

Create a Problem

At a Glance

Problem Management Process



Purpose

A Problem record is created to:

- Capture all necessary information from the related cases/incidents.
- Request the responsible development and/or operations teams to identify the cause of a reported issue.

The document explains two options to create a Problem record in NOW system.

1. Create a Problem Record

Option A: Create Problem via Case/Incident Module

1a Navigate to Case/Incident Module and create the new Problem record

1b Fill in the mandatory fields in the Problem record and save the Problem

Option B: Create Problem via Problem Module

1a Navigate to Problem Module and create the new Problem record

1b Fill in the mandatory fields in the Problem record and assign the Problem

Notes



When to use which option?

It is recommended to create Problem record via the Case or Incident Module if there is already Case/Incident record opened as some of the existing information can be replicated from the Case/incident record directly to the Problem record.

When an issue is detected without any Case/Incident record being created, it is recommended to create Problem record via the Problem Module.

1. Create a Problem Record

Problem Management

Option A: Create Problem via Case/Incident Module

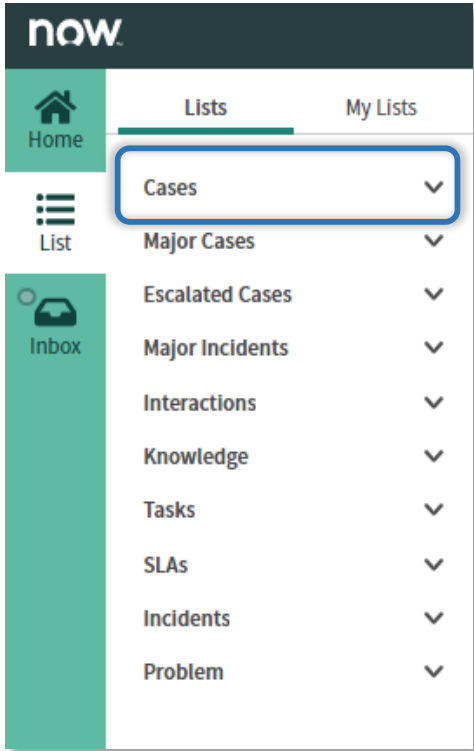
1a Navigate to Case/Incident Module and create the new Problem record

Notes

This Work Instruction uses Case as the example for all the screenshots. However, creating Problem record from the Incident record follows the same steps, except that one must navigate to the Incident Module when performing Step 1a.

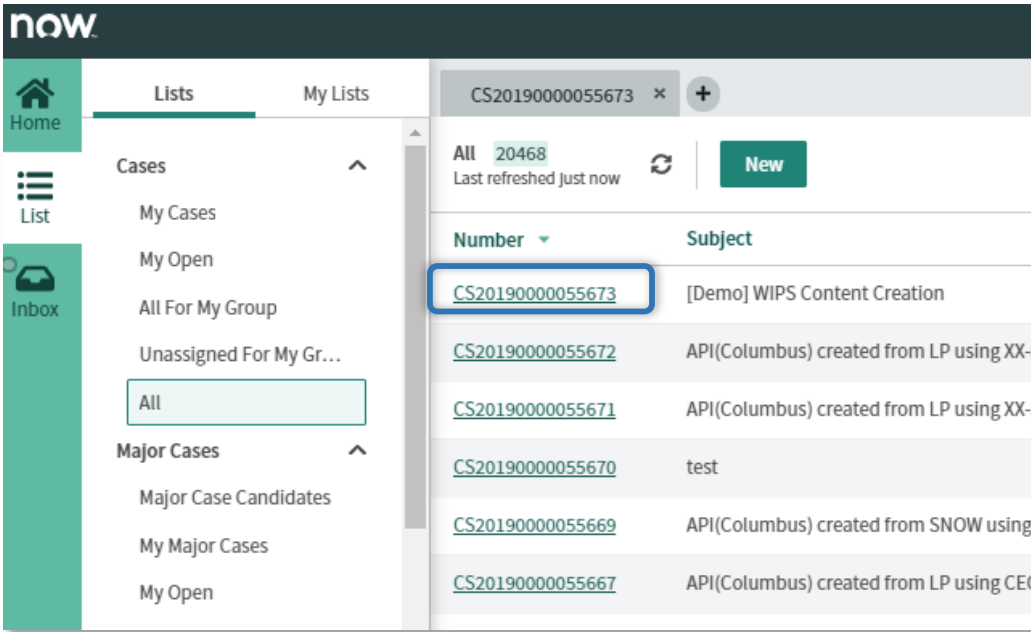
Step 1

Open **List view** and click **Case** or **Incident** Module.



