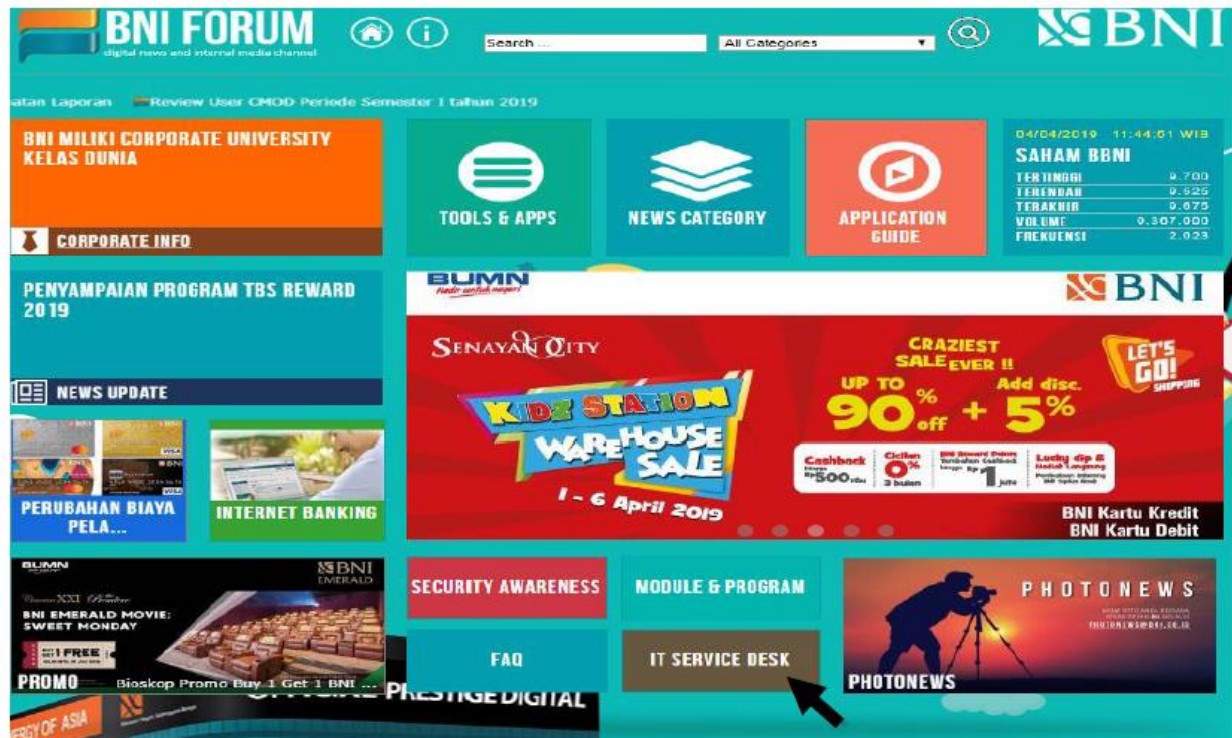


Login Aplikasi IT Service Desk

- a. Untuk login ke Aplikasi IT Service Desk dapat diakses melalui BNI Forum melalui <http://servicedesk.bni.co.id> atau melalui BNI Forum -> Klik menu **IT Service Desk** yang ada di BNI forum dengan tampilan dibawah ini.



- b. Aplikasi akan menampilkan sbb:

DMC Remedy Action Request System



- Lengkapi field

Field	Keterangan
Username	Input NPP
Password	Input password webmail

Kemudian Klik – Browse

The screenshot displays a web application interface for requesting services. It is divided into three main sections: a top navigation bar, a left sidebar, and a main content area.

Request Service (Top Bar): Includes a search bar, a 'Favorites' link, and buttons for 'Popular' and 'Browse'.

Available Requests (Left Sidebar): Lists five categories under 'All Categories':

- User Access Management
- Permintaan Rekening Koran dan Data Transaksi
- Asset IT Management
- Desktop And Network Operation
- Kontak Service Desk IT

User ID Management (Main Content): A detailed view of the selected category, showing a lightbulb icon, a description, and pricing.

Description: Pilihan untuk penyampaian permintaan dan permasalahan terkait User ID Management pada area Teknologi Informasi (harus dilengkapi dengan Attachment surat resmi) ke Divisi OTI

Prices: One Time: 0.00 USD

Buttons: Add to Favorites, Request Now

My Requests (Right Panel): A list of user requests with details:

Request Title	Request ID	Submitted	For	Status	Action
Billing Payment - BPJS TK	REQ000000042450	13/05/2019 11:56:07 AM	PRIMADIKA FARDHA	Initiated	Details
Billing Payment - MPN G2	REQ000000042449	13/05/2019 10:55:50 AM	PRIMADIKA FARDHA	Initiated	Details
Desktop And Network Operation	REQ000000042442	07/05/2019 05:12:58 PM	PRIMADIKA FARDHA	Draft	Complete
Electronic Layanan Banking - Mobile...	REQ000000042397	22/04/2019 07:34:28 PM	PRIMADIKA FARDHA	Initiated	Details

Pada gambar tersebut terdapat 5 kategori, yaitu:

