

IT CHANGE MANAGEMENT FORM

(This change management form must be fully signed before the change will commence)

Change Initiator: (Could be the Project Manager, Sponsor, Customer etc.)	Jude Isiuwe
Customer:	United Capital PLC
Project Manager:	Nwakaego Chijioke
Project Sponsor:	Alex Alozie
Business Analyst:	Camilla Rimdams
Project Title/Name: INTEGRATION TO CRP WITH UNITED CAPITAL PLC	
Change Urgency: (Critical, High, Medium, Low) High	

REVISION HISTORY

Date	Author	Version	Change
27-05-2024	Camilla Rimdans	1.0	Document Creation



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A. Brief description of change(s) requested

UBA partner, United Capital plans to integrate our Centralized Response Portal (CRP) APIs with their portal. This integration will allow United Capital to log requests to various UBA business units securely, eliminating the need for email communication.

Objectives

This project aims to achieve the following key goals:

- **Streamline Communication:** this will replace email communication with a more efficient API-based system.
- **Enhance Integration:** this will enable united capital to seamlessly log requests to different UBA business units through the Centralized Response Portal.
- **Improve Security:** this will ensure that all communications and data exchanges are conducted over a secure channel.
- **Increase Efficiency:** this will reduce the response time and improve the workflow by automating the request logging process.

B. Change Requirement Definition

(Process flow, specific items/forms that require a change)



Scope of Integration

The integration will cover the following functionalities:

- User authentication and token generation
- Submission of third-party requests
- Fetching request status by tracking ID
- Retrieving documents associated with requests using tracking ID

Change Requirements:

The development operations team is required to implement the below;

1. Creation of the below APIs
 - JWT login token
 - Make Third party request
 - Fetch Status

Functional Requirement

1.1	Creation of JWT login token (Token Generation)
<ul style="list-style-type: none"> • This endpoint is used to get JWT token for subsequent calls to the API • The token must be set to expire in 10 minutes • Endpoint: api/account/login • Method: POST • Request parameters: username (string) <i>(this will be provided by UBA)</i> Password (string) <i>(this will be provided by UBA)</i> Response parameters: Token (string) <i>the JWT token for authorization.</i> ExpiresIn (int) <i>expiration time of the token.</i> 	
Request sample: <pre>{ "Username": "UCAP", "Password": "XY123mmjapaljkbr" }</pre>	

**Response sample:**

```
{
  "Token": "jwt_token",
  "ExpiresIn": 123411313
}
```

1.2 Creation of Make Third party request service

- This endpoint is used to log third-party requests on CRP.
- Endpoint: `apiv2/job/newthirdpartyrequest`
- Method: POST
- Request Headers: Authorization (string) *the JWT token obtained from the login endpoint.*
- Request Body Parameters:

Name	Description	Data Type	Additional Information
Description	This contains details of the request	String	None
CustomerAccountNumber	Account number	String	This is optional, depending on the type of request
CustomerAccountName	Account name	String	This is optional, depending on the type of request
CustomerBusinessOffice		String	This is optional, depending on the type of request
CustomerCifId		String	This is optional, depending on the type of request
AddedBy	The initiator of the request	String	None
UnitId	The unit Id responsible for handling the request	String	None



TeamId	The team id responsible for handling the request	String	None
CategoryId	Category Id of the request	String	None
Recipient		String	Optional
Supervisor	The email of the approver	String	None
Attachment	Optional document attachments	String	Base64 string

- Response Body Parameters:

Name	Description	Data Type	Additional Information
StatusCode	The status code of the request	String	None
statusDescription	Description of the request status	String	
TrackingID	The unique identifier for tracking the request	String	

Request Sample:

```
{
  "Description": "Kindly generate statements for our account",
  "CustomerAccountNumber": "1234567890",
  "CustomerAccountName": "Sample Account Name",
  "CustomerBusinessOffice": "0999",
  "CustomerCifId": "C12345678",
  "AddedBy": "Firstname.lastname@unitedcapital.com",
  "UnitId": "1",
```



```
"TeamId": "2",
"CategoryId": "3",
"Supervisor": "Firstname.lastname@unitedcapital.com ",
"attachment": "Base64String"
}
```

Response Sample:

```
{
"statusCode": "00",
"statusDescription": "The Job has been SUBMITTED successfully. Tracking ID:
099924040230606", "TrackingID": "099924040230606"
}
```

1.3 Creation of Fetch Request Status

- This endpoint is used to retrieve the current status of a request using the tracking ID.
- Endpoint: `apiv2/job/fetchrequeststatus`
- Method: POST
- Request Headers: TrackingID (string) *the tracking ID generated during request submission.*
- Response Body Parameters:

Name	Description	Data Type	Additional Information
ApprovalStatus	The current approval status (e.g., Pending)	String	None
PendingOn	The processor handling the request	String	
DateModified	The last modified date	String	



	Comment	Comments or feedback on the request status			
<p>Request Sample:</p> <pre>{ "TrackingID": "099924040230606" }</pre> <p>Response Sample:</p> <pre>{ "crpStatusFeedback": { "ApprovalStatus": "Pending", "PendingOn": "Processor oluwatosin.ifedayo", "DateModified": "2024-04-02T12:11:48.787", "Comment": "Self service log" }, "statusCode": "00", "statusDescription": "Request Status Available" }</pre>					

