

Communicate Problem Diagnosis

At a Glance

Problem Management Process



Purpose

Problem Coordinate communicates the RCA to the involved stakeholders to ensure communication transparency among all stakeholders.

Most of the created KBAs are classified as Known Error Articles that capture all necessary information in the Problem records (e.g. workaround, steps reproduce, affected systems, etc.) to deflect future cases/incidents. Once the Known Error Article is published, the problem will be listed in the Known Error Database.

Knowledge Articles – which one to create?

- Known Error Articles (KEAs) are created to document the known errors once the root cause has been found. KEAs are only created for Problems and can be retired once the known error has been resolved permanently.
- Knowledge Base Articles (KBAs) are created to capture and share knowledge across the organization to improve efficiency by reducing the need to discover knowledge. KBAs can be created for any record type (e.g. Case, Incident, Problem).

1. Coordinator communicates RCA (if applicable)

Scenario A: Problem without related case(s)

- 1a Send RCA to internal stakeholders
- 1b Fill in the mandatory fields in the Problem record and save the Problem
- 1c Notify the group members of the creation of Problem record

Scenario B: Problem with related case(s) and affecting single LoB

- 1a Send RCA to both internal stakeholders and Support Engineer who has created the Problem record
- 1b Support Engineer communicates RCA to affected customer

Scenario C: Problem with related case(s) and affecting multiple LoBs

- 1a Send RCA to internal stakeholders and SWAT team
- 1b SWAT team communicates the RCA to customer

2. Create or Update Knowledge Articles (if applicable)

Option A: Create or Update Known Error Articles (KEAs)



Option B: Create or Update Knowledge Base Articles (KBAs)

Scenario 1: No existing KBA found

[See WIPS entry for Create a KBA](#)

Scenario 2: Existing KBA found but requires update

[See WIPS entry for Update a KBA](#)

Notes



Best Practices for Documenting Resolution

- Always search for existing knowledge articles before creating anything new in order to avoid duplicate records.
- If the information provided in the knowledge articles is obsolete, invalid, irrelevant, and/or duplicate, retire the knowledge article whenever necessary.

Problem Management

Scenario A: Problem without related case(s)

1a Send RCA to internal stakeholder

Step 1

In the **Details** tab, locate the **Watch list** and type or search for the internal stakeholders that you want inform about the RCA.

Details

UAT test Linda 2

Priority 4 - Low

State New

Component LOD-SF-ANA

Deployed item (System) C0012552195T1

Assignment group SAP Customer Experience

Details

Incidents

Cases(1)

Code Correction Issues

Problem Tasks(1)

Attached Knowledge

more

Communication

Message type

External Info

Message *

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Watch list

Internal notes list

Details

Requested by

CS20190000056626

🔍

Component *

LOD-SF-ANA

🔍

Problem coordinator

🔍

Priority

4 - Low

▼

Assignment group

SAP Customer Experience

🔍

Assigned to

Nadia Xavier

🔍

Data protection & security

EUDP

☐ EUDP deactivated

Step 2

- Choose **External Info.**
- Enter the RCA details in the **Message** field.
- Click **Save** to update the record.

Details

UAT test Linda 2

Priority 4 - Low State New Component LOD-SF-ANA
 Deployed item (System) C0012552195T1 Assignment group SAP Customer Experience

Details Incidents Cases(1) Code Correction Issues Problem Tasks(1) Attached Knowledge more ▾

Communication

Message type
Internal Info

Message *

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Watch list Internal notes list
wei wei ✕

Details

Requested by CS20190000056626	🔍 ⓘ	Priority 4 - Low	▾
Component * LOD-SF-ANA	🔍 ⓘ	Assignment group SAP Customer Experience	🔍 ⓘ
Problem coordinator	🔍 ⓘ	Assigned to Nadia Xavier	🔍 ⓘ
Data protection & security EUDP			
<input type="checkbox"/> EUDP deactivated			

Notes



Example of internal stakeholders are: manager(s) of the relevant team(s), escalation team if any, customer engagement team, etc.

- People who are interested in the outcomes of problem and can be added to the Watch list.
- People who are interested in the progress and details of the problem can be added to Internal notes list.

Distribution list can also be included in the Watch list, however, you need to add the real email address of the DL (e.g. abc123@global.corp.sap).

Notes



- **Internal Info** is used when communicating within the Problem record. Users who are added to the **Internal notes list** will also receive the notifications for both Internal and External Info.
- **External Info** is used when communicating both within the Problem record and to the related record(s). Users who are added to the **Watch list** and the **Internal notes list** will receive the notifications only for External Info.

