

Problem Management Process

Log and Categorize a Problem



Diagnose and Define



Resolve and Realize



Validate and Close

Validate and Close a Problem

Purpose

The Problem record can only be resolved and closed when the proposed permanent solution has been confirmed to resolve the reported issues.

By closing the Problem record, the Problem Coordinate confirms that the root cause (if applicable) and the solution are documented sufficiently and consistently in the Problem record to reasonably mitigates the problem. This ensures the compliance to the applicable audit regulations and requirements.

1. Coordinator Communicates Solution and Resolves Problem

- 1a Communicate the permanent solution to related Case/Incident (if applicable)
- **1b** Resolve the Problem and await for confirmation

2. Coordinator Closes the Problem

Scenario 1: Solution is Accepted

- 2a Update categorization and relevant information for future reference
- 2b Close the Problem record

Scenario 2: Solution is Rejected

- 2a Reopen the Problem record
- 2b Repeat the Problem Management process from validating until the solution has been accepted

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1. Coordinator communicates and confirms permanent solution



Problem Management

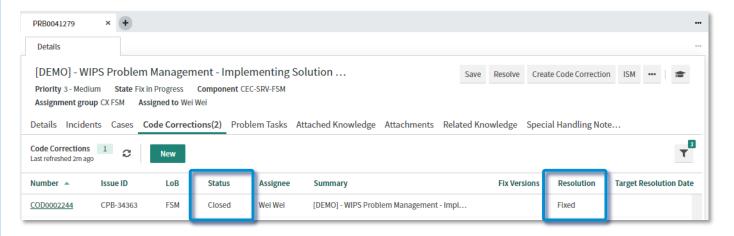
1a Communicate the permanent solution to related Case/Incident (if applicable)

Note: This step is only necessary when the Problem record has related Case(s) and/or Incident(s) that require permanent solution.

Step1

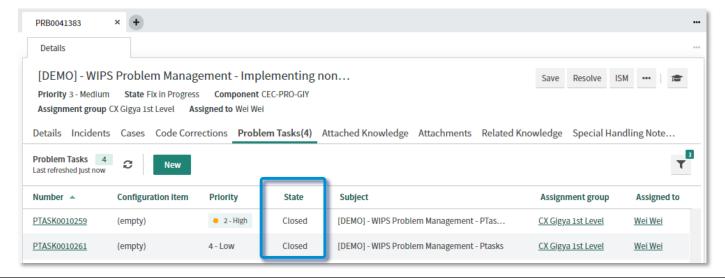
Scenario 1: Cloud product issue requiring code corrections

Confirm that code corrections have been correctly implemented. The status is **Closed** and Resolution is **Fixed**.



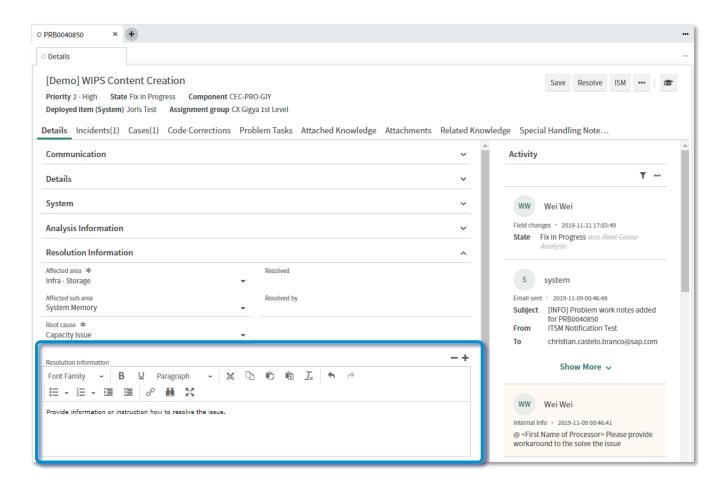
Scenario 2: Cloud product issue requiring non-code solution

Confirm that all tasks (either described in Problem record's **Activity** stream or documented and assigned using Problem Tasks) have been successfully completed and all states are **Closed**.



