

**VIETTEL PERU**

**<DEPARTMENT: >**

**<Project name>**

**DESCRIPTION OF CHANGE REQUEST**

**Project code:**

**Document code:**

**<Lima, Date>**

**TRACING TABLE**

\*A – Create New, M – Modify, D – Delete

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Day**  **change** | **Position**  **change** | **A\***  **M, EASY** | **Source** | **DISCIPLINE** | **Description change** | **Note** |
| October 15, 2010 | Request change number 1 | A | Dispatch XYZ | PTC, PKH | Content requested to change |  |
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**PAGE**

Founder: <Date>

<Title>

Reviewer: <Date>

<Title>

Reviewer: <Date>

<Title>

Approved by: <Date>

<Title>

# REQUEST FOR CHANGE 1

## Origin of change

<This section describes the cause and origin of this change such as according to which official letter, which request form, which meeting conclusion, where the problem request was received from…. Attach or specify the link to store this proof of origin.>

< Example:

Based on the request form R\_14052012 of REQUEST DEPARTMENT on the correction of the transaction of exchanging points for votes. BSSC request code: R1232

>

## Evaluate the need and value to bring

### Necessity

<Describe clearly the reason it is necessary to fulfill this request: what does the request serve? What objects does it serve? …>

### Value brought

* < Implement guidline assessment based on the request assessment information of the Onsite team to clarify the values brought when making the request. Focus on business areas:
  + Network operation:
    - Saving human resources to operate, exploit and develop customers.
    - Increase labor productivity of technical staff.
    - Reducing the execution time of the operation and exploitation (reducing the time for incident response, infrastructure development, ...).
    - Cost saving / investment for mining operations such as electricity, petrol, network...
    - Increase network quality, increase service quality => Increase customer satisfaction.
    - Saving network resources to meet service.
  + Business services:
    - Saving resources for business
    - Increase labor productivity
    - Saving investment costs for business services (advertising, ...)
    - Increase customers, revenue, ....
  + Group management:
    - Reduce costs of stationery (papers, pens, ...)
    - Reduce approval delay, signator responds to work instantaneously.
    - Avoid loss of assets, infrastructure, ....
    - Reduce effort, personnel in management, finance, property, office, ....
  + Policy, ensure revenue, prevent loss of revenue (freight):
    - Avoid loss of revenue, fraud charges, finance.
    - Guaranteed revenue
    - Policy to increase revenue from mining data.>

## Content changes

### General description of the change request

< - Describe the business processes involved in the change request

- New added functions

- Functions change

- Associated influence functions

- Performance requirements for change requests>

<example:

- This request will affect the customer care process at Viettel, but the business flow will not change

- New added functions: N/A

- Functions to change: Function to exchange points for votes.

- Associated influence functions: N/A

- Performance requirements for change requests: number of concurrent users, time to process reports, retrieve data... >

### Describe the change in business flow

< - New business flow description

- Describe the changes of the old business flow

(can draw pictures or describe in words)>

<Example: Customer care workflow at Viettel remains unchanged>

### Description of Data Governance standards compliance requirements

*[Compulsory]*

[Guideline:

Provide standards-compliant solutions and requirements for Data Governance:

* Determine the CDEs present in the system according to the CDE identification guide of the published Data Governance standards set: TC.CNVTQD.QTDL.05.
* Data security complies with issued standards: TC.CNVTQD.QTDL.01
* Data quality complies with the issued standards: TC.CNVTQD.QTDL.02
* Manage Metadata in compliance with issued standards TC.CNVTQD.QTDL.04.6
* Store and transport data according to issued standards TC.CNVTQĐ.QTDL.03

]

[Eg:

#### **Data Management**

* Identify the CDEs present in the system and declared on the Metadata Data Objects catalog table

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Data field name** | **Describe** | **Data sheet** | **Data fields** | **Data Type** | **Data owner** |
| Example 1 | Voice revenue | Revenue from using voice services | f016\_mpre\_tot\_charge | v\_tot\_charge | double | Strategy Department |
| Example 2 | Phone number | Phone number of customers registering for MyClip/5DMax/MobiTV/Onme service | f001\_vas\_vod\_myclip\_sub2 | isdn | string | REQUEST DEPARTMENT . Product Center |
|  |  |  |  |  |  |  |

#### **Data Security Compliance Requirements:**

* Define a list of data that should comply with the Security standard:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Data field name** | **System/Module** | **Security hierarchy** | **Security classification** | **Defining roles and corresponding data permissions** | **Blur - masking data** |
| Example 1 | Phone number | Datalake – Data set about customers using VOD . services | Honey | Customer identification data | Data must be clearly assigned roles, as well as the system must be able to decentralize according to roles  - Access/Update/Delete: Business Operation Unit  - Access: Data Analysis Individual | For the role of mining, data analysis must perform encryption |

