25 |
| Nama Client/User | : | DIPO STAR FINANCE/ARYO BUDI DWIKARSO PRASETYO |

|  |  |  |
| --- | --- | --- |
| **LEVEL OF INTEREST AND IMPACT (Diisi oleh Lead)** | | |
| Urgency | ☐ | *NON URGENT*  *(Perubahan terjadwal dan tidak memiliki batasan waktu tertentu)* |
| ☒ | *URGENT*  *(Perubahan yang telah terjadwal namun memiliki batasan waktu tertentu)* |
| ☐ | *EMERGENCY*  *(Perubahan yang perlu dilakukan dengan segera dan setiap saat)* |
| Impact | ☒ | MINOR  *(Perubahan tidak berdampak langsung kepada operasional dan keamanan informasi)* |
| ☐ | MAJOR  *(Perubahan berdampak langsung operasional dan keamanan informasi)* |

**SIGN OF APPROVAL**

|  |  |  |
| --- | --- | --- |
| **Prepare By:** | **Sign** | **Date** |
| [Raffyanda] |  | 30/04/2024 |

|  |  |  |
| --- | --- | --- |
| **Assessment By :** | **Sign** | **Date** |
| [Sepria Yunita] |  | 30/04/2024 |
| [Senior Support] |  |  |

* Ttd setelah semua proses selesai dan package siap dikirimkan ke client)

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# **BACKGROUND**

## ***EXPLANATION OF PROBLEMS AND SOLUTIONS \* (*DIISI OLEH LEAD*)***

|  |  |  |
| --- | --- | --- |
| No. Ticket | : | 2504000174 |
| Problem | : | Revisi OTR untuk unit Electrum H3 |
| RCA | : | Request Ubah Status Maturity - PT. Tiki Jalur Nugraha Ekakurir (0000137/4/03/04/2022)  Detail Request:  Revisi Status Maturity dari POST menjadi HOLD  Nama Customer : PT. TIKI JALUR NUGRAHA EKAKURIR  No. Agreement : 0000137/4/03/04/2022  Reason for the Request:  unit akan di extend 3 bulan  Before:  POST  After:  HOLD  https://365dipostar.sharepoint.com/:f:/s/AttachmentForIfinancing/ElqIidBCoeZLoIvo52fWI54B9FiAHQraOIBMqR\_waQuZrA?e=zI73VT |
| Solution/Workaround | : | MTN-BERULANG: kontrak stop maturity by EOD di update untuk dilakukan extend, lakukan pengecekan posisi asset ada pada transaksi dan status apa. dan bikin script menyesuaikan dengan posisi asset |
|  |  |  |

## ***IMPACT ANALYSIS\* (*DIISI OLEH LEAD*)***

|  |  |  |
| --- | --- | --- |
| *Impact Analysis* | : | Update data |
| Module / *Functions that must be tested* | : | OPL |

# **IMPLEMENTATION PLAN SYSTEM (EQUIPPED BY STAFF SUPPORT)**

## ***DETAIL SOLUTION***

### ***SOLUTION* (DIISI PENJELASAN DETAIL TENTANG SOLUSI DAN PENAMBAHAN SOLUSI OLEH DEV SUPPORT)**

### **LIST OF IMPACT MODULE/ FUNCTIONS/PROCESS/REPORTING**

## ***LIST OBJECT***

| **No** | **Old/New** | **File/Object Name** | **Type** | **Copy Form** | **Deployment Path** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Old |  | ASPX | - |  | - |
| 2 | Old |  | CS | - |  | - |

## CAPTURE SCRIPT CHANGES IN DATABASE/UI

### *BEFORE*

### *AFTER*

# **IMPLEMENTATION** Instruction

## ***IMPLEMENTASI UAT\****

Server UAT :

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | ***Task*** | **Notes** | **PIC** |
|  |  |  | IT |
|  |  |  | IT |
|  |  |  | IT |
|  |  |  |  |

## ***IMPLEMENTASI PRODUCTION\****

Server PRD :

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | ***Task*** | **Notes** | **PIC** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## ***ROLLBACK\****

### ***ROLLBACK UAT***

| **No** | ***Task*** | ***Notes*** | **PIC** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### 

### 

### ***ROLLBACK PRODUCTION***

| **No.** | ***Task*** | ***Notes*** | **PIC** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

# **TESTING RESULT**

## ***SKENARIO* TESTING *(EQUIPPED BY* STAFF SUPPORT*)***

| **No** | ***Menu*** | ***Activity*** | ***Capture*** |
| --- | --- | --- | --- |
|  |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
|  |  |  |  |

## ***SKENARIO* TESTING *(TO BE FIELD BY* QA*)***

| **No** | ***Menu*** | ***Activity*** | ***Capture*** |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |