## 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 howit will be executed, and its purpose.

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

## 1.2 Current State & Problem Statement

This section should provide a description of the current situation and howit 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 – CentralizedResponse Portal). all transactions into the account will be processed on the banks 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 eliminate 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 how the proposed project will modify or affect the organizational processes, tools, hardware, and/or software and how the project meets the ticked organizational goals.

	Profitability Growth
<b>V</b>	Cost Reduction/ Saving
	Regulatory Requirement
<b>V</b>	Risk Avoidance
V	Improved Customer Ranking
V	Customer Growth
V	Process Improvement
	Internal Efficiency
V	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.
<b>Risk</b> ☐ 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 growas 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

	Networks	&	Infrastructure
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## 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 howyou 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

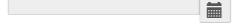
**Benefit Description** 

**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 informatio 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
Kazeem Akanni	IT Project Management Officer	9/27/2024 8:05:10 AM
Olayode Oyadiran	Head IT Project Management Office	9/30/2024 6:27:18 PM