

Diagnose and Define a Problem

At a Glance



Problem Management Process

Log and Categorize a Problem



Diagnose and Define



Resolve and Realize



Validate and Close

Diagnose and Define a Problem

Purpose

The assigned development and/or operations team diagnoses the root cause, impact, and symptoms of the problem to define problem resolution.

The advisor from development and/or operations teams verifies and approves the root cause information for implementation.

1. Provide Workaround (if applicable)

1a Processor adds the workaround and informs the Problem Coordinator about the workaround

1b Problem Coordinator communicates the workaround to the related cases/incidents (if applicable)

Option A: Perform and Approve RCA Using Problem Record

2. Perform Root Cause Analysis (RCA)

2a Coordinator reassigns Problem record to processor

2b Processor performs RCA, documents findings, and informs the Coordinator once RCA is completed

3. Review and Approve RCA

3a Coordinator reassigns the Problem record to the approver's assignment group

3b Approver reviews RCA and accepts or rejects the RCA

3c If RCA is rejected, the Approver reassigns the record back to Problem Processor to repeat Step 2 Perform Root Cause Analysis

Option B: Perform and Approve RCA Using Problem Task Record

2. Perform Root Cause Analysis (RCA)

2a Coordinator creates a new Problem Task record and assigns the task to specific assignment group to perform RCA

2b Processor from the new assignment group either self selects or is assigned to the Problem Task

2c Processor performs RCA, documents findings, closes the Task record, and informs the Coordinator

3. Review and Approve RCA

3a Coordinator creates a new Problem Task for review and assigns the task to specific assignment group to approve RCA

3b Approver reviews RCA and accepts or rejects the RCA

3c If RCA is rejected, the Approver reassigns the record back to Problem Processor to repeat Step 2 Perform Root Cause Analysis

Available in UI16 only

Notes



When to communicate workaround?

Step 1 Provide Workaround can also be performed at later stage during RCA analysis or solution implementation.

Problem Task Processing in UI16 only

Problem Task can only be processed in [UI16](#) for the moment. However, coordinator can create the Problem Task in both UI 16 and Agent Workspace.

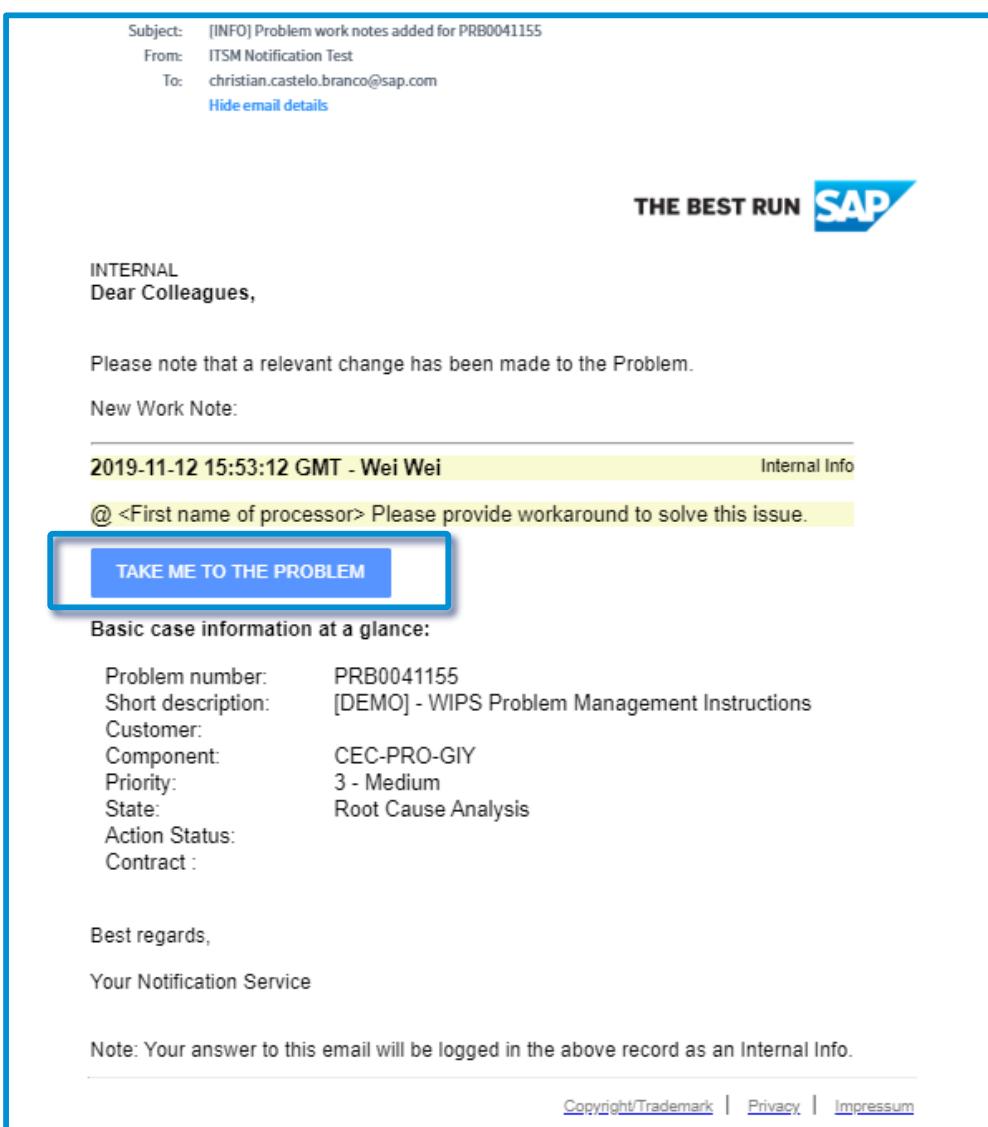
1. Provide Workaround (if applicable)

Problem Management

1a Processor adds the workaround and informs the Problem Coordinator about the workaround

Step 1

Click **TAKE ME TO THE PROBLEM** link in the email notification to open the Problem record.



Step 2

Provide workaround information (if any) in the **Workaround** field inside the **Analysis Information** section.

Click **Save** to update the record.

PRB0041155

[DEMO] - WIPS Problem Management Instructions
Priority 3 - Medium State Root Cause Analysis Component CEC-PRO-GIY
Assignment group CX Gigya 1st Level Assigned to Wei Wei

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

Communication

Details

System

Analysis Information

Workaround

Font Family B U Paragraph Font Size Font Style Font Weight Font Color Font Background Color Font Family Font Size Font Style Font Weight Font Color Font Background Color

Problem processor provides the workaround details here.

Activity

WW Wei Wei
Internal Info = 2019-11-12 15:53:12
@ <First name of processor> Please provide workaround to solve this issue.

S system
Email sent = 2019-11-12 15:50:47
Subject: [INFO] Assigned To has changed for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com

1. Provide Workaround (if applicable)

Problem Management

1a Processor adds the workaround and informs the Problem Coordinator about the workaround

Step 3

Select **Internal Info** as the **Message type** and write a note in the **Message** field to inform the Problem Coordinator that the workaround has been provided.

Click **Save** to update the record

Problem Coordinator will be notified via email for the review of the workaround.

PRB0041155

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Root Cause Analysis Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level Assigned to Wei Wei

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

Communication

Message type: Internal Info

To Problem Coordinator:
Please check the workaround provided in the Workaround field.

Activity

system
Email sent: 2019-11-12 15:53:23
Subject: [INFO] Problem work notes added for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com

INTERNAL
Dear Colleagues,
Please note that a relevant change has been made to the Problem.
New Work Note:

Save Start Fix Mark Duplicate Accept Risk ...

Subject: [INFO] Problem work notes added for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com
Hide email details

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INTERNAL
Dear Colleagues,

Please note that a relevant change has been made to the Problem.