Scenario 3: On-premise product issue requiring code correction

Check the solution and the SAP Notes provided in the **Resolution information** field in the **Resolution Information** section.



WORK INSTRUCTIONS, PROCESSES, SYSTEMS

INTERNAL

1. Coordinator communicates and confirms permanent solution



Problem Management

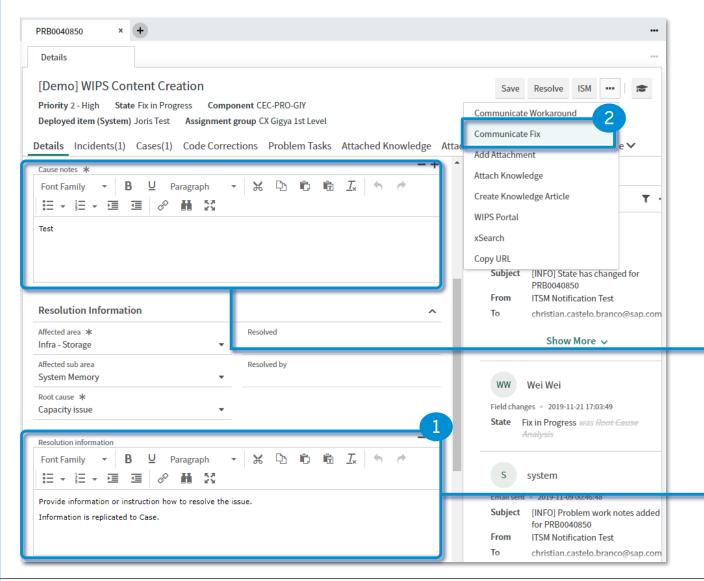
1a Communicate the permanent solution to related Case/Incident (if applicable)

Note: This step is only necessary when the Problem record has related Case(s) and/or Incident(s) that require permanent solution.

Step 2

Finalize the resolutions and permanent solution in the **Resolution information** field in the **Resolution Information** section.

Click the **3-dot (...)** to expand the UI Action list and the click **Communicate Fix**.



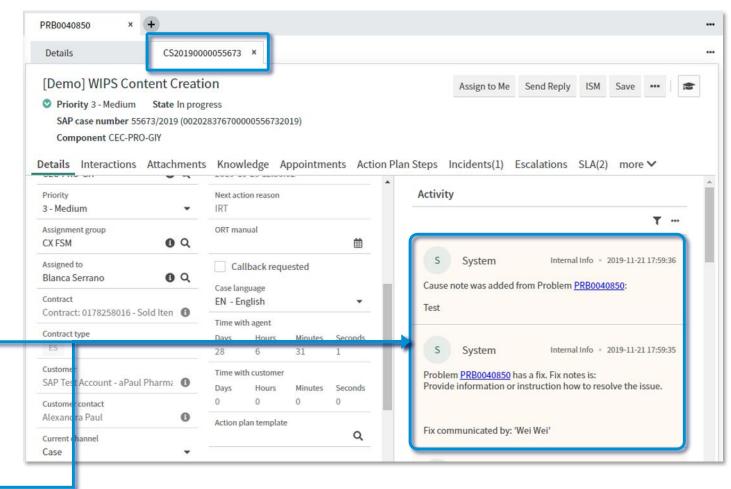
Notes



The resolution information (i.e. permanent solution) can be filled in at any point of time when the processor and/or the coordinator has the knowledge of the resolution.

This field can be edited and more information/steps can be added along the resolution process.

The information provided in the **Resolution information** field and in the **Cause notes** field in the Problem record are replicated to the **Activity** stream of the related Case/Incident.