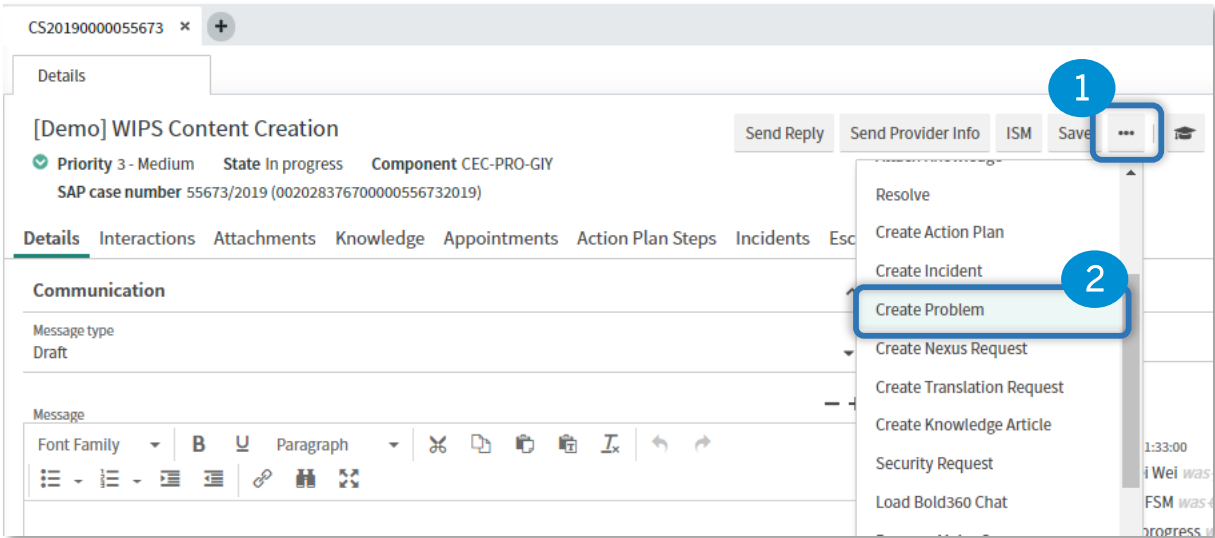
Step 2

Click the Case **Number** to open the Case record.



Step 2

Click the 3-dot graphic (...), and then select **Create Problem**.



Notes

Only Cases/Incidents that are **not** in the state **NEW** allow the creation of Problem record via the Case/Incident Module.

1. Create a Problem Record

Problem Management

Option A: Create Problem via Case/Incident Module

1b Fill in the mandatory fields in the Problem record and assign the Problem

Step 1

Fill in the available information in the newly created Problem record to provide more information to the Problem Coordinator and the Processor(s).

The following fields are mandatory to fill in:

- a. **Component (auto-populated)**
- b. **Assignment group (auto-populated)**
- c. **Subject**
- d. **Description**

Step 2

Click **Save** to save and update the Problem record.

The Problem's state becomes **New**.

CS20190000055673 x +

Details PRB0040850 x

[Demo] WIPS Content Creation

Priority 3 - Medium State New Component CEC-PRO-GIY

Deployed item (System) Joris Test Assignment group CX Gigya 1st Level

Save Assign to Me Assess

Details Incidents Cases(1) Code Correction Issues Problem Tasks Attached Knowledge Attachments Special

Details

Requested by CS20190000055673

Priority 3 - Medium

Component * CEC-PRO-GIY

Assignment group CX Gigya 1st Level

Problem coordinator

Assigned to

Data protection & security EUDP

☐ EUDP deactivated

System

Analysis Information

Resolution Information

Other Information

Initial Description

Subject * [Demo] WIPS Content Creation

Description * Test - This is a demo for WIPS work instructions.

Activity

Clear Filter

WW V

Field change

Assignment

Impact

Knowledge

Major prob

Notes



- Some of the fields, such as **Component** and **Subject**, are auto-populated from the source record (i.e. Case and Incident).
- The field **Assignment group** is auto-populated based on the predefined routing rule.
- The Case/Incident record's state changes to **Awaiting Info** and the Action Status changes to **Awaiting Problem**.