New Work Note:

2019-11-12 16:05:35 GMT - Wei Wei Internal Info

To Problem Coordinator:
Please check the workaround provided in the Workaround field.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number:	PRB0041155
Short description:	[DEMO] - WIPS Problem Management Instructions
Customer:	
Component:	CEC-PRO-GIY
Priority:	3 - Medium
State:	Root Cause Analysis
Action Status:	
Contract:	

Best regards,
Your Notification Service

Note: Your answer to this email will be logged in the above record as an Internal Info.

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1. Provide Workaround (if applicable)

Problem Management

1b Problem Coordinator communicates the workaround to the related cases/incidents (if applicable)

Step 1

Problem Coordinator opens the Problem record and ensures that the workaround information provided in the record is correct.

Step 2

Click **Communicate Workaround** to send the information to the related Case/Incident.

Once the workaround is communicated to the related Case/Incident, the information is displayed in the **Activity** stream of the source record.

The screenshot shows the SAP WIPS Problem Management interface for record PRB0041155. In the bottom-left corner, there is a rich-text editor for the 'Workaround' field, with a blue circle labeled '1' highlighting its border. To the right of the editor, a context menu is open under the 'ISM' heading, with a blue circle labeled '2' highlighting the 'Communicate Workaround' option. The menu also includes options like 'Add Attachment', 'Attach Knowledge', 'Create Knowledge Article', 'WIPS Portal', and 'Copy URL'. A note at the bottom of the menu states: 'To Problem Coordinator: Please check the workaround provided in the Workaround field.'

The screenshot shows the SAP WIPS Content Creation interface for record CS2019000057268. At the top, the record ID is highlighted with a blue box. The main area displays basic details about the content creation. On the right side, there are tabs for 'Communication', 'Details', 'System', and 'Related Records'. The 'Activity' tab is selected, showing a log entry with a blue box around it. The log entry reads: 'S System Internal Info - 2019-11-07 15:33:04 Problem PRB0041156 has a workaround. The workaround is: Problem processor provides workaround information here and save the record.' Another entry below it says: 'Workaround communicated by: 'Wei Wei''.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option A: Perform and Approve RCA Using Problem Record

2a Coordinator reassigns Problem record to processor

Step 1

If the processor for the RCA is different from the processor for the workaround, add the specific Problem Processor that is going to perform the RCA to the **Assigned to** field and click **Save** to update the record.

The added processor will receive notification email automatically generated by the system about the new assignment.

PRB0041155

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Root Cause Analysis Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level Assigned to Wei Wei

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

Communication

Details

Requested by CS20190000057268	Priority 3 - Medium
Component * CEC-PRO-GIY	Assignment group CX Gigya 1st Level
Problem coordinator Ha Tran	Assigned to * Wei Wei

System

Analysis Information

Activity

S system
Email sent = 2019-11-12 16:05:42
Subject [INFO] Problem work notes added for PRB0041155
From ITSM Notification Test
To christian.castelo.branco@sap.com
[Show More](#)

WW Wei Wei
Internal Info = 2019-11-12 16:05:35
To Problem Coordinator:
Please check the workaround provided in the Workaround Field

2. Perform Root Cause Analysis (RCA)

Problem Management

Scenario 1: Implement code correction for cloud products

2a Coordinator reassigns Problem record to processor

Step 2

Select **Internal Info** as the **Message type** and **inform the processor to perform RCA** in the **Message** field.

Click **Save** to post the Internal Info to the record. This informs the RCA processor the task that he needs to perform via system-generated email.

The screenshot shows the SAP WIPS Problem Management interface for record PRB0041155. The 'Communication' tab is selected, displaying a message to Wei Wei:

- Message type:** Internal Info (highlighted with a blue box and circled 1)
- Message:** @ <First name of processor> Please perform RCA and document the findings in the record. (highlighted with a blue box and circled 2)
- Buttons:** Save (highlighted with a blue box and circled 3), Start Fix, Mark Duplicate, Accept Risk, Cancel, and more.

The 'Activity' section on the right shows:

- A system email sent to christian.castelo.branco@sap.com on 2019-11-12 16:05:42 with subject [INFO] Problem work notes added for PRB0041155.
- An internal info entry from Wei Wei on 2019-11-12 16:05:35.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option A: Perform RCA by reassigning Problem to processor

2b Processor performs RCA, documents findings, and informs the Coordinator once RCA is completed

Step 1

Once receiving the email notification, the assigned processor performs the Root Cause Analysis accordingly.

Step 2

When root cause is found, the processor documents the RCA findings in the **Analysis Information** section AND **Resolution Information** section.

The following fields are mandatory to be filled in:

- a. **Cause notes** (in Analysis Information section)
- b. **Affected area** (in Resolution Information section)
- c. **Root cause** (in Resolution information section)

If there is sub classification of the affected area available and applicable, fill in the **Affected sub area** field too.

Step 3

Click **Save** to update the record.

Step 4

To inform Problem Coordinator about the final completion of RCA, select **Internal info** as the **Message type** in the **Communication** section and provide the information in the **Message** field.

Click **Save** again to post the notes.

This notifies all stakeholders listed in the **Internal notes list**.

The screenshot shows the SAP WIPS Problem Management interface for problem PRB0041155. The 'Save' button in the top right is highlighted with a blue box. The 'Analysis Information' and 'Resolution Information' sections are highlighted with blue boxes and labeled 'a', 'b', and 'c' with yellow circles. The 'Affected area' dropdown in the Resolution section is also highlighted with a yellow circle. The 'Affected area' dropdown is set to 'Application'. The 'Root cause' dropdown is set to 'New coding issue'. The 'Affected sub area' dropdown is set to '-- None --'. The 'Resolution Information' section also includes fields for 'Resolved' and 'Resolved by'. On the right side, the 'Activity' pane shows several notifications from 'Wei Wei' and 'system' regarding the RCA process.

3. Review and Approve RCA

Problem Management

Option A: Perform RCA by reassigning Problem to processor

3a Coordinator reassigns the Problem record to the approver's assignment group

Step 1

Once notified about the completion of the root cause analysis by the processor, click **TAKE ME TO THE PROBEM** in the email to open the Problem record.

Subject: [INFO] Problem work notes added for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com
[Hide email details](#)

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INTERNAL
Dear Colleagues,

Please note that a relevant change has been made to the Problem.

New Work Note:

2019-11-12 16:44:58 GMT - Wei Wei Internal Info

To problem coordinator:

RCA done please review.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number:	PRB0041155
Short description:	[DEMO] - WIPS Problem Management Instructions
Customer:	
Component:	CEC-PRO-GIY
Priority:	3 - Medium
State:	Root Cause Analysis
Action Status:	
Contract :	

Best regards,
Your Notification Service

Note: Your answer to this email will be logged in the above record as an Internal Info.

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Step 2

Check and ensure that the RCA information documented in the fields **Cause notes, Affected area, Affected sub area** (if applicable), and **Root cause** is complete.

PRB0041155 Details ...

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Root Cause Analysis
Component CEC-PRO-GIY Assignment group CX Gigya 1st Level
Assigned to Wei Wei

Save Start Fix Mark Duplicate Accept Risk Cancel ...

Analysis Information

Workaround

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Problem processor provides the workaround details here.

Cause notes

Font Family B U Paragraph ...

RCA processor finds the root cause and documents the detailed findings here.

Resolution Information

Affected area Application Resolved
Affected sub area Resolved by

Root cause New coding issue

Activity

S system
Email sent: 2019-11-12 16:45:06
Subject: [INFO] Problem work notes added for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com ;

INTERNAL
Dear Colleagues,

Please note that a relevant change has been made to the Problem.

New Work Note:

2019-11-12 16:44:58 GMT - Wei Wei

To problem coordinator:

RCA done please review.

TAKE ME TO THE PROBLEM

Notes



Coordinator approving RCA:

If no additional approver is required to review and approve the RCA, the Coordinator can directly use Internal Info to approve the RCA findings.

Click [here](#) to see how to approve RCA using Internal Info.