1. Coordinator communicates and confirms permanent solution

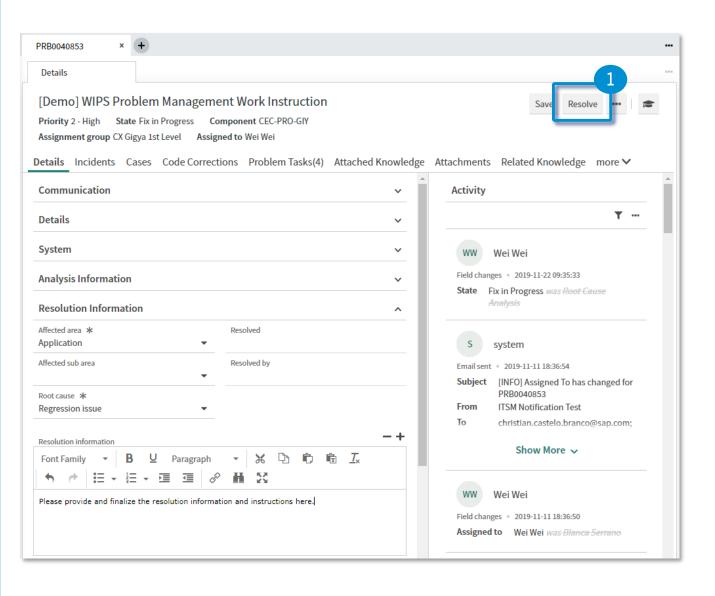


Problem Management

1b Resolve the Problem and await for confirmation

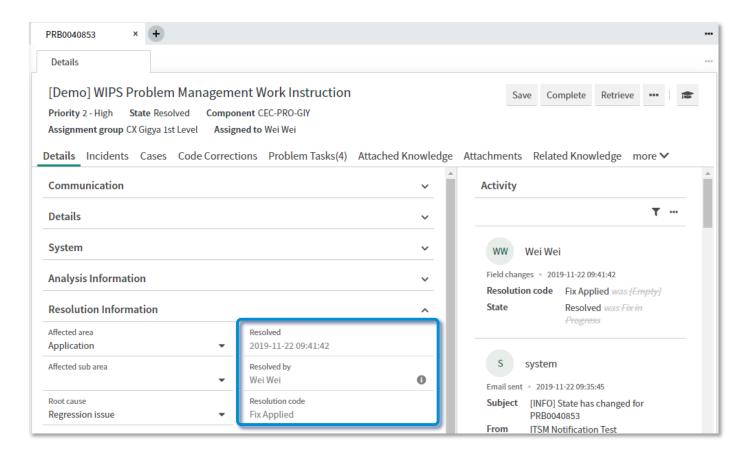
Step1

Click **Resolve** to resolve the Problem with proposed permanent solution.



This changes the Problem record's state to **Resolved**, with **Resolution code** as **Fix Applied**.

The system auto-populates the fields **Resolved** with the current date and time and **Resolved by** with the current processor.



2. Coordinator Closes the Problem



Problem Management

Scenario 1: Solution is Accepted

2a Update categorization and relevant information for future reference

2b Close the Problem record

Step1

Confirm that the following fields are documented correctly:

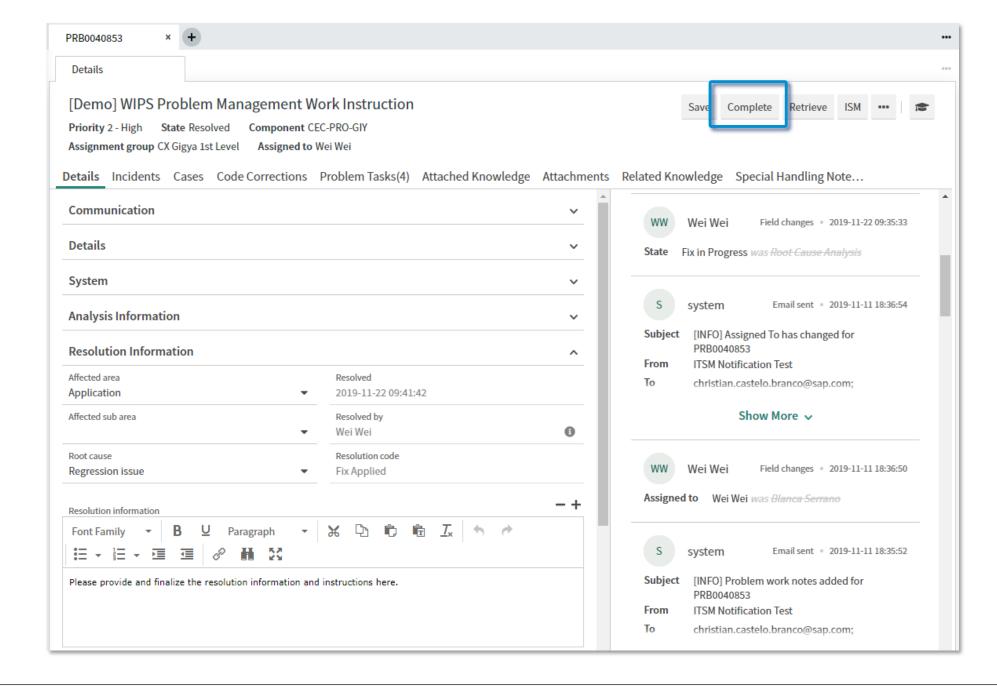
- a. Component
- b. Cause notes
- c. Affected area
- d. Affected subarea (if applicable)
- e. Root cause
- f. Subject
- g. Description