1. Coordinator Communicates RCA (if applicable)

Problem Management

Scenario B: Problem with related case(s) and affecting single LoB

1a Send RCA to both internal stakeholders and Support Engineer who has created the Problem record

Step 1

In the **Details** tab, locate the **Watch list** and type or search for the internal stakeholders that you want inform about the RCA.

Details

UAT test Linda 2

Priority 4 - LowState NewComponent LOD-SF-ANA

Deployed item (System) C0012552195T1Assignment group SAP Customer Experience

DetailsIncidentsCases(1)Code Correction IssuesProblem Tasks(1)Attached Knowledgemore

Communication

Message type

External Info

Message *

Font FamilyBUParagraph

Watch list

Internal notes list

Details

Requested byCS20190000056626

Priority4 - Low

Component *LOD-SF-ANA

Assignment groupSAP Customer Experience

Problem coordinatorNadia Xavier

Data protection & securityEUDP

EUDP deactivated

Step 2

- Choose **External Info**.
- Enter the RCA details in the **Message** field and Click **Save** to update the record.

Notes

- Internal Info** is used when communicating within the Problem record. Users who are added to the **Internal notes list** will also receive the notifications for both Internal and External Info.
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Step 3

- External info from the Problem will be replicated to the Case and visible for Support Engineers in the Activity Stream

Details

UAT test Linda 2

Priority 4 - LowState Awaiting InfoAction status Awaiting Problem

SAP case number 324360/2019 (002075129200003243602019)

Component LOD-SF-ANA

DetailsInteractionsAttachmentsKnowledgeAppointments(1)Action Plan StepsIncidentsmore

Communication

Message type

Draft

Message

Font FamilyBUParagraph

Watch list

George McCann

Internal notes list

George McCann

Language

EN - English

Details

ComponentLOD-SF-ANA

Priority4 - Low

Assignment groupCX Gigya 1st Level

SSystemInternal Info2019-11-08 11:56:42

Nadia Xavier - Commented on PRB0041027

Test

SSystemField changes2019-11-08 11:56:42

StateIn progresswas Awaiting Info

NXNadia Xavier

Internal Info2019-11-08 09:53:31

The following description has been added to Problem PRB0041027:

Test

WWWei WeiInternal Info2019-11-07 17:05:01

Problem PRB0041027 has been associated with the Case

WWWei WeiField changes2019-11-07 17:05:01

Problem PRB0041027 was {Empty}

WWWei WeiField changes2019-11-07 17:05:00

Notes

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Distribution list can also be included in the Watch list, however, you need to add the real email address of the DL (e.g. abc123@global.corp.sap).