3. Review and Approve RCA

Problem Management

Option A: Perform RCA by reassigning Problem to processor

3a Coordinator reassigns the Problem record to the approver's assignment group

Step 3

Select **Internal Info** as the **Message type** and **inform the approver to review and approve the RCA** in the **Message** field.

Change the **Assignment group** to the approver's team.

Alternatively, directly assign the record to the individual approver if the Coordinator knows the name using **Assigned to** field.

Step 4

Click **Save** to update the record.

PRB0041155

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Root Cause Analysis
Component CEC-PRO-GIY Assignment group CX Gigya 1st Level
Assigned to Wei Wei

Details Incidents Cases Code Correction Issues Problem Tasks Attached Knowledge Base Attachments Special Handling Note...

Communication

Message type Internal Info

Message *

@Approval team:
Please review the RCA information below and approve or reject the RCA.

Watch list Blanca Serrano X Marcia Luna ... X Internal notes list Christian Cast... X Ha Tran X

Details

Requested by CS20190000057268 Priority 3 - Medium
Component * CEC-PRO-GIY Assignment group CX Gigya 1st Level
Problem coordinator Ha Tran Assigned to * Wei Wei
Data protection & security -- None --
EUDP deactivated

Activity

S system
Email sent 2019-11-12 16:45:06
Subject [INFO] Problem work notes added for PRB0041155
From ITSM Notification Test
To christian.castelo.branco@sap.com ;

INTERNAL
Dear Colleagues,

Please note that a relevant change
New Work Note:
2019-11-12 16:44:58 GMT - Wei
To problem coordinator:
RCA done please review.
TAKE ME TO THE PROBLEM

3. Review and Approve RCA

Problem Management

Option A: Perform RCA by reassigning Problem to processor

3b Approver reviews RCA and accepts or rejects the RCA

3c If RCA is rejected, the Approver reassigns the record back to Problem Processor to repeat Step 2 Perform Root Cause Analysis

Step 1

Once receiving the system-generated notification email about the new assignment to review RCA, click **TAKE ME TO THE PROBOEM** in the email to open the Problem record.

Subject: [INFO] Problem work notes added for PRB0041155
From: ITSM Notification Test
To: christian.castelo.branco@sap.com
[Hide email details](#)

INTERNAL
Dear Colleagues,

Please note that a relevant change has been made to the Problem.

New Work Note:
2019-11-12 16:55:28 GMT - Wei Wei Internal Info

@Approval team:

Please review the RCA information below and approve or reject the RCA.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number:	PRB0041155
Short description:	[DEMO] - WIPS Problem Management Instructions
Customer:	
Component:	CEC-PRO-GIY
Priority:	3 - Medium
State:	Root Cause Analysis
Action Status:	
Contract :	

Best regards,
Your Notification Service

Note: Your answer to this email will be logged in the above record as an Internal Info.

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Notes



Assigning individuals to Problem record

If the Coordinator has not assigned the Problem to individuals, or if the Problem Coordinator assigns the Problem only to assignment group, add the name of the processor to the **Assigned to** field and click **Save** first before performing any other step.

Step 2

Review RCA information documented in the fields **Cause notes**, **Affected area**, **Affected sub area** (if applicable), and **Root cause**.

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions
Priority 3 - Medium State Root Cause Analysis
Component CEC-PRO-GIY Assignment group CX Gigya 1st Level
Assigned to Wei Wei

Analysis Information

Workaround

Cause notes

RCA processor finds the root cause and documents the detailed findings here.

Resolution Information

Affected area Application Resolved
Affected sub area Resolved by
Root cause New coding issue

Activity

WW Wei Wei
Internal Info 2019-11-12 16:55:28
@Approval team:
Please review the RCA information below and approve or reject the RCA.

S system
Email sent 2019-11-12 16:45:06
Subject [INFO] Problem work notes added for PRB0041155
From ITSM Notification Test
To christian.castelo.branco@sap.com

INTERNAL
Dear Colleagues,

Please note that a relevant change

New Work Note:

2019-11-12 16:44:58 GMT - Wei

3. Review and Approve RCA

Problem Management

Option A: Perform RCA by reassigning Problem to processor

3b Approver reviews RCA and accepts or rejects the RCA

3c If RCA is rejected, the Approver reassigns the record back to Problem Processor to repeat Step 2 Perform Root Cause Analysis

Step 3

Select **Internal Info** as the **Message type** and approve or reject the RCA with reasons in the **Message** field.

Step 4

Click **Save** to update the record.

The approval or rejection is captured in the Activity stream and a notification will be sent via email.

Note for rejecting RCA:

If the RCA is rejected, the approver adds the **Problem Coordinator's name** to **Assigned to** field before saving the record. The Coordinator and Processor need to [repeat the step Perform Root Cause Analysis](#) until the RCA is approved.

Notes



Message type to select for the approval process:

- Approver can also select **External Info** when approving or rejecting the RCA if there is a need to inform stakeholders on the **Watch list**.

The screenshot shows the SAP WIPS Problem Management Instructions screen for record PRB0041155. The interface is divided into several sections:

- Communication:** Shows the selected **Message type: Internal Info** (1) and the **Message *** field containing "RCA approved." (2).
- Details:** Displays fields such as Requested by (CS2019000057268), Priority (3 - Medium), Component (CEC-PRO-GIY), Assignment group (CX Gigya 1st Level), and Problem coordinator (Ha Tran). The **Assigned to *** field is highlighted with a dashed blue border and contains "Ha Tran" (3).
- Activity:** Shows the activity stream with the following entries:
 - Wei Wei (Internal Info) - 2019-11-12 16:55:28: @Approval team: Please review the RCA information below and approve or reject the RCA.
 - system (Email sent) - 2019-11-12 16:45:06: Subject: [INFO] Problem work notes added for PRB0041155; From: ITSM Notification Test; To: christian.castelo.branco@sap.com; ;
 - Wei Wei (Internal Info) - 2019-11-12 16:44:58: To problem coordinator: RCA done please review.
 - system (Email sent) - 2019-11-12 16:31:27: (No details shown)
- Buttons:** Top right includes Save (4), Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and other standard SAP buttons.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2a Coordinator creates a new Problem Task record and assigns the task to specific assignment group to perform RCA

What is problem task?

A problem task is the smallest unit of work that you should perform to complete a problem. A problem can be divided into multiple problem tasks which can then be easily assigned to different assignment groups or processors.

The Problem Task records capture individual tasks for this Problem record and can be worked on by different processors in parallel.

What is the purpose of using Problem Task records?

The Problem Task records are only used as task reminder and KPI calculation for the problem management process. The assigned processor or approver should ALWAYS use the Problem record to document the result of the root cause analysis.

You do not need to document the result in the Problem Task records, but you can use the task records to post internal notes. The Problem record can be closed with open Problem Tasks. Once the Problem is closed, all the task records will be automatically closed.

What are the types of Problem Task record?

- **Root Cause Analysis:** Task to investigate the root cause of a problem and if possible find a resolution for the problem
- **Root Cause Analysis Review:** Task to approve or reject the result of the RCA
- **Corrective Task:** Task to correct the occurred issue
- **Preventive Task:** Task to prevent the recurring issue from happening in the future
- **General:** All other tasks

Step 1

Go to **Problem Tasks** tab and click **New** to open a new Task record.

