

CORPORATE DIGITAL AND SYSTEM INFORMATION DIVISION

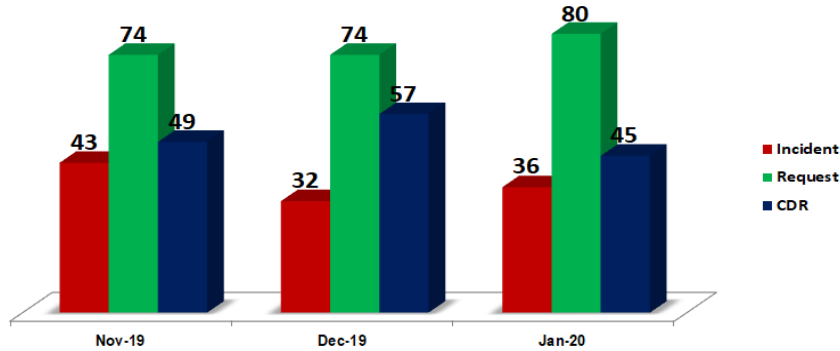
SUMMARY

- Penetration test schedule for mobile apps will be held on April 15th 2020.
- Dana Haji product already configured in SMILE; we will support and monitor this product lifecycle in system.
- Our official website will be enhanced to add "New Popup Screen" to display our new product/promo information.
- Security awareness and socialization were sent to all employee; we configured new policy for active directory account.
- No major enhancement and incident/issue found during January 2020.

1. Operational Support

Total ticket handled during January 2020 were 116 ticket.

There was an incremental around 9.4% compared to ticket period Dec 2019.



2. Operation Deployment & Project Update

SMILE Enhancement January 2020

- Penambahan Contact Person dan Contact Phone, Informasi Supplier, dan Informasi Contact Person
- New Smile directory address : <http://172.31.215.3/smile/>
- ET Screen Enhancement - Red Color
- Laporan klasifikasi Nasabah
- Penambahan informasi lokasi asset di menu asset control
- Penambahan cabang Factoring 2 pada SMILE

SMILE Support Enhancement 2020

- New feature: mail notification when adding comment and proceeding application

Clock In Clock Out System

- Adding Head office & Jakarta employee in system

Head Office Expansion Lantai 21 MNC Tower

- Wifi installation support
- Fingerprint machine and doorlock installation support
- CCTV installation support
- Phone extension mapping
- Network installation support