1. User Access Management
2. Asset IT Management
3. Permintaan Rekening Koran dan Data Transaksi
4. Desktop and Network Operation
5. Kontak Service Desk

Request - User Access Management

Untuk melakukan request terhadap user access management dapat melakukan sbb:

- Pilih User Access Management – Klik Request Now

The screenshot shows the 'Request Service' portal. At the top, there's a search bar and navigation tabs for 'Popular' and 'Browse'. Under 'All Categories', 'User Access Management' is highlighted with a red box. Below this, the 'Available Requests' section shows 'User ID Management' as the selected request. A description box for 'User ID Management' includes a lightbulb icon, a description in Indonesian, and a price of '0.00 USD'. At the bottom right of this box, the 'Request Now' button is highlighted with a red arrow.

The screenshot shows the 'BNEAccessUserManagement' form. It contains fields for 'Requested By' (PRIMADIKA FARDHA), 'Phone' (###), 'Requested For' (PRIMADIKA FARDHA), and 'Email' (Fardha.Primadika@bni.co.id). Below these is a 'Summary' section with 'User ID Management'. The 'No Surat' and 'Notes' fields are highlighted with a red box.

The screenshot shows the 'ID Management' section with a table containing columns: Action, Nama ..., Nama ..., Jenis ..., RPP U..., No Re..., SLA/ No Se..., Posis..., Posis..., Tangg..., Tangg..., Jenis ..., and Keter... The 'Add' button is highlighted with a red box. At the bottom, there are 'Close', 'Save as Draft', and 'Submit' buttons.

- Lengkapi field

Field	Keterangan
Nomor Surat	Input Nomor Surat
Noted (Optional)	Input Catatan Tambahan

- Setelah field dilengkapi, **Klik – Add**

Tampilan Request User ID Management

BNI:SRM:AccessUserManagement:Display... — □ ×

Not secure | 10.70.12.254/arsys/forms/rmddev01/B...

Request User ID Management

No Surat*	123	≡
Action*	▼	
Jenis Aplikasi*	▼	
NPP / Username*		
Full Name*		≡
Kode Unit	▼	≡
Jabatan sebelumnya*	▼	≡
Jabatan saat ini*	▼	≡
Jenis perubahan*	<input type="radio"/> Permanen <input type="radio"/> Sementara	
Tanggal Mulai*		📅
Tanggal Akhir*		📅
Keterangan*		≡

Save **Close**

- Lengkapi field

Field	Keterangan
Action	Pilih action yang ingin dilakukan
Jenis Aplikasi	Pilih jenis aplikasi yang ingin dilakukan action
NPP/User Name	Input NPP lalu klik rekomendasi NPP yang muncul
Kode Unit	Pilih Kode Unit dari User yang ingin dilakukan action
Jabatan Sebelumnya	Pilih Jabatan sebelumnya jika action yang dipilih adalah update
Jabatan Saat Ini	Pilih Jabatan sekarang jika action yang dipilih selain dari review
Jenis Perubahan	Pilih jenis perubahan jika action yang dipilih update
Tanggal Mulai	Pilih tanggal mulai jika action yang dipilih update
Tanggal Akhir	Pilih tanggal akhir jika jenis perubahan bersifat sementara
Keterangan	Input keterangan tambahan jika diperlukan

- Setelah field dilengkapi, **Klik - Save**

Request yang berhasil akan tercatat sbb:

Requested By

PRIMADKA FARDHA

Phone

###

Edit

Requested For

PRIMADKA FARDHA

Email

Fardha.Primadika@bni.co.id

Summary

User ID Management

=

No Surat

WJIK/01/01

=

Notes

test

=

ID Management

Action	Nama ...	Nama ...	Jenis ...	NPP U...	No Re...	SLA/ No Su...	Posis...	Posis...	Tangg...	Tangg...	Jenis ...	Keter...
Create	User EM/ AAT	User ID N/ 14138	REQ0000	20	WJIK/01/C	ADMIN						test

Edit

Add

Delete

Close

Save as Draft

Submit

Kemudian, **Klik - submit.**

My Requests

Show

1 - 4 of 14

User ID Management

Request ID: REQ000000441203
Submitted: 5/31/2022 1:47:34 PM
For: Lutfia Ramadhanti
Status: Waiting Approval

Details

➤ Pada Kolom My Request – Klik Details

Request Details

Details | Additional Details | Process View

Draft | **Waiting Approval** | Initiated | In Progress | Completed | Closed

General Information

Request Status: Waiting Approval
ID: REQ000000441203
Title: User ID Management
Request Coordinator:
Submit Date: 5/31/2022 1:47:34 PM
Requested By: Lutfia Ramadhanti
Requested For: Lutfia Ramadhanti
Company: BNI
Phone: ###
Email: Lutfia.Ramadhanti@bni.co.id

Activity Log

Notes :

Attachment:

Add

Close More Details

Notes :

Attachment:

Add

- Klik Logo Folder – Pilih file form Mitigasi user yang akan direquest dan sudah di ttd Pemohon(user ybs), Penvelia Pemasaran & Pemimpin
- Setelah melampirkan file mitigasi – Klik Add