

IT PROJECT REQUEST FORM

02-10-2024

PROJECT NAME

Project Name should be short, concise and specific to what the project is about (e.g. Alpha Database Migration)

PROJECT NAME

UNITED CAPITAL PLC - CENTRALIZED REQUEST PORTAL ONBOARDING

1.0 Project Request Type

Enter the project description below

New Project

Strategic Project

Change Request**1.1 Project Description**

This section describes the approach the project will use to address the business problem(s). This includes what the project will consist of, a general description of how it will be executed, and its purpose.

Project Description United Capital Plc is integrating to UBA Centralized Response Portal (CRP) to enable United Capital log requests directly from their own portal to UBA Centralized Response Portal (CRP) for some specific UBA business units to be processed

1.2 Current State & Problem Statement

This section should provide a description of the current situation and how it affects the effectiveness and efficiency of the business or the Bank at large.

This section should also speak to the business need, problem, or opportunity that the suggested initiative will address or solve.

Current State & Problem Statement United Capital Plc is integrating to UBA's APIs, to enable United Capital initiate requests on UBA's application (CRP – Centralized Response Portal). all transactions into the account will be processed on the bank's internal collection portal -CRP as against the organization sending emails to UBA business unit to treat.

1.3 Justification for Project (Benefits)

This section should define the business vision, goals and objectives of the project and how the proposed initiative will address the current business needs.

Justification for Project (Benefits) This project will enable UNITED CAPITAL to process all their MIFT instructions and transfer through the bank request portal directly which in turn eliminates the

bottleneck and further enhance the banking relationship with the customer

1.4 Anticipated Outcome

This section should describe the anticipated outcome if the proposed project or initiative is implemented. This is different from Project Benefits. This section should also indicate if and how the expected benefit can be measured, and the proposed method for measurement.

Anticipated Outcome Improved Customer Satisfaction eliminate all form of risk from treating a mift instruction

1.5 Organizational Alignment

This section describes/ explains howthe proposed project will modify or affect the organizational processes, tools, hardware, and/or software and howthe project meets the ticked organizational goals.

- ☐ Profitability Growth
- ☒ Cost Reduction/ Saving
- ☐ Regulatory Requirement
- ☒ Risk Avoidance
- ☒ Improved Customer Ranking
- ☒ Customer Growth
- ☒ Process Improvement
- ☐ Internal Efficiency
- ☒ Customer Efficiency
- ☐ Africa Focus
- ☐ People Focus

☐ Business Growth

1.6 Project Cost (Budget)

This section states all the monetary expenditures for the project

Project Cost (Budget)

Nil

1.7 Additional Information

This section provides a high-level list of key Project Drivers

1.8 Risk

This section list and identifies likely conditions that may impact the proposed projects if they occur howto mitigate them.

Risk

☐ Review the organisation's systems, business operations and service catalogue. ☐ Assess the organisation's adherence to information security best practices. ☐ Review and ensure that the persons behind the business are in good standing. ☐ Confirm that the 3rd party is licensed to operate in line with applicable laws and regulations. ☐ Manage key risk exposures in operations from the prospective 3rd party

1.9 Project Assumptions

This section lists the preliminary assumptions for the proposed project. As the project is selected and moves into detailed project planning, the list of assumptions will most likely grow as the project plan is developed.

Project Assumptions

United Capital Plc is integrating to UBA Centralized Response Portal (CRP) to enable United Capital log requests directly from their own portal to UBA Centralized Response Portal (CRP) for some specific UBA business units to processed.

1.10 Project Classification

Project Classification

☐ Automation

☒ Integration

☐ Channel

1.11 Benefit Realization

The purpose of this is for the business to attribute owners and a plan to the earlier listed outcomes and benefits. This helps in detailing how you expect to achieve the outcomes, target outcomes and who should provide them

Benefit 1

Using CRP, this will enable United capital to enjoy faster access to banking services, face fewer hurdles or bottlenecks of completing a transaction and increased satisfaction and engagement

Benefit Description

Benefit Area

Benefit Owner

Target Value

Target Date



Benefit 2

Access and convenience- Using CRP will enable United Capital to resolve issues, make inquiries, or get their transactions treated at their convenience without being restricted by business hours.

Benefit Description

Benefit Area

Benefit Owner

Target Value

Target Date



Benefit 3

Improved Security and cost savings- Using CRP will help United Capital to have their financial information better protected, increasing their confidence in for sensitive transactions.

Benefit Description

Benefit Area

Benefit Owner

Target Value

Target Date



Benefit 4


Benefit Description

Benefit Area

Benefit Owner

Target Value

Target Date



Benefit 5

Benefit Description

Benefit Area

Benefit Owner

Target Value

Target Date



1.12 Beneficiary Countries

select the beneficiary country

☒ Nigeria

☐ UBA UK

☐ UBA USA

☐ UBA Paris

☐ UBA Dubai

ROA

(if ROA, select countries below)

- ☐ Benin
- ☐ Burkina Faso
- ☐ Cameroon
- ☐ Chad
- ☐ Congo Brazzaville
- ☐ Congo DR
- ☐ Cote D'Ivoire
- ☐ Gabon
- ☐ Ghana
- ☐ Guinea
- ☐ Kenya
- ☐ Liberia
- ☐ Mali
- ☐ Mozambique
- ☐ Senegal
- ☐ Sierra Leone

☐ Tanzania

☐ Uganda

☐ Zambia

Name	Unit	Approval Time
Jude Isiuwe	Project Sponsor (Name of Divisional Head)	9/25/2024 6:24:06 PM
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