1. Create a Problem Record

Problem Management

Option A: Create Problem via Case/Incident Module

1b Fill in the mandatory fields in the Problem record and assign the Problem

Step 3

Once the Problem record is saved, the Problem record has the Case number listed in **Details** section as **Requested by** and also the associated Case record saved in the **Cases** tab in the Problem record.

CS20190000055673

Details

PRB0040850

[Demo] WIPS Content Creation

Save Confirm Mark Duplicate Cancel

Priority 3 - Medium State Assess Component CEC-PRO-GIY

Deployed item (System) Joris Test Assignment group CX Gigya 1st Level

Details Incidents Cases(1) Code Correction Issues Problem Tasks Attached Knowledge Attachments Special Handling Note...

Communication

Details

Requested by
CS20190000055673

Component *
CEC-PRO-GIY

Priority
3 - Medium

Assignment group
CX Gigya 1st Level

Activity

WW Wei Wei

Field changes 2019-11-07 14:44:50

Assigned to Wei Wei was {Empty}

CS20190000055673

Details

PRB0040850

[Demo] WIPS Content Creation

Save Confirm Mark Duplicate Cancel

Priority 3 - Medium State Assess Component CEC-PRO-GIY

Deployed item (System) Joris Test Assignment group CX Gigya 1st Level

Details Incidents Cases(1) Code Correction Issues Problem Tasks Attached Knowledge Attachments Special Handling Note...

Cases 1

Last refreshed 4m ago

New

Number	Subject	Priority	State	Action status	Customer contact	Component
CS20190000055673	[Demo] WIPS Content Creation	3 - Medium	In progress		Alexandra Paul	CEC-PRO-GI

