***PROBLEM SOLUTION DOCUMENT***

|  |  |  |
| --- | --- | --- |
| **Information Ticket iMonitoring (Diisi oleh Lead)** | | |
| No. Ticket | : | 2504000025 |
| Submit date | : | 11/04/25 |
| Nama Client/User | : | DIPO STAR FINANCE/EDDY RAKHMAN |

|  |  |  |
| --- | --- | --- |
| **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] |  | 11-04-2025 |

|  |  |  |
| --- | --- | --- |
| **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 | : | 2504000025 |
| Problem | : | Request Untuk Ubah Status Maturity Menjadi "HOLD" Agreement No. 0002241/4/38/05/2024 CMS MAJU SEJAHTRA |
| RCA | : | Detail Request:  Request Untuk Ubah Status Maturity Menjadi "HOLD" Agreement No. 0002241/4/38/05/2024 CMS MAJU SEJAHTRA  Reason for the Request:  Unit tidak jadi ditarik dan akan diextend 1 bulan dikarenakan sedang menunggu unit yang akan ditukar (Sesuai info MO)  Before:  Status Maturity "POST"  After:  Status Maturity "HOLD" |
| Solution/Workaround | : | (MTN-Berulang) Update status Kontrak menjadi GoLive dan Maturity menjadi Hold. Pastikan cek dulu kondisi status asset dan handovernya |
|  |  |  |

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

|  |  |  |
| --- | --- | --- |
| *Impact Analysis* | : | (MTN-Berulang) Update status Kontrak menjadi GoLive dan Maturity menjadi Hold. Pastikan cek dulu kondisi status asset dan handovernya |
| Module / *Functions that must be tested* | : | (MTN-Berulang) Update status Kontrak menjadi GoLive dan Maturity menjadi Hold. Pastikan cek dulu kondisi status asset dan handovernya |

# **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**

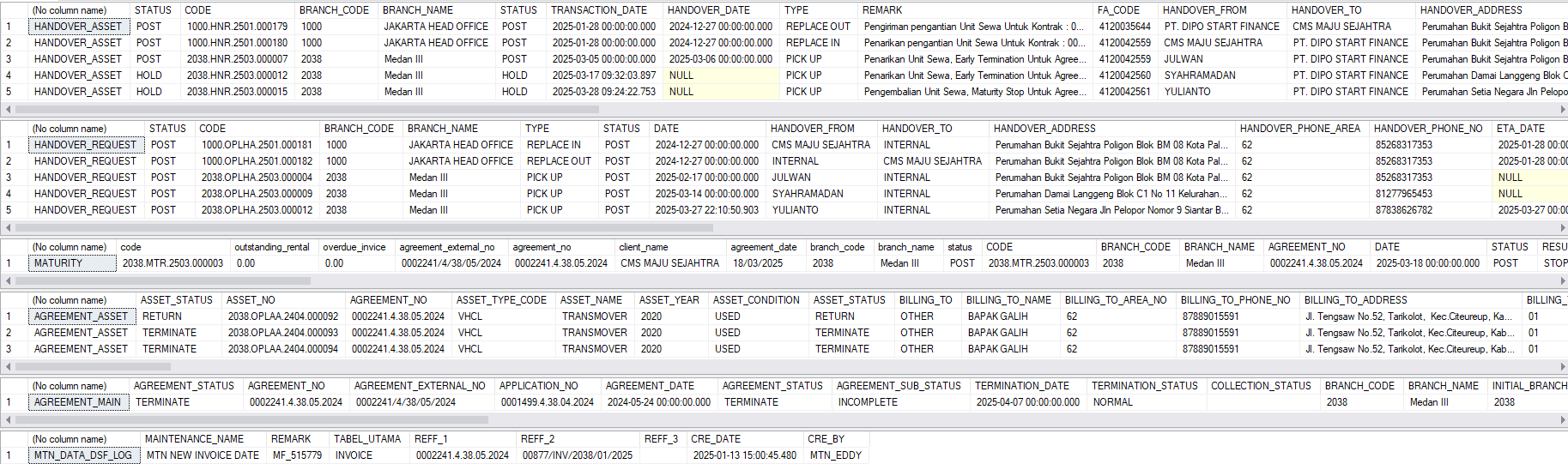
## ***LIST OBJECT***

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

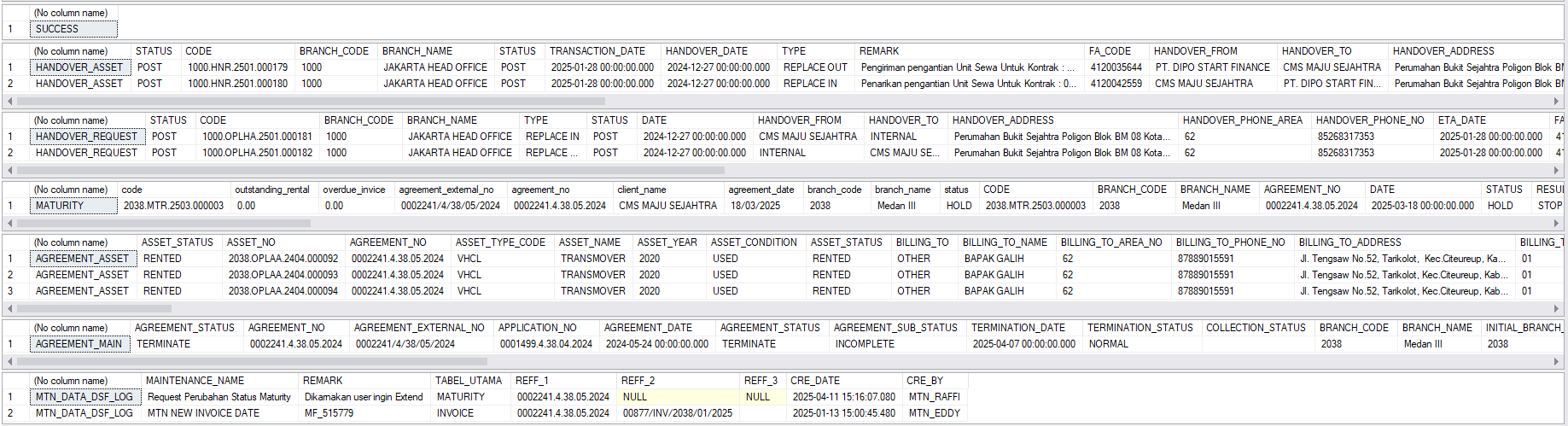
## CAPTURE SCRIPT CHANGES IN DATABASE/UI



### *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 |  |  |
|  | Rollback script tersebut,  Pastikan data (handover asset = (data hilang), handover request = (data hilang), maturiry = hold, agreement asset = rented, agreement main = terminate |  |  |
|  | 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*** |
| --- | --- | --- | --- |
|  | Ifinopl - maturity | Pastikan asset sudah bisa di extend |  |
| 2 |  |  |  |
| 3 |  |  |  |
|  |  |  |  |

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

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