The screenshot shows the SAP WIPS Problem Management interface for a problem record with ID PRB0041158. The main title bar reads '[DEMO] - WIPS Problem Management - Problem Task'. Below it, the problem details are listed: Priority 4 - Low, State Root Cause Analysis, Component CEC-PRO-GIY, Assignment group CX Gigya 1st Level, and Assigned to Wei Wei. The top navigation bar includes buttons for Save, Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and Help. Below the title bar, there are several tabs: Details, Incidents, Cases, Code Correction Issues, Problem Tasks (which is the active tab), Attached Knowledge, Attachments, and Special Handling Note... A blue box labeled '1' is drawn around the 'Problem Tasks' tab. A blue box labeled '2' is drawn around the 'New' button in the toolbar below the tabs. The toolbar also includes buttons for Refresh, Filter, and a search icon. The main area displays a table with columns: Number, Configuration item, Priority, State, Subject, Assignment group, and Assigned to. The table currently has one row showing 'Problem Tasks 0 Last refreshed 4m ago'. The bottom right corner of the interface shows a vertical scroll bar.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2a Coordinator creates a new Problem Task record and assigns the task to specific assignment group to perform RCA

Step 2

Fill in the following mandatory fields in the Problem Task record:

- a. **Type (Root Cause Analysis)**
- b. **Component** (auto-populated, but can be adjusted)
- c. **Assignment group** (manual selection)
- d. **Subject** (This field is auto-populated based on the Subject of the Problem record. Change the Subject for this task record if necessary)
- e. **Description**

You may also use **Internal Info** under the Notes section to leave any comment for the processor.

Step 3

Click **Save** to update the record.

The screenshot shows the SAP Fiori interface for creating a new Problem Task. The top navigation bar includes a back arrow and the text "PRB0041158". The main title is "Create New Problem Task". The left side has a "Details" tab selected, showing a table with various fields. The right side has an "Activity" section with a message "No activity to display" and a note "Activity will be displayed after the record is created." The "Save" button in the top right is highlighted with a blue box. The following fields are highlighted with blue boxes and yellow circles:

- (a) Type: Root Cause Analysis
- (b) Component: CEC-PRO-GIY
- (c) Assignment group: CX Gigya 1st Level
- (d) Subject: [DEMO] - WIPS Perform RCA
- (e) Description: Please perform RCA and document findings in the main problem record.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2b Processor from the new assignment group either self selects or is assigned to the Problem Task

Notes

You may skip this slide and go to **Favorites** tab in the **Application Navigator** to see your saved lists if you have created and saved this list before.

Click [here](#) to see how to save the filtered list as your favorite for future use.

Step 1

Go to **UI16 Platform**: <https://itsm.services.sap/>

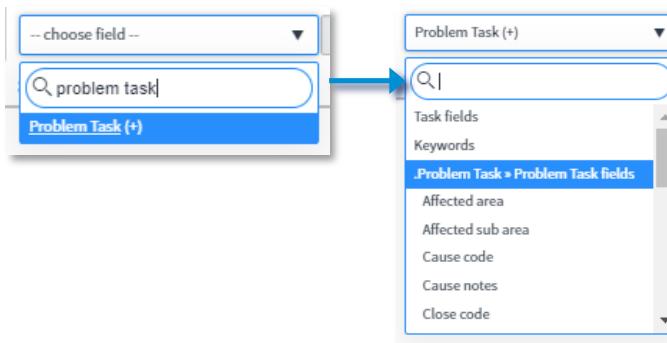
In the **Application Navigator**, select **Service Desk** and then go to **My Groups Work** to see all records and tasks assigned to your assignment group.

Step 2

Click the **Filter** icon on the top left corner to open the filter.

Step 3

Click **AND** to add new criteria. Select **Problem Task (+)** in the field list first to open the dot-walking list. Then open the field list again and select **Type** under Problem Task.



Add the following criteria:

Type is Root Cause Analysis.

Step 4

Click **Run** to update the new filtering conditions.

Step 5

Click the **Problem Task Number** to open one Problem Task record from the filtered list.

Notes

Click [here](#) to know more about dot-walking.

The screenshot shows the SAP HCSM Test application interface. The navigation bar at the top includes the SAP logo, user name 'Wei Wei', and various icons. The main area is titled 'Tasks' with a sub-filter for 'Problem Task'. The left sidebar lists categories like Self-Service, Agent Schedule, Case Management, Customer Service, External Tools, Interaction, Major Issue Management, My Profile, Service Desk, Callers, Incidents, Knowledge, My Work, and SLAs. Under 'My Work', 'My Groups Work' is selected. The main content area displays a table of tasks. One task is highlighted with a blue border and the number '5'. The task details are: Number: PTASK0010201, Priority: 2 - High, State: New, Assigned to: (empty), Subject: [Demo] WIPS Problem Management - Problem Task for Review RCA, Type: Problem Task. The table has columns for Number, Priority, State, Assigned to, Subject, and Task type. The bottom right corner of the screenshot shows a warning icon.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2b Processor from the new assignment group either self selects or is assigned to the Problem Task

Step 6

In the case that processor has to self-assign the task to himself, add his own name to **Assigned to** field.

If you need to assign the Problem Task to someone else, add his/her name to **Assigned to** field. You may also leave an **Internal Info** (in Notes section) (optional) and click Post to send this comment to the record.

Step 7

Right-click mouse in the title bar to open the form's context menu and click **Save** to update the record for this new assignment.

If you've assigned the task to another processor and would like to save and close the record, click **Update** to update and close this record.

Notes



Difference between UI actions Save and Update:

Clicking **Save** will save the changes made to the record WITHOUT existing the form view.

Clicking **Update** will save the changes made to the record AND return to the previously viewed page.

The screenshot shows the SAP HCSM Test application interface. On the left, there is a sidebar with various navigation options. The main area is titled "Problem Task - PTASK0010212". The task details include:

- Number:** PTASK0010212
- Type:** Root Cause Analysis
- Component:** CEC-PRO-GIY
- Sold item (Installation):** [Search icon]
- Deployed item (System):** [Search icon]
- Problem:** PRB0041158
- Subject:** [DEMO] - WIPS Perform RCA
- Description:** Please perform RCA and document findings in the main problem record.
- Notes:** A tab labeled "Notes" is selected. Below it, there is a "Internal Info" section with a "Internal Info" entry.

A context menu is open at the top right, with the "Save" option highlighted. Another "Save" button is located in the top right corner of the main form area. The "Assignment group" field is set to "CX Gigya 1st Level". The "Assigned to" field is set to "Wei Wei".

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 1

Click **Assess** to start the assessment of the Problem Task and check the feasibility of performing RCA.

This changes the state of the Problem Task to **Assess**.

Add information or comment as needed using **Internal Info** in the Notes tab and click **Post** to send the information whenever necessary during the assessment.

SAP HCSM Test

Problem Task - PTASK0010212

New → Assess → Work in Progress → Closed

Number: PTASK0010212 State: New

Type: Root Cause Analysis Priority: 2 - High

* Component: CEC-PRO-GIY Assignment group: CX Gigya 1st Level

Sold item (Installation): Assigned to: Wei Wei

Deployed item (System): Data protection & security: -- None --

Problem: PRB0041158 EUDP deactivated:

Due date:

Step 2

Click **Start Work** to start the Root Cause Analysis.

This changes the state of the Problem Task to **Work in Progress**.

SAP HCSM Test

Problem Task - PTASK0010212

New ✓ → Assess → Work in Progress → Closed

Number: PTASK0010212 State: Assess

Type: Root Cause Analysis Priority: 2 - High

* Component: CEC-PRO-GIY Assignment group: CX Gigya 1st Level

Sold item (Installation): Assigned to: Wei Wei

Deployed item (System): Data protection & security: -- None --

Problem: PRB0041158 EUDP deactivated:

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 3

Once the root cause has been found, [open the Problem record](#) of this Problem Task record:

1. Go to **Problem** field in the Problem Task record
2. Click **Information Icon** next to the Problem Number to preview the Problem record.
3. Click **Open Record** to open the Problem record.