* Guaranteed Solution (indicate features/solutions to help ensure compliance):
  + Security hierarchy and security level: The system is capable of assigning security levels and classifying data categories to the level of tables and data fields (compliance with regulations 3915/QD-CNVTQD-CTr on decentralization. data in phone)
  + Definition of roles & permissions: The system has the ability to define roles and assign user permissions according to roles corresponding to assigned security levels and data categories.
  + Blur: Capable of blurring according to preset rules with roles that are not allowed (according to standard TC.CNVTQ.ICT.16.1 – Web application security standard).
  + Using and sharing data: what is the form of data sharing (FTP/SFTP/API…), what is the protocol (TCP/UDP/…), what security standards are followed (SSL/TLS)
  + Monitoring and warning:
    - Logging of data sharing. Format log: source IP, destination, account
    - Log unusual transactions containing information about important data fields: log lookup subscriber information from IP outside Viettel, log lookup customer information with unusual frequency....
    - Unusual log alert form: email/sdt

#### **Data Quality compliance requirements:**

* Define a list of data that should comply with Data Quality standards based on a set of standard rules:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Board** | **Standard** | **Law of check** | **Check object** | **Data fields** | **Detailed description of the evaluation rule** | **command check** |
| etc\_trans | Exactly | Data integrity | field | acc\_no | Check if the foreign key of the dataset exists in a valid source table | Select etc\_trans . acc\_no , source\_infra. acc\_no from etc\_trans right join source\_infra and source\_infra. acc\_no is not null |
|  | Exactly | The data satisfies the calculation logic in the same table | field |  | Check for a specific logical correct data field in the same table |  |
|  | Exactly | The data satisfies the different calculation logic | field |  | Check that the data field is correct for the specific logic other than the table |  |
|  | Full | Fields other than null | field |  | Check that all columns in the table will be non-null ok, make sure the data is always complete for current and future use (if needed) |  |
|  | Full | Fields other than null under some conditions | field |  | Checking columns will be != null if the condition is satisfied |  |
| etc\_trans | Only | The key set uniquely identifies the record in the dataset | row | N/A | Check all the records in the dataset, if there are any records that match the key set, it is not satisfied | Select acc\_no, count(\*) from etc\_trans group by acc\_no having count(\*) > 1 |
| etc\_trans | Timely | Fixed time data for the whole dataset | table |  | Check the time there is data in the table at the specified time | SQL:  select DATE\_FOMAT(max(CREATED\_DATE),'HHMM') from etc\_trans where partition = YYYYMMDD  Request time: <= 0730 |
|  | Timely | Fixed -time data for each group of objects in the dataset | table |  | Check the time with data in the table at the specified time according to each group of objects |  |
|  | Timely | Data at the specified time compared to the source data (check time out of date) | table |  | Check the time of the table must satisfy the specified time for a period of time compared to the source table |  |
|  | Valid | Data Type | Field |  | Check the data type of the fields |  |
|  | Valid | Fixed data format | Field |  | Check the format format of the data field according to the fixed format |  |
|  | Valid | Other information dependent data format | Field |  | Check the format format of the data field according to other information dependent format |  |
|  | Valid | Fixed valid data limit | Field |  | Check values in fields with satisfactory values in the fixed allowable value range |  |
|  | Valid | Limit valid data according to other value | Field |  | Check values in fields with satisfactory values according to other values |  |
|  | Valid | Limit valid data by value from another table | Field |  | Check values in fields with values from another table |  |
|  | Consistency | Consistent data across different tables | Field |  | Consistent data across different tables |  |
|  | Consistency | Consistent data in the same record | Field |  | Consistent data in the same record |  |
|  | Consistency | Consistent data in the same table but different records | Field |  | Consistent data in the same table but different records |  |
|  | Consistency | Consistent audience data trends over time | Field |  | Consistent audience data trends over time |  |
|  | Consistency | Data trends for the whole dataset are consistent over time | Field |  | Data trends for the whole dataset are consistent over time |  |

* Guaranteed solution : install DOC agent to integrate assessment on DOC system

#### **Metadata Management compliance requirements**

* Define metadata information that must be managed and declared, with data fields owned by other entities, synchronously design information from that entity's Metadata