1. Coordinator Communicates RCA (if applicable)

Problem Management

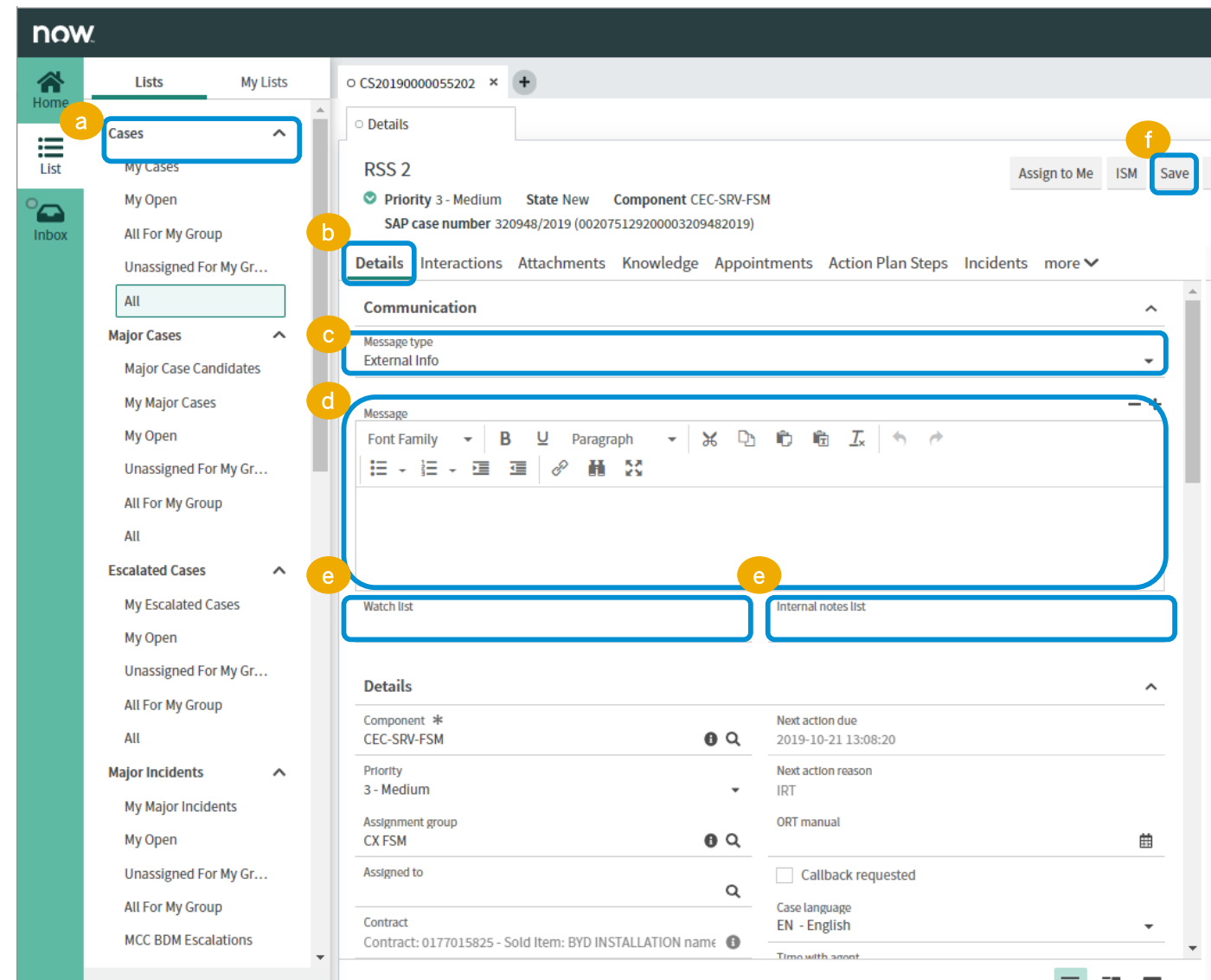
Scenario B: Problem with related case(s) and affecting single LoB

1b Support Engineer communicates RCA to affected customer

Step1

Support Engineer is notified through Email and communicate to affected customer by the following :

- a. Open the Case created
- b. Go to the **Details** tab and the **Communication** section
- c. Select **Message type** as **External Info**
- d. Rephrase the RCA information for the customer in the **Message** field
- e. Add people to **Watch list** (optional) and **Internal notes list** (optional)
- f. Click **Save** to update the record



1. Coordinator Communicates RCA (if applicable)

Problem Management

Scenario C: Problem with related case(s) and affecting multiple LoBs

1a Send RCA to internal stakeholders and SWAT team

Step 1

In the **Details** tab, locate the **Watch list** and type or search for the internal stakeholders and SWAT team members that you want inform about the RCA.

Details

UAT test Linda 2

Priority 4 - LowState NewComponent LOD-SF-ANA

Deployed item (System) C0012552195T1Assignment group SAP Customer Experience

DetailsIncidentsCases(1)Code Correction IssuesProblem Tasks(1)Attached Knowledgemore

Communication

Message typeExternal Info

Message *

Font FamilyBUParagraph

Watch list

Internal notes list

Details

Requested byCS20190000056626

Priority4 - Low

Component *LOD-SF-ANA

Assignment groupSAP Customer Experience

Problem coordinatorAssigned toNadia Xavier

Data protection & securityEUDP

EUDP deactivated

Step 2

- Choose **External Info**
- Enter the RCA details in the **Message** field
- Click **Save** to update the record

Notes

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Step 3

Added internal stakeholders and SWAT team will receive an e-mail notification.

Details

UAT test Linda 2

Priority 4 - LowState NewComponent LOD-SF-ANA

Deployed item (System) C0012552195T1Assignment group SAP Customer Experience

DetailsIncidentsCases(1)Code Correction IssuesProblem Tasks(1)Attached Knowledgemore

Communication

Message typeInternal Info

Message *

Font FamilyBUParagraph

Watch list

Internal notes list

Details

Requested byCS20190000056626

Priority4 - Low

Component *LOD-SF-ANA

Assignment groupSAP Customer Experience

Problem coordinatorAssigned toNadia Xavier

Data protection & securityEUDP

EUDP deactivated

Notes

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1. Coordinator Communicates RCA (if applicable)