4.0	Creation of Get Documents by Tracking ID
<ul style="list-style-type: none">• This endpoint is used to retrieve documents attached to a request using the tracking ID.• Endpoint: <code>apiv2/job/getdocumentsbytrackingId?trackingID={trackingID}</code>• Method: GET• Request Headers: TrackingID (string) <i>the tracking ID generated at the time of request submission.</i>• Response Body Parameters:	



List of documents with metadata such as ID, FileName, AddedBy, DateCreated, and FileData (Base64 encoded)

Request Sample:

```
[
{
  "Id": 62274,
  "JobId": 84258,
  "AddedBy": "Firstname.Lastname",
  "FileDescription": "",
  "FileName": "28032024_d5c96bd6-7dad-435b-86a4-036ac88bd0fd.pdf",
  "FileData": "Base64String"
  "DateCreated": "2024-03-28T14:20:47.777"
}
```

2	Functional Requirements
<div>1. There must be a secure mechanism for obtaining and renewing JWT tokens.</div> <div>2. Error Handling: error codes, appropriate messages must be defined for handling failed login attempts, request submission errors and invalid tracking IDs.</div> <div>3. There must be appropriate timeouts and retries sessions configured for token expiry and request submissions.</div> <div>4. Sensitive data such as customer account numbers and CIF IDs must be encrypted.</div> <div>5. All transactions must be logged for audit purposes.</div> <div>6. The API calls should not exceed a response time of 3 seconds under normal conditions.</div>	



SECURITY REQUIREMENTS

[UBA - UCAP CRP API Integration Security Requirements.pdf](#)

C. Change Benefits

(Describe financial and Non-financial benefit of change e.g. improved performance, Enhanced client satisfaction)

N/A

D. Would the enhancement affect accounting entries?

(State the Account and its Currency and also any restriction expected in accounting entries)

N/A

E. Benefit Analysis & Realization Plan

(a) Benefit Analysis

S/N	AREA OF JUSTIFICATION	CURRENT VALUE	TARGET VALUE	REMARKS/ COMMENTS
		Amount(N) or Time(HRS) or Staff(Number)	Amount(N) or Time(HRS) or Staff(Number)	
1	Reduce operation cost			



2	Regulatory (Financial Sanction)			
3	Process improvement (TAT)			
4	Increase revenue (Income potential)			
5	Improve decision making (TAT)			
6	Access to accurate information (Reduce error rate)			
7	Introduction of new product (Income potential)			
8	Positive public perception (Reduce error rate)			

(b) Benefit Realization Plan

Benefit Realization										
Description of the Benefit to be Achieved	Person Responsible for Realizing the Benefit	Description of Current Situation / Performance of the Business Process	Current Cost/ Performance Measure of the Business Process	Target Cost/ Performance Measure after the Planned	Change Target Date for the Benefit to be Realized	Triggers or Events that will cause the Benefit to be Realized	Type of contribution to the business	Assessed value of the benefit of savings	Comment about the assessed value	Strategic and objectives & Result Service Plan outcomes supported by this benefit
This will enable United Capital to enjoy faster access to banking services, face fewer bottleneck of completing a transaction and increased satisfaction and engagement	Jude Isiuwe	The transactions are handled manually via emails			After deployment to production.	Once the APIs are deployed to production and have being integrated by United Capital				



This will enable United Capital have their financial information better protected, thereby increasing their confidence in handling sensitive transactions	Jude Isiuwe	The transactions are handled manually via emails			After deployment to production	Once the APIs are deployed to production and have being integrated by United Capital				
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Please note that IT Application will check on **(within 3mth of the change target date)** to ensure that the planned benefit has been realized by the business.

F. Any documentation reference(s) that may substantiate the Change:

IT Project Request Document - **3156686**

G. Business Impact & Risk Impact

(E.g. Additional resources, Organizational changes)

Risk Impact

- Assess the organization’s adherence to information security best practices.
- Confirm that third party is licensed to operate in line with applicable laws and regulations.
- Manage key risk exposures in operations from the prospective third party.



H. Level of impact of change

Budget	<input type="checkbox"/>	H	<input type="checkbox"/>	M	<input checked="" type="checkbox"/>	L
Schedule	<input checked="" type="checkbox"/>	H	<input type="checkbox"/>	M	<input type="checkbox"/>	L
Planning	<input checked="" type="checkbox"/>	H	<input type="checkbox"/>	M	<input type="checkbox"/>	L
Project	<input checked="" type="checkbox"/>	H	<input type="checkbox"/>	M	<input type="checkbox"/>	L

I. Approvals

Parties	Name	Signature/Date
For: PROJECT CUSTOMER	Jude Isiuwe	
For: IT Control:	Adegboyega Ajayi	
Head, IT Risk:	Romaric Sia	
Information Security Governance Risk & Compliance Perceptive:	Owusu Bediako-Poku	
Information Security Architecture Perceptive:	George Tamakloe	
For: IT CIO	Akosa Onyebuchi Oluwaseun Apata Abiola Lamidi	