***Data object information***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Subject name** | **Describe** | **Object type** | **Related information** | **Datatypes** | **Creation time** | **Last edit time** | **Security level** | **Material data** | **Data catalog** | **Data master unit** | **Data management focal point** | **System owner unit** | **Technical management focal point** | **Synchronized** |
| first | etc\_trans | Transaction to create VTP account | Board | acc\_no,  [table fields] |  | Autogenous system time | Autogenous system time |  |  | Customer identification data | Product Center |  | Technology Center |  | N/A |
| 2 | Acc\_no | Viettel Pay account number | School | etc\_trans | String | 01/01/2016 | May 19, 2020 | Honey | CDE | Customer identification data | Product Center |  | Technology Center |  | N/A |
| 3 | Isdn | Subscriber number | School | etc\_trans | String | 01/01/2016 | May 19, 2020 | Honey | CDE | Customer identification data | Product Center – REQUEST DEPARTMENT |  | IT – REQUEST DEPARTMENT . Division |  | Metadata REQUEST DEPARTMENT |

### System information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **STT** | **App name** | **Describe** | **Version** | **System Owner Unit** | **Technical management focal point** |
| 01 | Viettel Pay | ViettelPay is a digital payment ecosystem that provides daily payment services for each family such as: bill payment, money transfer, credit payment, scratch card top-up, telecommunications bill payment, air ticket booking , train,… | 2.0 | Product Center - VDS | Product Center - VDS |

### Data flow information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **STT** | **Stream name** | **Describe** | **Data Flow** | **Management focal point** | **Streaming business** |
| 01 | Look up ePass contract with VTP account | Function for Customer Service to look up ePass contract information associated with ViettelPay | Get data from etc\_trans, vehicle . tables | Product Center - VDS | CSKH |
|  |  |  |  |  |  |

### Information about business terms:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Term name** | **Abbreviated name/reminder name** | **Define** | **Business rules/calculation formula** | **Term definition unit** | **Related terms** | **Link data field** | **Creation time** | **Editing history** |
| 01 | Real Subscribers | 15c3d | Subscribers generate 3k / 3 days |  | Strategy Department |  |  |  |  |
| 02 | Subscribers register | register sub | Subscribers register to the network |  | Strategy Department |  |  |  |  |

* Guaranteed Solution (indicate features/solutions to help ensure compliance):
  + Build a catalog data table corresponding to the information to be managed
  + The system must be able to retrieve metadata for integration into a centralized metadata repository
  + Explain how to design API and structure data exchange format

#### **Storage and Operation**

* Determine data storage and backup time according to QT.CNVTQD.QTDL.03

+ Log storage time

+ Time to store data domains

+ Backup time, backup

]

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Data** | **Describe** | **Data object** | **Storage time on high-speed infrastructure** | **Storage time on medium speed infrastructure** | **Storage time on low-speed infrastructure (offline backup)** | **Backup frequency** |
| Customer Data | | | | | | | |
| 01 | customer | Customer information | Board | one year | 5 years | Castle | daily |
| 02 | contract | Contract information | Board | one year | 5 years | Castle | daily |
| Product data | | | | | | | |
| 03 | Product\_offer | Commodities | Board | one year | 2 years | 5 years | Weekly |

### Description of changes to the database

<- Modified objects: Tables, fields, views, procedures,….

- Content changes

- SQL statement, Script to make that change

- If nothing changes, write N/A >

### Function Details 1

**1.2.4.1. General information about function 1**

<- What does the general description of the function do?

- Describe the steps to access the function on the program>

<Example:

- When a customer needs to exchange points for vouchers, the customer service staff will perform the function of exchanging points for vouchers. To perform this function, the customer must be a member of the system.

- To enter the function: select the menu of points management, 🡪select the function of exchanging points to votes

>

**1.2.4.2. Screen stream**

<- Full description of the screen flow of changing functions (with screen interface), adding new: click on button A, display screen B, finish processing display screen C .... The screen can be image, visio.

- For functions without interface, write N/A>

<Example:

Figure 1: when the user clicks ***manage points >> exchange points for coupons*** , the screen displays enter search terms



Figure 2: After pressing the search button, it displays class information, subscriber information and the area to exchange points for votes



Figure 3: After pressing the redeem button, the coupon information is displayed



>

**1.2.4.3. Detailed description of the components on the screen**

< Detailed description of the ingredients listed above. For the process if there is no screen, leave this part as N/A >

| **STT** | **Name** | **Control Type** | **Compulsory** | **Maximum length** | **Read only** | **Initialize/Prepare data** | **Describe** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| first | <Element names are set according to the same rules as for coding controls on the screen. For example: If it's a textbox, it has a txt prefix at the beginning, a Combobox has a cbx prefix > | <Select common data types used in the display such as:  - Combo box  - Textbox  - TextArea  - Checkbox  - Radio Button  - FieldSet  - Image  - Button  - Label  - Datapicker  - TimePicker  - Popup  - File Field  - ....> | <Required, please mark X if you choose, otherwise leave blank.> | <Enter the maximum length of text input controls eg: Textbox, TextArea and controls that are not read only> | <Mark X in case Control is Read only> | <Mark an X if you need to prepare data or initialize a component on the Form. These components must be described how to initialize/prepare data in event stream handling> | <Detailed explanation, which elements on the screen are mapped to which fields, which tables in the database are also described here> |

