***PROBLEM SOLUTION DOCUMENT***

|  |  |  |
| --- | --- | --- |
| **Information Ticket iMonitoring (Diisi oleh Lead)** | | |
| No. Ticket | : | 2504000015 |
| Submit date | : | 10/04/25 |
| 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** |
| [Fauzan] |  | 2025/04/10 |

|  |  |  |
| --- | --- | --- |
| **Assessment By :** | **Sign** | **Date** |
| [Sepria Yunita] |  |  |
| [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 | : | 2504000015 |
| Problem | : | Request Mengubah Status Maturity Menjadi "HOLD" Agreement No. 0000991/4/08/03/2023 dan 0000992/4/08/03/2023 PT. ARTA DWITUNGGAL ABADI |
| RCA | : | Detail Request:  Request Mengubah Status Maturity Menjadi "HOLD" Agreement No. 0000991/4/08/03/2023 dan 0000992/4/08/03/2023 PT. ARTA DWITUNGGAL ABADI  Reason for the Request:  Karena unit akan diextend bulanan:  0000991/4/08/03/2023 : 1 Bulan  0000992/4/08/03/2023: 2 Bulan  Before:  Status Maturity "POST" (automatic stop)  After:  Status Maturity "HOLD" |
| Solution/Workaround | : | (MTN Berulang) Kontrak sudah terminate di update menjadi golive lagi untuk dilakukan perpangangan |
|  |  |  |

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

|  |  |  |
| --- | --- | --- |
| *Impact Analysis* | : | Update data |
| Module / *Functions that must be tested* | : | Cek data yang setelah di update, dan pastikan nomor kontrak muncul pada maturiy dan bisa dilakukan extend |