1. Create a Problem Record

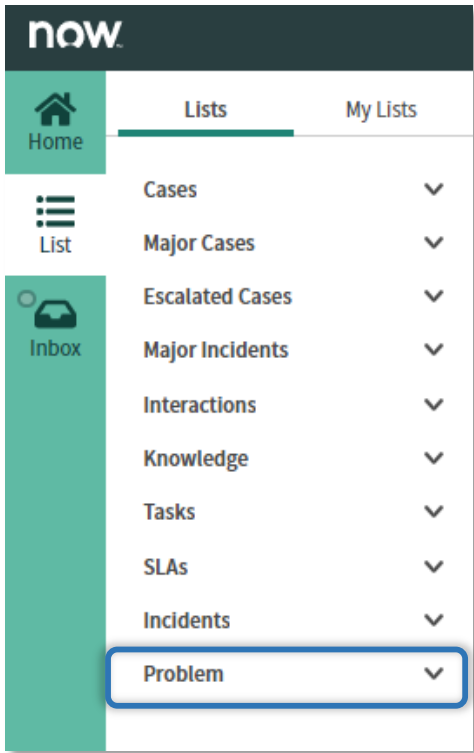
Problem Management

Option B: Create Problem via Problem Module

1a Navigate to Problem Module and create the new Problem record

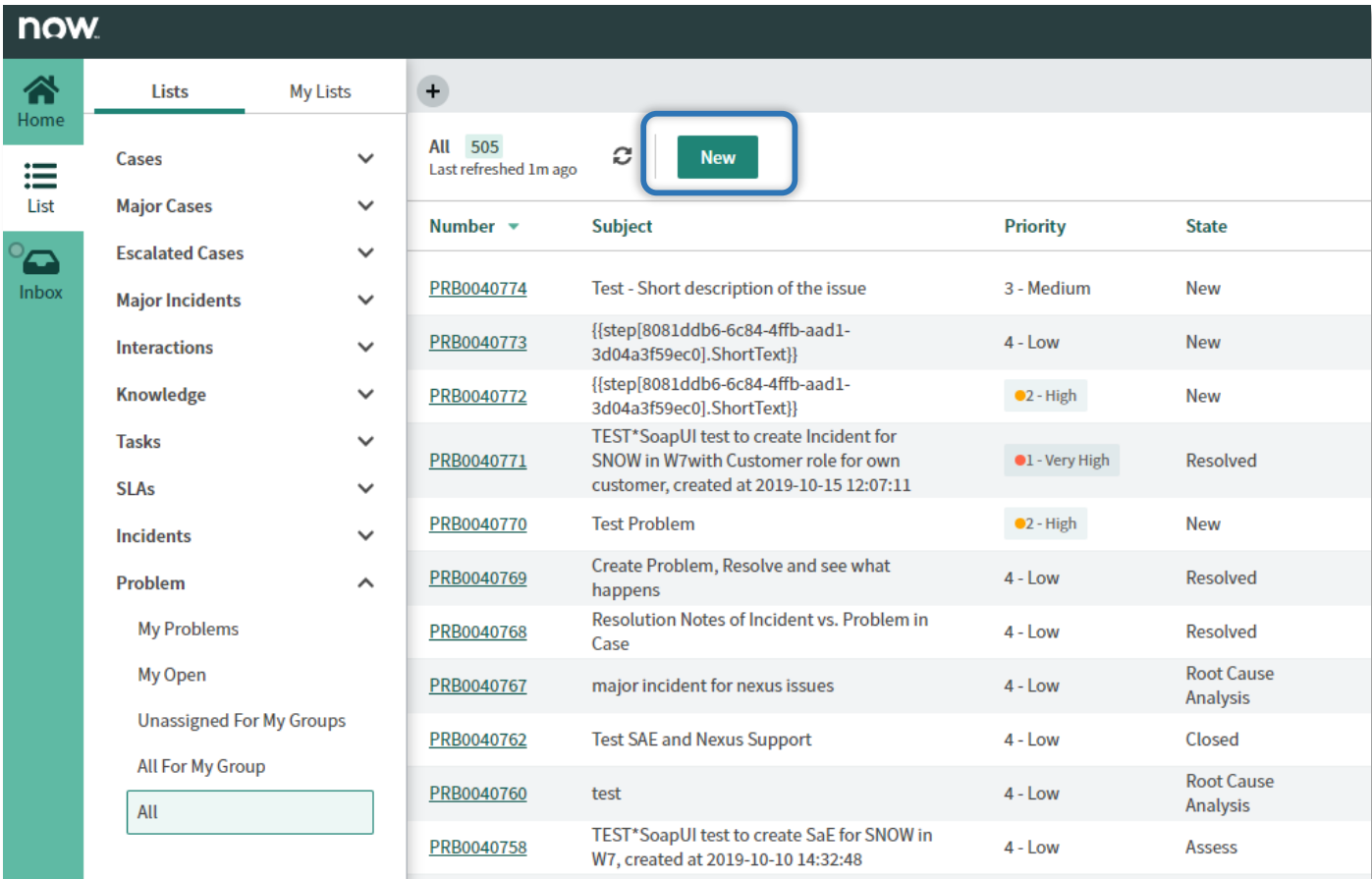
Step 1

Open **List view** and click **Problem** Module.



Step 2

Click **New** to open a new Problem record.



1. Create a Problem Record

Problem Management

Option B: Create Problem via Problem Module

1b Fill in the mandatory fields in the Problem record and assign the Problem

Step 1

Fill in the available information in the newly created Problem record.

The following fields are mandatory.

- a. Component
- b. Subject
- c. Description

Step 2

Click **Save** to save and update the Problem record. Once saved, this record will be given a 10-digit record number for future reference. The **Assignment group** will also be auto-populated based on predefined routing rules.

The Problem's state becomes **New**.

The image displays two screenshots of the SAP Problem Management interface. The left screenshot shows the 'Create New Problem' form. The 'Details' section is expanded, showing fields for 'Component' (CEC-PRO-GIY), 'Subject' ([Demo] WIPS Problem Management Work Instruction), and 'Description' (Test - this is a demo for the WIPS content creation.). The 'Save' button is highlighted. The right screenshot shows the saved problem record with ID PRB0040853. The 'Details' section is expanded, showing the 'Component' (CEC-PRO-GIY) and 'Assignment group' (CX Gigya 1st Level) auto-populated. The 'Save' button is also highlighted.

What is a change log?

What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Ha Tran, Walldorf

Process manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Siri Sood	July 01, 2019	<ul style="list-style-type: none">Baseline version, incorporated process owner's comments	Released
2.0.0	Wei Wei	Nov 14, 2019	<ul style="list-style-type: none">WIPS 4.0 Golden Standard Baseline Document	Released