<Example:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **STT** | **Name** | **Control type** | **Compulsory** | **Maximum length** | **Readonly** | **Initialize/Prepare data** | **Describe** |
| first | txtIsdn | TextBox | X | 50 |  |  | Subscriber number, alphanumeric |
| 2 | cbxService | Combo box |  |  |  | X | Service Type Information |
| 3 | btnSearch | Button |  |  |  |  | Search |
| 4 | txtRanking | TextBox |  |  | X |  | Membership class |
| 5 | txtCycle | TextBox |  |  | X |  | Chuperiod |
| 6 | txtRatePoint | TextBox |  |  | X |  | Rating Score |
| 7 | txtExchangePoint | TextBox | X |  | X |  | Redemption Points |
| 8 | txtIsdnCode | TextBox | X |  |  |  | Subscriber code |
| 9 | txtIsdnName | TextBox |  |  |  |  | Subscriber owner's name |
| ten | txtBirthday | TextBox |  |  |  |  | Date of birth |
| 11 | txtActiveDate | TextBox |  |  |  |  | Connection date |
| twelfth | txtUseDate | TextBox |  |  |  |  | Activation date |
| 13 | txtAddress | TextBox |  |  |  |  | Address |
| 14 | txtService | TextBox |  |  |  |  | Service use |
| 15 | txtIsdnBirth | TextBox |  |  |  |  | Subscriber's birthday |
| 16 | txtPassport | TextBox |  |  |  |  | CMT Số No |
| 17 | txtPointToExchange | TextBox | X |  | X |  | Points to exchange |
| 18 | txtCharge | TextBox |  |  |  |  | Charge value after exchange |
| 19 | txtPointRemain | TextBox |  |  |  |  | Points remaining after redemption |
| 20 | btnExchange | TextBox |  |  |  |  | Redeem points |
| 21 | txtVoucherCode | TextBox |  |  |  |  | Form code |
| 22 | txtVoucherPoint | TextBox |  |  |  |  | Score |
| 23 | txtVoucherIsdn | TextBox |  |  |  |  | Subscriber number |
| 24 | txtVoucherCost | TextBox |  |  |  |  | into money |
| 25 | txtExchangeDate | TextBox |  |  |  |  | Date of exchanging points for voting |
| 26 | txtExpireDate | TextBox |  |  |  |  | Expiration date |

>

**1.2.4.4. Handling interactive event streams**

a. Event 1

<- Description of screen data initialization and preparation steps (if an interface function)

- Describe in detail how to validate data and corresponding message messages

- Detailed description of each processing step of events: Describe the meaning of each step, input information, processing content (with SQL statements if that step interacts with the database), output information >

<Example:

Step 1. Initialize and prepare screen data

cbxService service type information: get from APP\_PARAM table with type = 'SUB\_TYPE', select name statement, value from APP\_PARAM where type = 'SUB\_TYPE'. Where the Name field is the display value. Value is the Key value.

Step 2. Click the search button

1. Validate data

If the user does not enter the subscriber number, the message "Phone number field is required" is displayed.

If the subscriber number field is not in the correct format (only includes numbers), the message “Phone number field only includes letters and numbers. Please re-enter”

b. Handling

- Check the subscriber's class (class information is retrieved from the SUBSCRIBER table and the MB\_CLASS table), the statement "SELECT class\_id FROM subscriber WHERE isdn = ? AND status = 1” Subscriber is qualified if the class\_id field is 1 of the values ('V','B','K')

- If the subscriber is qualified: get data from the subscriber table, sub\_cycle\_re, MEMBER, mb\_class and app\_param

SELECT mc.NAME, scr.from\_date, scr.TO\_DATE, scr.mark\_rate, scr.mark\_exchange,

sub.sub\_id, sub.NAME, mem.birthday, sub.sub\_birth, sub.sub\_birth,

sub.live\_address, ap.NAME, sub.sub\_birth

FROM subscriber sub, sub\_cycle\_re scr, MEMBER mem, mb\_class mc,

app\_param app

WHERE sub.sub\_id = scr.sub\_id

AND sub.sub\_type = scr.sub\_type

AND scr.class\_id = mc.class\_id

AND scr.scr\_id = mem.scr\_id

AND sub.sub\_type = ap.VALUE

AND ap.TYPE = 'SUB\_TYPE'