The screenshot shows the SAP UI16 Problem Task interface. On the left is a navigation sidebar with various service links. The main area is titled "Problem Task - PTASK0010212". It displays a workflow status bar at the top: "New" (highlighted), "Assess", "Work in Progress", and "Closed". Below this are several configuration fields: Number (PTASK0010212), State (Work in Progress), Type (Root Cause Analysis), Priority (2 - High), Component (CEC-PRO-GIY), Assignment group (CX Gigya 1st Level), Sold item (Installation) and Deployed item (System) fields, Assigned to (Wei Wei), and Data protection & security (None). A callout labeled "1" points to the "Problem" field containing "PRB0041158" and its information icon. A callout labeled "2" points to the "Open Record" button, which is highlighted with a blue box. A modal window titled "Problem" is open, showing detailed problem information: Number (PRB0041158), State (Root Cause Analysis), Resolution code, Category, Duplicate of, Subcategory, Workaround applied, Impact (3 - Low), Urgency, Configuration item, Business service, Priority (4 - Low), Assignment group (CX Gigya 1st Level), and Assigned to (Wei Wei). At the bottom of the modal is a subject line: "[DEMO] - WIPS Problem Management - Problem Task".

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 4

Scroll down the webpage for the Problem record to the tabs and document the cause in details in the **Cause notes** field in the **Analysis Information** tab.

You may also provide workaround in the **Workaround** field at this point of time if the workaround has only been found now.

The screenshot shows the SAP HCSM Test application interface. The top navigation bar includes the SAP logo, the title 'HCSM Test', and user information 'Wei Wei'. The main area displays a 'Problem' record titled 'Problem - PRB0041158'. The 'Analysis Information' tab is currently selected. Below it, there are two rich-text editor boxes: 'Workaround' and 'Cause notes', both with their respective toolbars. The 'Workaround' box contains the placeholder text 'Provide workaround whenever there is one at any point of time.' and a single character 'p'. The 'Cause notes' box contains the placeholder text 'Document the RCA findings of the cause in details here if applicable.' and a single character 'p'. The left sidebar lists various service categories such as Self-Service, Agent Schedule, Case Management, Customer Service, External Tools, Interaction, Major Issue Management, My Profile, Service Desk, Callers, Incidents, Knowledge, My Work, My Groups Work, My Approvals, SLAs, My Work, My Groups Work, Special Handling Notes, and Incident.

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 5

Fill in the following mandatory fields in the **Resolution Information** tab:

- a. **Affected area**
- b. **Affected sub area**
- c. **Root cause**

If necessary, you may also go to **Communication** tab, select **Internal Info** as the **Message type** and leave any comment in the **Message** field.

Step 6

Click **Update** to save and close the record.

This brings you back to the Problem Task record.

Affected area	Application
Affected sub area	-- None --
Root cause	Customer caused

2. Perform Root Cause Analysis (RCA)

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 7

Go to Problem Task record, click **Complete** to close the RCA Problem Task assigned to you.

This moves the state of the Problem Task to **Closed** and the record becomes read-only.

The Problem Coordinator will be automatically notified via email about the closure of the RCA task.

The screenshot shows the SAP HCSM Test application interface. On the left is a navigation sidebar with categories like Self-Service, Agent Schedule, Case Management, Customer Service, External Tools, Interaction, Major Issue Management, My Profile, Service Desk, Callers, Incidents, Knowledge, My Work, My Groups Work, My Approvals, and SLAs. The main area displays a 'Problem Task - PTASK0010212' record. The task status is 'Work in Progress'. A prominent blue box highlights the 'Complete' button in the top right corner of the header. Below the header, there's a process flow diagram with four stages: 'New', 'Assess', 'Work in Progress', and 'Closed'. The 'Work in Progress' stage is currently active. The task details include:

- Number:** PTASK0010212
- Type:** Root Cause Analysis
- Component:** CEC-PRO-GIY
- Sold item (Installation):** (empty)
- Deployed item (System):** (empty)
- Problem:** PRB0041158
- State:** Work in Progress
- Priority:** 2 - High
- Assignment group:** CX Gigya 1st Level
- Assigned to:** Wei Wei
- Data protection & security:** -- None --
- EUDP deactivated:** (checkbox)
- Due date:** (date input field)
- Subject:** [DEMO] - WIPS Perform RCA
- Description:** Please perform RCA and document findings in the main problem record.

2. Perform Root Cause Analysis (RCA)

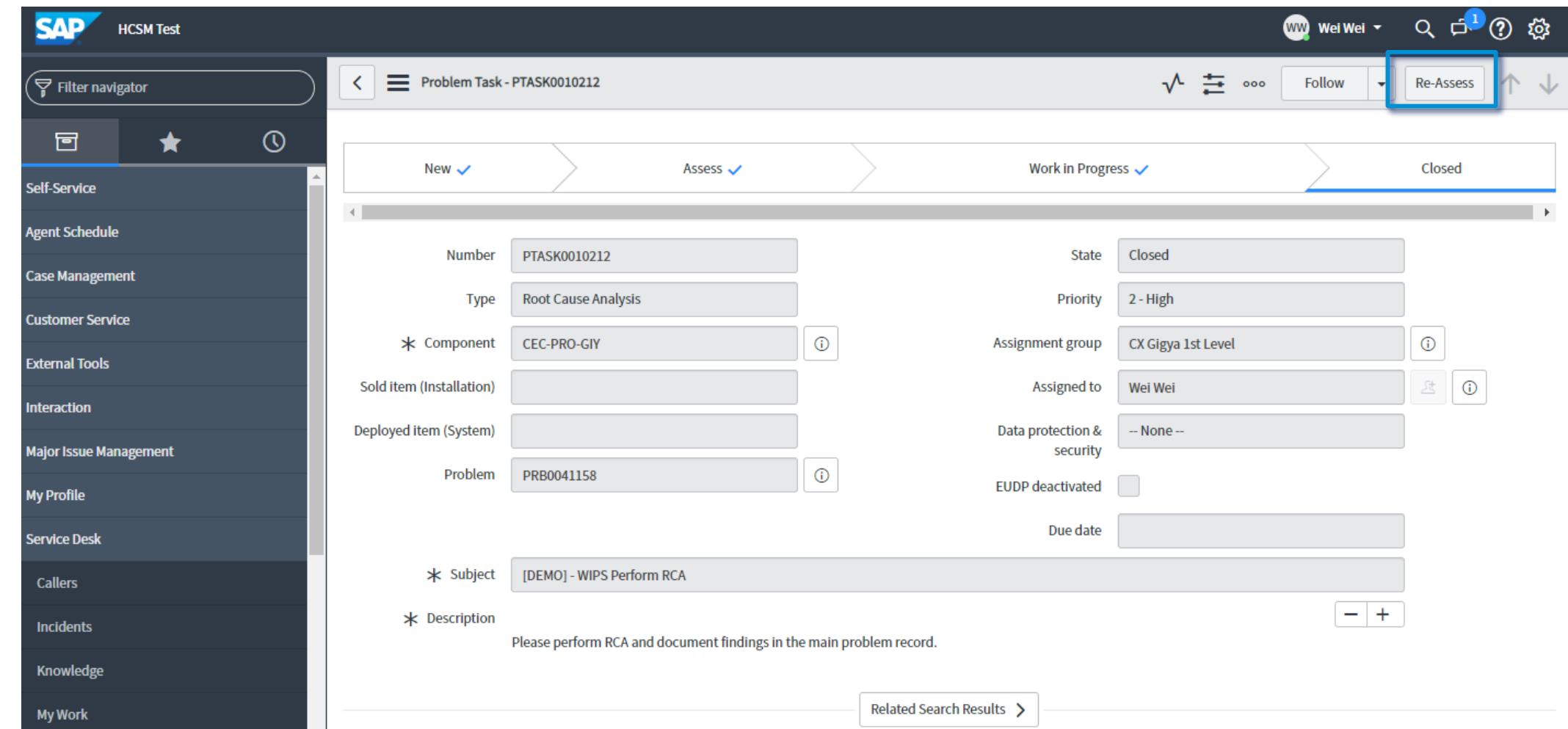
Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

2c Processor performs RCA, documents findings in the Problem record, and informs the Coordinator

Step 8

If the RCA is later rejected by the approver, the Problem Coordinator reopens a closed Problem Task by clicking **Re-Assess**. This changes the state of the Problem Task to **Assess** and the record becomes editable again.