Finalize and add detailed note of the resolution for future reference in the **Resolution information** field (if necessary).

Step 2

Click Complete to close the record

This changes the state to **Closed** and the record becomes read-only.



2. Coordinator Closes the Problem



Problem Management

Scenario 2: Solution is Rejected

2a Reopen the Problem record

2b Repeat the Problem Management process from validating until the solution has been accepted

Step1

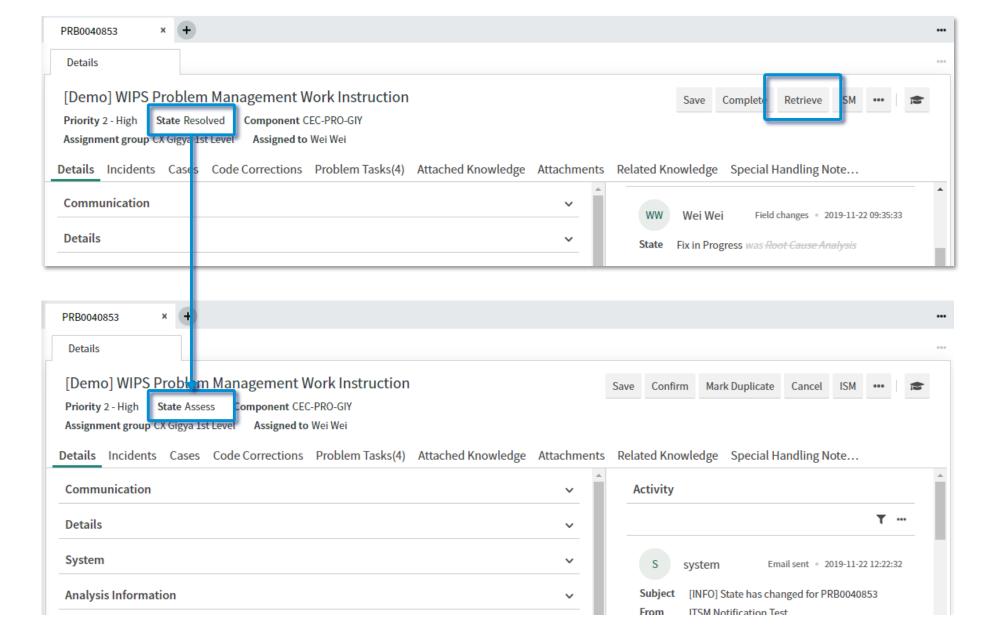
Click **Retrieve** to reopen the Problem record.

This changes the state back to **Assess** and removes the **Resolution code** that has been auto-populated before.

The system also automatically generates notification email about the state change and sent to the processor that is currently assigned to this record.

Step 2

Follow the <u>WIPS entry for Validate</u>, <u>Prioritize</u>, <u>Categorize and Assign a Problem</u> to re-validate the issue and repeat the Problem Management process until the solution has been accepted.



INTERNAL

Change Log

Problem Management – Validate and Close a Problem

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	Ramya B	July 17,2019	 WIPS 4.0 Initial document 	Released
2.0.0	Wei Wei	Nov 22, 2019	WIPS 4.0 Golden Standard Baseline Document	Released

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