Problem Management

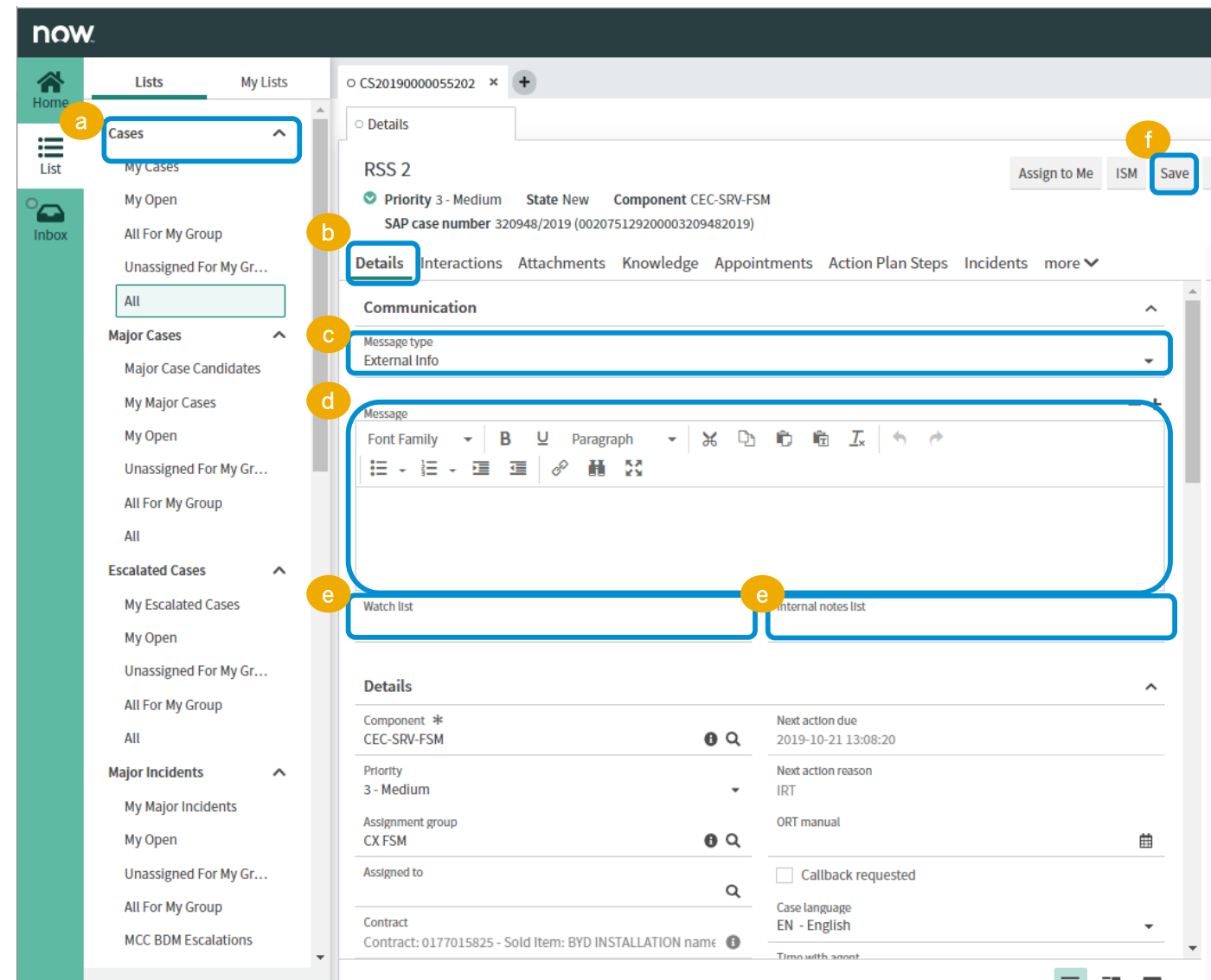
Scenario C: Problem with related case(s) and affecting multiple LoBs

1b SWAT team communicates the RCA to customer

Step1

SWAT team is notified through Email and communicate to affected customer by the following :

- a. Open the Case created
- b. Go to the **Details** tab and the **Communication** section
- c. Select **Message type** as **External Info**
- d. Rephrase the RCA information for the customer in the **Message** field
- e. Add people to **Watchlist** (optional) and **Internal notes list** (optional)
- f. Click **Save** to update the record



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	<div>▪ WIPS 4.0 initial document</div>	Released
2.0.0	Nádia Xavier	Nov 21.2019	<div>▪ WIPS 4.0 Golden Standard Baseline Document</div>	Released