The screenshot shows the SAP HCSM Test application interface. On the left, there's a sidebar with various navigation options: Self-Service, Agent Schedule, Case Management, Customer Service, External Tools, Interaction, Major Issue Management (which is highlighted in red), My Profile, Service Desk, Callers, Incidents, Knowledge, and My Work. The main area is titled "Problem Task - PTASK0010212". At the top, there's a breadcrumb trail: New → Assess → Work in Progress → Closed. Below this, there's a timeline bar with arrows pointing from "New" to "Assess", "Assess" to "Work in Progress", and "Work in Progress" to "Closed". The task details are listed in two columns:

Number	PTASK0010212	State	Closed
Type	Root Cause Analysis	Priority	2 - High
* Component	CEC-PRO-GIY	Assignment group	CX Gigya 1st Level
Sold item (Installation)		Assigned to	Wei Wei
Deployed item (System)		Data protection & security	-- None --
Problem	PRB0041158	EUDP deactivated	<input type="checkbox"/>
Subject	[DEMO] - WIPS Perform RCA		
Description	Please perform RCA and document findings in the main problem record.		

At the bottom right of the task details, there's a "Related Search Results" button. In the top right corner of the main window, there are several icons: a user profile (WW Wei Wei), a search icon, a follow icon, a re-assess icon (which is highlighted with a blue box), and a settings gear icon.

3. Review and Approve RCA

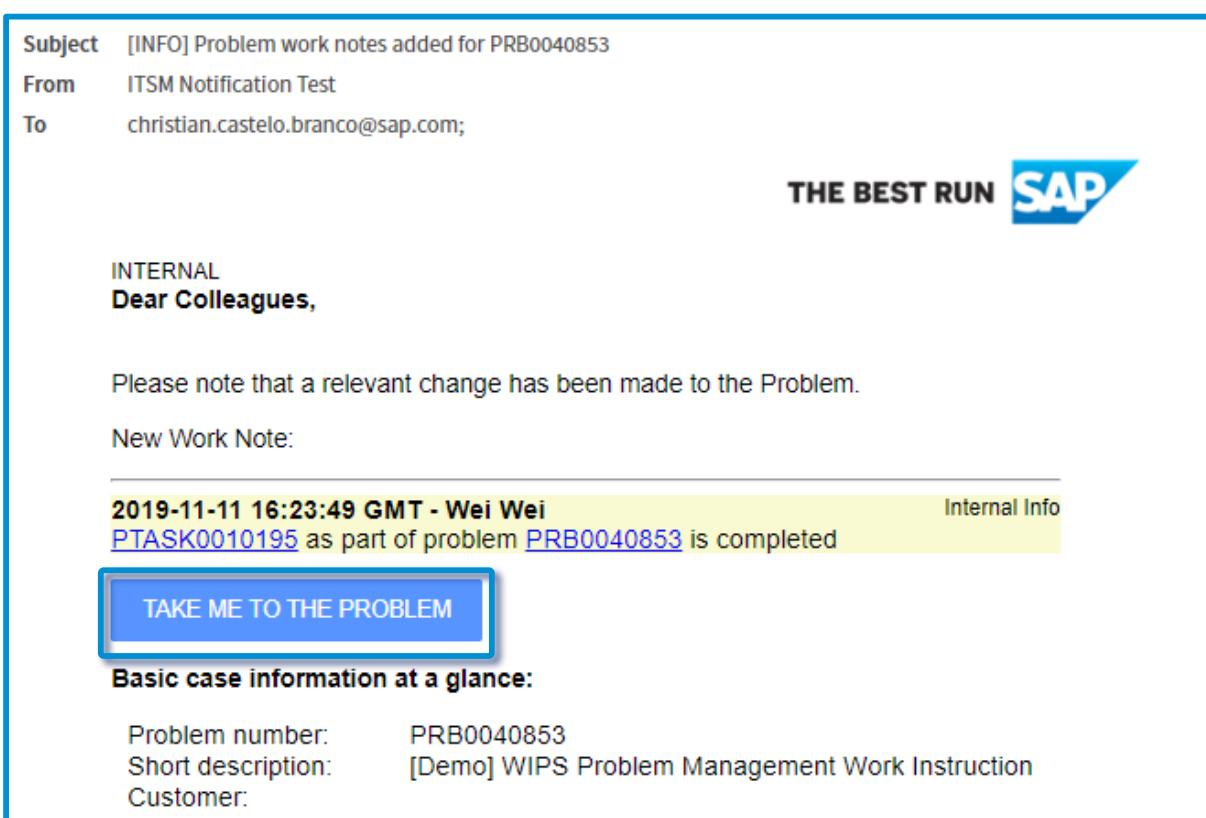
Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3a Coordinator creates a new Problem Task for the review

Step 1

Once receiving the system-generated notification email about the completion of the RCA Problem Task, click **TAKE ME TO THE PROBLEM** in the email to open the Problem record.



Step 2

Check the RCA findings saved in the Problem record under the following fields:

- Cause notes**
- Affected area**
- Affected sub area** (if applicable)
- Root cause**

The screenshot shows the SAP WIPS Problem Management - Problem Task interface. The task ID is PRB0041158 and the problem task ID is PTASK0010212. The task details include:

- Priority:** 4 - Low
- State:** Root Cause Analysis
- Component:** CEC-PRO-GIY
- Assignment group:** CX Gigya 1st Level
- Assigned to:** Wei Wei

The interface includes tabs for Details, Incidents, Cases, Code Corrections, Problem Tasks(1), Attached Knowledge, Attachments, and Special. The 'Analysis Information' section contains a 'Workaround' editor and a note: "Provide workaround whenever there is one at any point of time." Below it is a 'Cause notes' editor with the instruction: "Document the RCA findings of the cause in details here if applicable." The 'Resolution Information' section contains fields for 'Affected area' (Application), 'Affected sub area', and 'Root cause' (Customer caused), each with a 'Resolved' status indicator.

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3a Coordinator creates a new Problem Task for the review