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

## ***DETAIL SOLUTION***

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

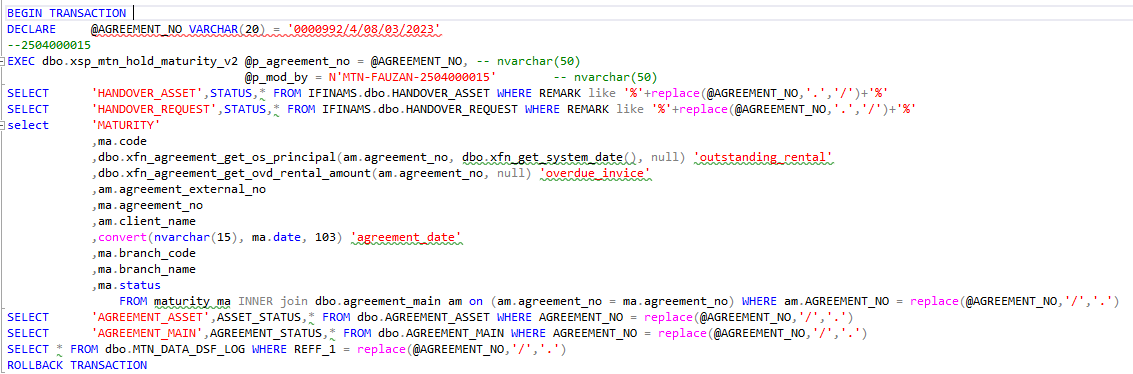
### **LIST OF IMPACT MODULE/ FUNCTIONS/PROCESS/REPORTING**

## ***LIST OBJECT***

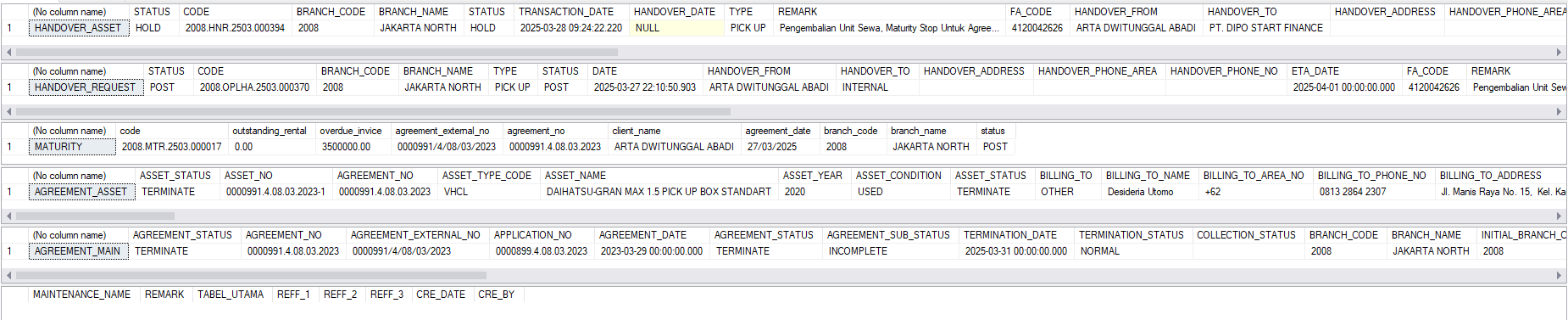
| **No** | **Old/New** | **File/Object Name** | **Type** | **Copy Form** | **Deployment Path** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Old |  | ASPX | - |  | - |
| 2 | Old |  | CS | - |  | - |

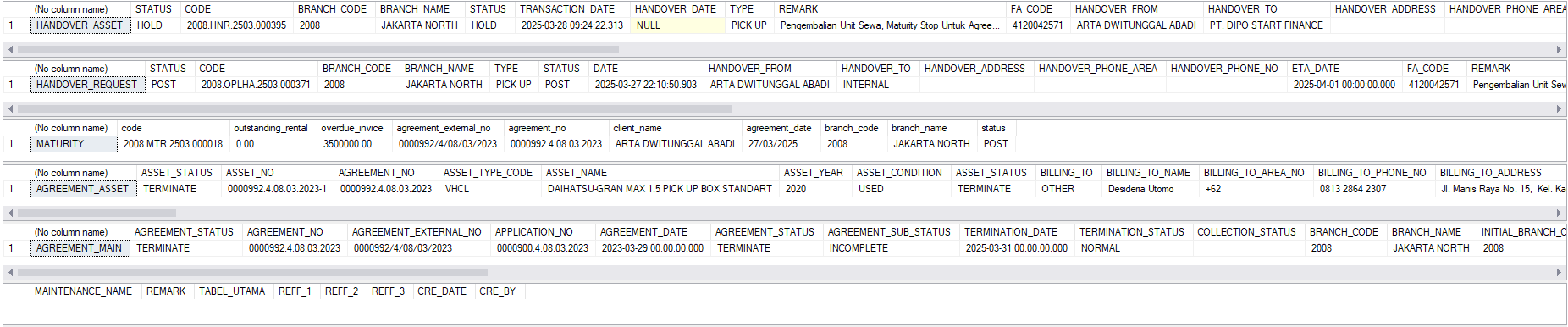
## CAPTURE SCRIPT CHANGES IN DATABASE/UI





### *BEFORE*





### *AFTER*

# **IMPLEMENTATION** Instruction

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

Server UAT :

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

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

Server PRD :

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | ***Task*** | **Notes** | **PIC** |
|  | Siapkan script dan agreement yang akan dikembalikan maturity nya menjadi HOLD |  |  |
|  | Rollback script tersebut, pastikan semua agreement memiliki kondisi untuk disesuaikan dengan script yang telah dibuat |  |  |
|  | Commit script |  |  |
|  |  |  |  |

## ***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*** |
| --- | --- | --- | --- |
|  | Maturity | Pastikan agreement - agreement tersebut, maturity statusnya sudah menjadi HOLD |  |
| 2 |  |  |  |
| 3 |  |  |  |
|  |  |  |  |

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

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