

Change Request

**The Purpose**

At Paydee, we do change management because we want to methodically…

* **Control** allchanges made to our systems and processes
* **Understand** change requirements & purpose
* **Design** a workable solution to deliver the change required
* **Evaluate** properly the impact on our operations of such changes
* **Communicate** recommendations for timely approval
* **Implement** approved changes in a timely and orderly manner

**The Procedure**

A simple guide to implement a Change

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| **#** | **The Process** |
| 01.  Initiate | To initiate a Change on the system. Fill up the Change Request form.  In **Section (A)** of the Change Request form.  Enter inputs such *as reason why the change is important, what type of change is being sought and urgency of the change*.  In **Section (B)** of the Change Request form.  A review committee is appointed to assist in performing impact analysis. |
| 02.  Evaluate | In **Section (C)** of the Change Request form.  Perform analysis of the gain from effecting the change & risks of NOT performing the change. i.e, *merchants will not be able to perform PREAUTH or merchant statement format will be different.*  It is important to get the relevant subject matter expert(s) from each department to be engaged to perform meaningful Impact Evaluation. |
| 03.  Approve | To obtain approval, the completed Change Request form should be sent to either the CEO or in his/her absence, the H-FC&R, after H-P&T has confirmed approval.  In **Section (D)** of the Change Request form, the approver(s) might request for clarification and/or provides feedback.  The form will be bounced back to the requestor to be answered or clarified.  When all the clarifications and feedback have been satisfied, the Change will be either approved, rejected or KIV by the approver(s). |
| 04.  Implement | After the Change Request has been approved, the team should start planning for implementation. |

(A) Description of Request

– To be completed by requester

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| Requestor | Example: Jane, [jane@paydee.co](mailto:jane@paydee.co), Merchant Services  Joanne, [joanne@paydee.co](mailto:joanne@paydee.co), Finance | | |
| Request/ Requirement Description | To request for configuration on CMS to withhold merchants’ net settlement if it is less than RM5 and only release once its balance is equal or more than RM5. | | |
| Change Type  *.* | New  - Check this box if this is a new function | Modification  - Check this box if an existing function(s) that need enhancement | Defect  - Check this box if there is a bug in the system. |
| Other  - Oh? Tell us more. | | |
| Priority | High  - Need to be performed within 24-48 hours. | Medium  - Need to be performed within 1 week. | Low |
| Requested Implementation Date: 15-Oct-2021 | | |
| **Documents**   * Please attach relevant documents to support your idea | | | |
| Incident Report | net settlement <RM5 to merchants were reflected in payment file which is against the practice of Paydee. | | |
| Business Requirement Document (BRD)  -or-  Functional Specification Document (FSD) | Configurations needed at CMS to withhold net settlements less than RM5, and only released and reflected at Payment File if the balance is or exceeded RM5.  The same function current in place is to withhold settlements if the balance is less than RM0. example:  Once this CR implemented, expected scenarios would be as follow:  **a) scenario 1**    **b) scenario 2**    Hence, required to update all the merchant’s - Hold Pymt Threshold to ‘5’ from ‘0’ by patching. | | |
| Release Notes |  | | |
| Test Documents |  | | |
| Other (Sql Script) | |  |  |  | | --- | --- | --- | | **#** | **SQL File** | **Description** | | 1. |  | Change all the Merchant Hold Payment Threshold to 5 | | | |
| **Business Justification *\*Important\**** | | | |
| Tell us what will happen if the change isn’t approved in terms of cost to our business?   * Manually withhold merchant’s net settlement <RM5 from payment file daily. * Unable to monitor if accumulated withholds on settlements <RM5 is or has exceeded RM5 for release accordingly. * Will only do the release upon merchant’s request which may cause manual and double work from Finance Team and dissatisfaction from merchant’s end. | | | |

(B) Impact Review Committee

– Depending on the nature and complexity of the change requested & solution proposed, this part is to be completed by the requester by marking which departments’ operations and teams are expected to be impacted by the change. The head of each identified department is required to nominate at least one representative for their department. The departmental representative must.

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| **Department** | **Appointed Representative Details**  Example: i. Jane, [jane@paydee.co](mailto:jane@paydee.co), |
| BD & Merchant Services | i.  ii. |
| Finance, Credit & Risk | i. Joanne, [joanne@paydee.co](mailto:joanne@paydee.co)  ii. |
| Compliance & Legal | i.  ii. |
| Product & Technology | i. Shirley Ngai, [shirley@paydee.co](mailto:shirley@paydee.co)  ii. |

**(C) Impact Evaluation**

- A thorough evaluation of the proposed change is to be completed by the Review Committee in counterpart for each department or jointly in a single form.

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| **C-1 Impact on System Hardware and Networking** | | | | | | | | | |
| **#** | | | | | **Details** | | | | **Recommendation** |
| **1.** | | | | |  | | | |  |
| **2.** | | | | |  | | | |  |
| **C-2 Impact on other Services & Applications** | | | | | | | | | |
| **#** | | | | | **Details** | | | **Recommendation** | |
| **1.** | | | | |  | | |  | |
| **2.** | | | | |  | | |  | |
| **C-3 Impact on Process(es)?**  **TIPS:** Will this change impact the way we handle our daily operations? Does the team have sufficient knowledge to operate the system after the change? | | | | | | | | | |
| **#** | | | | **Details** | | | | **Recommendation** | |
| **1.** | | | |  | | | |  | |
| **2.** | | | |  | | | |  | |
| **C-3 Impact on User Experience**  Our users include merchants and master merchants.  **TIPS: E.g.** Will this impact the merchant statement format? | | | | | | | | | |
| **#** | | | **Details** | | | | **Recommendation** | | |
| **1.** | | |  | | | |  | | |
| **2.** | | |  | | | |  | | |
| **C-4 Impact to PCI-DSS**   * Is there any new application that transmit/store/process card holder data? * Is there any change in the network & system architecture that alter IN-SCOPE state of the system? * Are there any new files/reports/logs that write/store card holder data? | | | | | | | | | |
| **#** | | **Details** | | | | **Recommendation** | | | |
| **1.** | |  | | | |  | | | |
| **2.** | |  | | | |  | | | |
| **C-5 Impact to Non Functional Specification (NFS)**  We define NFS as System Performance, Availability, Capacity, Integration and/or Security | | | | | | | | | |
| **#** | **Details** | | | | | | | | **Recommendation** |
| **1.** |  | | | | | | | |  |
| **2.** |  | | | | | | | |  |
| **C-6 Impact to System & Process Documentation**  The following document has to be up to date.  System and Network Diagram, Data Retention & Protection Matrix | | | | | | | | | |
| **#** | | | **Details** | | | | **Recommendation** | | |
| **1.** | | |  | | | |  | | |
| **2.** | | |  | | | |  | | |
| **C-7 Other** | | | | | | | | | |
| **#** | | | **Details** | | | **Recommendation** | | | |
| **1.** | | |  | | |  | | | |
| **2.** | | |  | | |  | | | |

**(D) Approval**

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| **Approval** | **Remarks** | | |
| Change Approved  Change Not Approved  KIV | Date to be reviewed (for KIV):  Reason(s): | | |
| **Approved by**  ED / CEO  Name: Darren Cheah  Date: | | Head - FC&R  Name: Ng Song Tai  Date: | Head – P&T  Name: Choong Yoke San  Date: |