Step 3

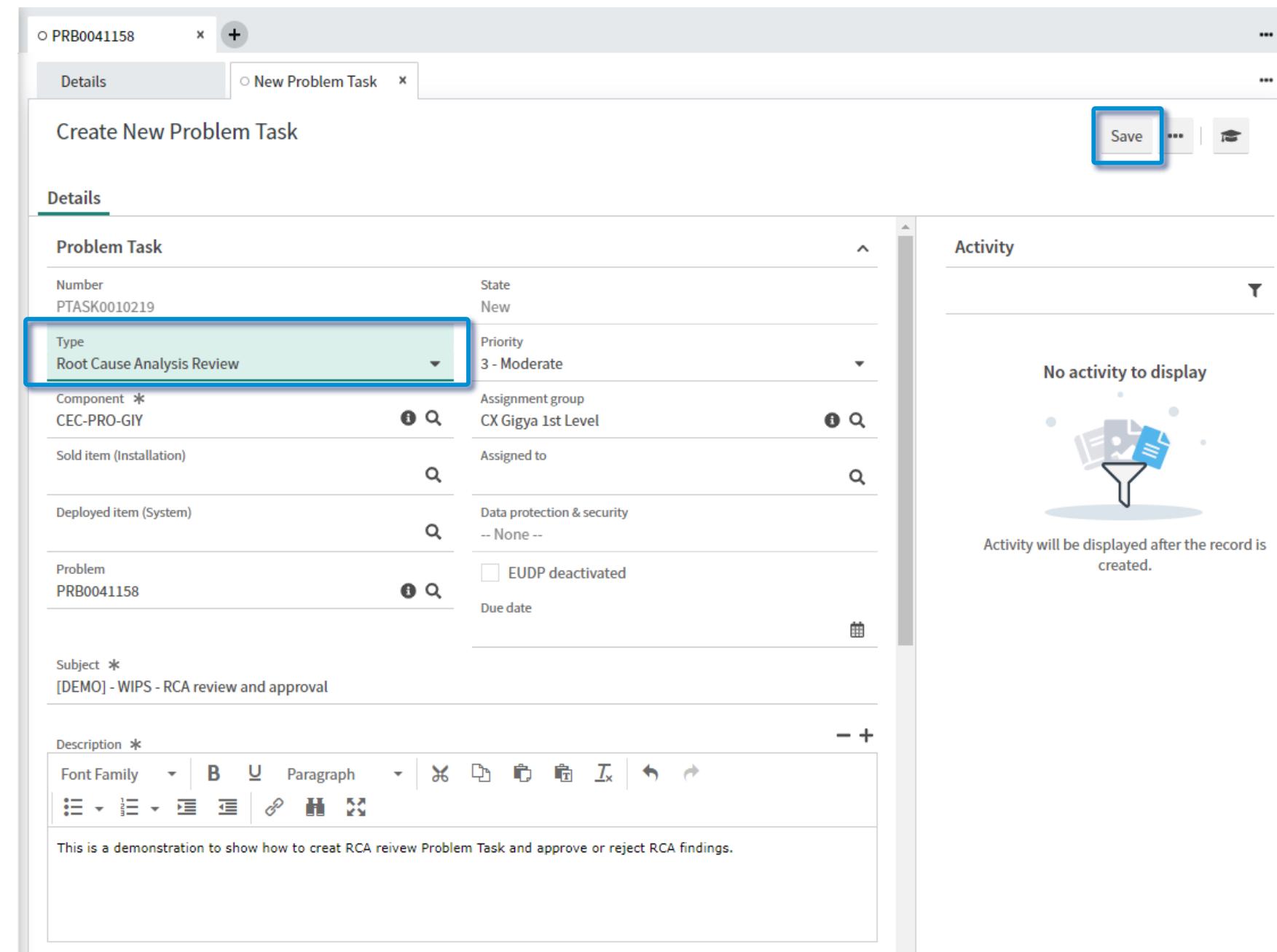
Follow the steps [here](#) to create a new Problem Task for the RCA review.

Assign this task to the specific assignment group for RCA approval by filling in the **Assignment group** field. Alternatively, assign the task to a known approver using **Assigned to** field.

Important Note: Choose **Root Cause Analysis Review** as the **Type** of the Task record.

Step 4

Click **Save** to update the record.



The screenshot shows the SAP Fiori interface for creating a new Problem Task. The task number is PRB0041158. The 'Type' field is set to 'Root Cause Analysis Review'. The 'Save' button in the top right corner is highlighted with a blue box. The 'Activity' section on the right indicates 'No activity to display' and notes that activity will be displayed after the record is created.

Field	Value
Number	PTASK0010219
Type	Root Cause Analysis Review
Component *	CEC-PRO-GIY
Sold item (Installation)	
Deployed item (System)	
Problem	PRB0041158
Subject *	[DEMO] - WIPS - RCA review and approval
Description *	This is a demonstration to show how to creat RCA review Problem Task and approve or reject RCA findings.

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Notes



You may skip this slide and go to **Favorites** tab in the **Application Navigator** to see your saved lists if you have created and saved this list before.

Click [here](#) to see how to save the filtered list as your favorite for future use.

Step 1

Go to **UI16 Platform**: <https://itsm.services.sap/>

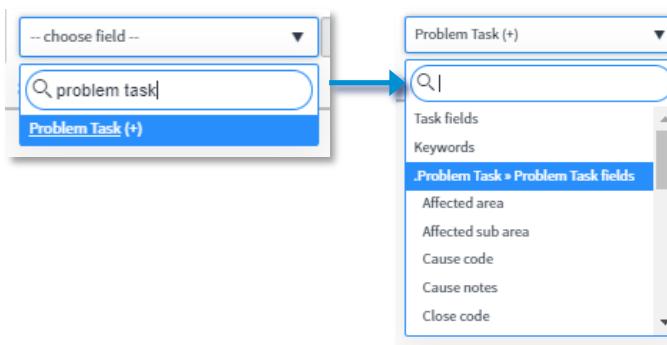
In the **Application Navigator**, select **Service Desk** and then go to **My Groups Work** to see all records and tasks assigned to your assignment group.

Step 2

Click the **Filter** icon on the top left corner to open the filter.

Step 3

Click **AND** to add new criteria. Select **Problem Task (+)** in the field list first to open the dot-walking list. Then open the field list again and select **Type** under Problem Task.



Add the following criteria:

Type is Root Cause Analysis Review.

Step 4

Click **Run** to update the new filtering conditions.

Step 5

Click the **Problem Task Number** to open one Problem Task record from the filtered list.

Notes



Click [here](#) to know more about dot-walking.

Number	Priority	State	Assigned to	Subject	Type
PTASK0010219	3 - Moderate	New	(empty)	[DEMO] - WIPS - RCA review and approval	Root Cause Analysis Review
PTASK0010201	2 - High	New	(empty)	[Demo] WIPS Problem Management - Problem Task for Review RCA	Root Cause Analysis Review

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 6

Add yourself to the **Assigned to** field to assign this Problem Task to yourself.

The screenshot shows the SAP HCSM Test application interface. On the left is a navigation sidebar with various modules like Self-Service, Agent Schedule, Case Management, etc. The main area is titled 'Problem Task - PTASK0010219' and shows a workflow status bar with 'New', 'Assess', 'Work in Progress', and 'Closed'. The task details include:

- Number:** PTASK0010219
- Type:** Root Cause Analysis Review
- Component:** CEC-PRO-GIY
- Sold item (Installation):** (empty)
- Deployed item (System):** (empty)
- Problem:** PRB0041158
- Subject:** [DEMO] - WIPS - RCA review and approval
- Description:** (empty)
- State:** New
- Priority:** 3 - Moderate
- Assignment group:** CX Gigya 1st Level
- Assigned to:** Wei Wei (highlighted with a blue box, circled with '1')
- Data protection & security:** -- None --
- EUDP deactivated:** (checkbox)
- Due date:** (empty)

Step 7

Click **Assess** to start the assessment of the feasibility of this task.

This changes the state of the Problem Task to **Assess**.

3. Review and Approve RCA

Problem Management

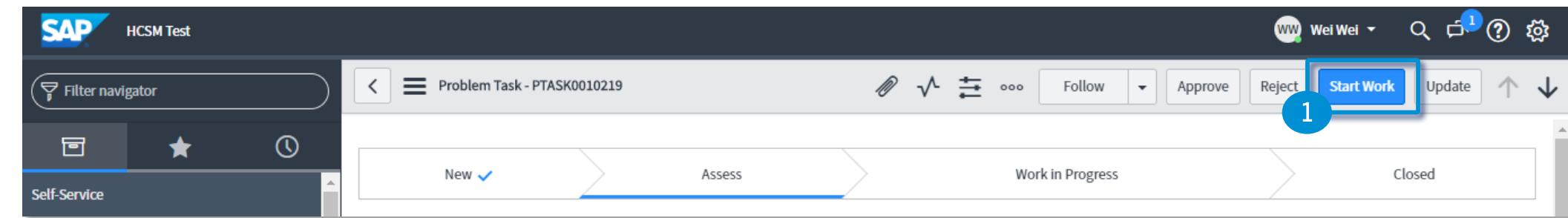
Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 8

Once the approver assesses the feasibility of the Problem Task, click **Start Work** to start the review of the RCA findings.

This changes the state of the Problem Task to **Work in Progress**.