AND scr.status = '1'

AND sub.isdn = ? --so isdn log in

AND sub.sub\_type = ? --type of service

- TH unqualified subscribers: get data from subscriber table, sub\_cycle\_inter, MEMBER, mb\_class and app\_param

SELECT mc.NAME, scr.from\_date, scr.TO\_DATE, scr.mark\_rate, scr.mark\_exchange,

sub.sub\_id, sub.NAME, mem.birthday, sub.sub\_birth, sub.sub\_birth,

sub.live\_address, ap.NAME, sub.sub\_birth

FROM subscriber sub, sub\_cycle\_inter scr, MEMBER mem, mb\_class mc,

app\_param app

WHERE sub.sub\_id = scr.sub\_id

AND sub.sub\_type = scr.sub\_type

AND scr.class\_id = mc.class\_id

AND scr.scr\_id = mem.scr\_id

AND sub.sub\_type = ap.VALUE

AND ap.TYPE = 'SUB\_TYPE'

AND sub.isdn = ? --so isdn log in

AND sub.sub\_type = ? --type of service

* Data displayed after querying:

\_ Membership class: obtained from field MB\_CLASS.name satisfying MB\_CLASS.class\_id = SUB\_CYCLE\_RE.class\_id

\_ Chuperiod: taken from the FROM\_DATE and TO\_DATE fields in the SUB\_CYCLE\_RE . table

\_ Rating: taken from the MARK\_RATE field in the SUB\_CYCLE\_RE . table

\_ Points converted from MARK\_EXCHANGE field in table SUB\_CYCLE\_RE

\_ Subscriber code taken from the sub\_id field in the SUBSCRIBER . table

\_ The subscriber owner's name is taken from the SUB\_NAME field in the SUBSCRIBER table

\_ Date of birth: get from field BIRTHDAY in MEMBER table and SCR\_ID in MEMBER = SCR\_ID in SUB\_CYCLE\_RE

\_ Date of connection: taken from the SUBSCRIBER.sub\_birth field

\_ Activation date: taken from the SUBSCRIBER.sub\_birth field

\_ Address: taken from the ADDRESS field in the SUBSCRIBER . table

\_ Service: get from field APP\_PARAM.name satisfying APP\_PARAM.code = 'SUB\_TYPE' & APP\_PARAM.value = SUB.sub\_type

\_ Subscriber's birthday: taken from the SUB\_BIRTH field in the SUBSCRIBER . table

\_ CMT number: taken from the ID\_NO field in the SUBSCRIBER table

>

b. Event 2

....

### 2 Function Details

.....

## Guarantee conditions

### Guaranteed conditions need customers to guarantee

< If no guarantee condition is required, please specify that no guarantee condition is required, cannot be left blank>

Eg:

|  |  |  |  |
| --- | --- | --- | --- |
| STT | Content | Guarantee unit | Time to ensure |
| first | Add 2 more sessions for the MSCN service number (Prefix 143) | REQUEST DEPARTMENT works with IT Operation to offer more resources | December 25, 2013 |
| 2 | Completing the notice, communication for all customers before deployment (Via SMS, Viettel Portal, IVR ....) The expected number of customers needing communication ~ 50 Million | REQUEST DEPARTMENT | Before deploying |
|  |  |  |  |

### Guarantee conditions need a 3rd party guarantee

< 3rd party is understood as a unit other than customer and DEVELOPMENT DEPARTMENT, for example, working with REQUEST DEPARTMENT customers , the 3rd party can be IT Operation, corporation, partner, cultural and economic unit...

If no guarantee condition is required, please write clearly that no guarantee condition is required, cannot be left blank>

Eg

|  |  |  |  |
| --- | --- | --- | --- |
| STT | Content | Guarantee unit | Time to ensure |
| first | Provide more testing resources for test deployment:  - App server tested at 1 store/1 branch | The project team coordinated with the IT Center to request translation or supplementation | 1 week before testing (expected January 25, 2014) |
| 2 | Additional deployment resources include:  - Expansion resources for the MSCN system (Database separates the fee details, the app server extends the MSCN system) | The project team coordinated with the IT Center to request translation or supplementation | 1 week before testing (Expected February 25, 2013) |

### Guarantee conditions within Development Department

<No guarantee condition is required, please specify that no guarantee condition is required, cannot be left blank. >

# REQUEST FOR CHANGE 2