Step 9

To review the RCA findings and documentation, [open the Problem record](#) of this Problem Task record:

1. Go to **Problem** field in the Problem Task record
2. Click **Information Icon** next to the Problem Number to preview the Problem record.
3. Click **Open Record** to open the Problem record

Number	PTASK0010219	State	Work in Progress
Type	Root Cause Analysis Review	Priority	3 - Moderate
* Component	CEC-PRO-GIY	Assignment group	CX Gigya 1st Level
Sold item (Installation)		* Assigned to	Wei Wei
Deployed item (System)		Data protection & security	-- None --
Problem	PRB0041158	EUDP deactivated	<input type="checkbox"/>
Problem * Number: PRB0041158 Requested by: Resolution code: Category: Duplicate of:		Open Record	

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 10

Scroll down the webpage for the Problem record to the tabs section and go to **Analysis Information** tab.

Review the RCA findings documented in **Cause notes** field.

The screenshot shows the SAP HCSM Test application interface. On the left is a navigation sidebar with various links like Self-Service, Agent Schedule, Case Management, etc. The main area shows a problem record for 'Problem - PRB0041158'. The top navigation bar includes buttons for Filter navigator, Follow, Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and Update. A user profile 'Wei Wei' is shown in the top right. The tabs at the top of the main content area are Communication, Initial Description, System, Analysis Information (which is highlighted with a blue box and a circled '1'), Resolution Information, and Other Information. Below the tabs, there's a 'Primary Known Error article' input field and a 'Workaround' section with rich text editors. A large blue callout points from the number '2' to the 'Cause notes' section, which contains a rich text editor and the instruction 'Document the RCA findings of the cause in details here if applicable.'

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 11

Go to **Resolution Information** tab and review the information documented in the following fields:

- a. **Affected area**
- b. **Affected sub area**
- c. **Root cause**

If necessary, you may also go to **Communication** tab, select the **Message type** and leave your comment in the **Message** field.

Step 12 (if applicable)

If you have left any comment in the **Communication** tab, move your mouse to the title bar and right-click your mouse to open the form's context menu. Click **Save** to save the assignment change.

The screenshot shows the SAP HCSM Test application interface. At the top, the title bar displays "Problem - PRB0041158". The main content area has a navigation sidebar on the left with various links like Self-Service, Agent Schedule, Case Management, etc. The main panel shows several tabs at the top: Communication, Initial Description, System, Analysis Information, Resolution Information (which is highlighted with a blue border), and Other Information. Below these tabs, there are three dropdown fields labeled 'a', 'b', and 'c' corresponding to the steps in the list above. Field 'a' (Affected area) is set to 'Application'. Field 'b' (Affected sub area) is set to '-- None --'. Field 'c' (Root cause) is set to 'Customer caused'. There is also a rich text editor for 'Resolution information' with various formatting options. At the bottom of the panel, there are several buttons: Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and Update.

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 13

After reviewing the findings, scroll down the Problem record's page to the **Related Links** section and go to **Problem Tasks** tab.

Filter for the RCA review Problem Task:

1. Click the **Filter** icon on the top left corner to open the filter.
2. Set the following criteria:
 - Type is Root Cause Analysis Review**
 - State is not Closed**
3. Click **Run** to update the new filtering conditions.
4. Click the **Problem Task Number** to open one Problem Task record from the filtered list.

The screenshot shows the SAP HCSM Test application interface. On the left, there is a sidebar with various navigation links: Self-Service, Agent Schedule, Case Management, Customer Service, External Tools, Interaction, Major Issue Management, My Profile, Service Desk, Callers, Incidents, Knowledge, My Work, My Groups Work, My Approvals, SLAs, and My Work (repeated). The main area is titled "Problem - PRB0041158". At the top right, there are buttons for Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and Update. Below this is a "Related Links" section with a "Communicate Workaround" link. The "Problem Tasks" tab is selected in the navigation bar. A search bar shows the query: "Problem = PRB0041158 > Type = Root Cause Analysis Review > State != Closed". Below the search bar, there are buttons for Run, AND, OR, Add Sort, and a clear button. The results table shows a single row with the following details: Number: PTASK0010219, Priority: 3 - Moderate, Type: Root Cause Analysis Review, State: New, Assigned to: (empty), Subject: [DEMO] - WIPS - RCA review and approval, and Task type: Problem Task. The row is highlighted with a blue border. A blue circle with the number 4 points to the task number. A blue circle with the number 2 points to the state filter condition "State != Closed". A blue circle with the number 3 points to the "Run" button. A blue circle with the number 1 points to the filter icon in the toolbar.

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3b Approver reviews RCA and accepts or rejects the RCA

Step 14

Click **Approve** or **Reject** to either approve or reject the RCA findings.

Once approved or rejected, the state of the Problem Task moves to **Closed**. This record becomes read only.

If necessary, you may also use the **Internal Info** field under **Notes** tab to leave any comment for this task **before approving or rejecting**. Click **Post** to send this comment.

SAP HCSM Test

Problem Task - PTASK0010219

New ✓ Assess ✓ Work in Progress Closed

Number	PTASK0010219	State	Work in Progress
Type	Root Cause Analysis Review	Priority	3 - Moderate
* Component	CEC-PRO-GIY	Assignment group	CX Gigya 1st Level
Sold item (Installation)		* Assigned to	Wei Wei
Deployed item (System)		Data protection & security	-- None --

Step 15

If you need to re-open this record, click **Re-Assess**. This changes the state of this task back to **Assess**.

Important Note:

A new RCA Review task should be created and assigned whenever the previous RCA task record has been rejected. This is for the purpose of KPI calculation.

SAP HCSM Test

Problem Task - PTASK0010222

New ✓ Assess ✓ Work in Progress ✓ Closed

Number	PTASK0010222	State	Closed
Type	Root Cause Analysis Review	Priority	4 - Low
* Component	CEC-SRV-FSM	Assignment group	CX Gigya 1st Level
Sold item (Installation)		Assigned to	Wei Wei

3. Review and Approve RCA

Problem Management

Option B: Perform RCA by creating Problem Task and assigning to processor

3c If RCA is rejected, the Approver reassigns the record back to Problem Processor to repeat Step 2 Perform Root Cause Analysis

Step 1

Upon rejecting the RCA findings, open the Problem record again ([see WIPS entry how to open Problem record from Task record](#))

Step 2

Assign this Problem Task record to the Problem Coordinator by adding his name to the **Assigned to** field.

Alternatively, you may also delete the processor's name in the **Assigned to** field and inform the Problem Coordinator of the deletion using **Internal Info** as the **Message type** in the **Communication** tab.

Step 3

Click **Update** to save and close this record.

The screenshot shows the SAP HCSM Test application interface. On the left is a sidebar with navigation links: Filter navigator, Self-Service (selected), Agent Schedule, Case Management, Customer Service, External Tools, and Interaction. The main area displays a 'Problem - PRB0041158' record. The record details are as follows:

- Requested by: [empty]
- Component: CEC-PRO-GIY
- State: Root Cause Analysis
- Problem coordinator: Ha Tran
- Priority: 4 - Low
- Assignment group: CX Gigya 1st Level
- * Assigned to: Ha Tran (highlighted with a blue circle labeled '1')
- Data protection & security: -- None --
- EUDP deactivated: [checkbox]

In the top right corner, there are several buttons: Follow, Start Fix, Mark Duplicate, Accept Risk, Cancel, ISM, and Update (highlighted with a blue circle labeled '2'). The top status bar shows the user 'Wei Wei' and a search icon.

Step 4

The Coordinator and Processor need to [repeat the step Perform Root Cause Analysis](#) until the RCA is approved.

Important Note:

A new RCA Review task should be created and assigned whenever the previous RCA task record has been rejected. This is for the purpose of KPI calculation. However, the Problem Coordinator can reopen the RCA task by clicking **Re-Assess**.

Change Log

Problem Management – Diagnose and Define 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
1.0.1	Ramya B	July 17, 2019	<ul style="list-style-type: none">▪ WIPS 4.0 initial document	Released
2.0.0	Wei Wei	Nov 14, 2019	<ul style="list-style-type: none">▪ WIPS 4.0 Golden Standard Baseline Document	Released