Create a Problem

At a Glance

Problem Management Process

Log and Categorize → Diagnose and Define → Resolve and Realize → Validate and Close

Create a Problem

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.

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1. Create a Problem Record

Problem Management

Notes

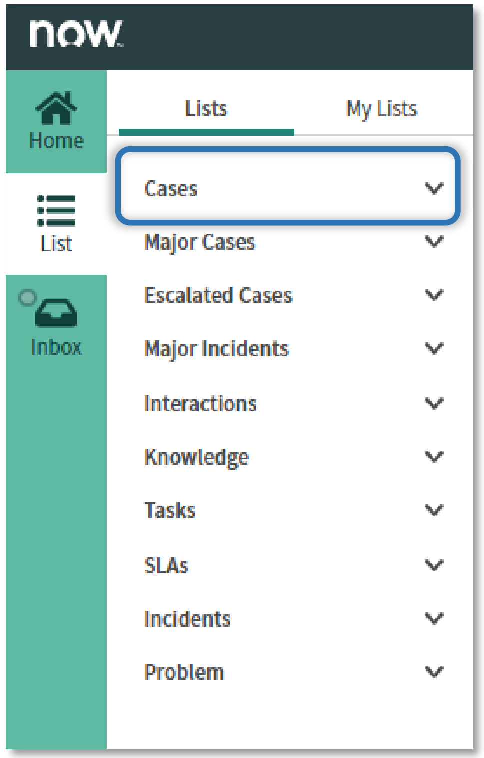
This Work Instruction uses Case as the example for all the screenshots. However, creating Problem record from the Incident record follows the same steps, except that one must navigate to the Incident Module when performing Step 1a.

Option A: Create Problem via Case/Incident Module

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

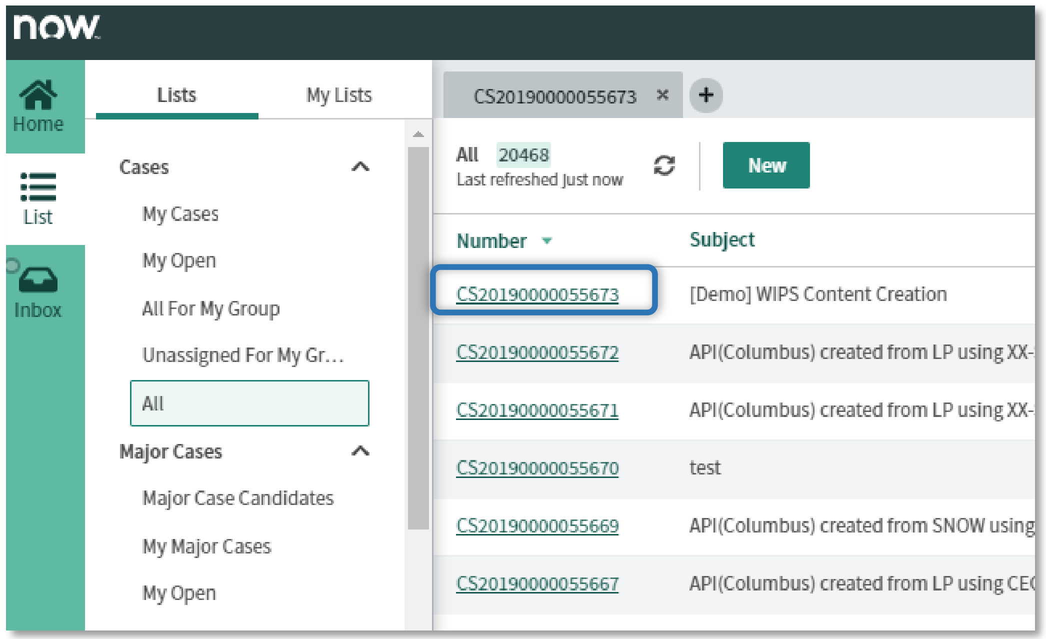
Step 1

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



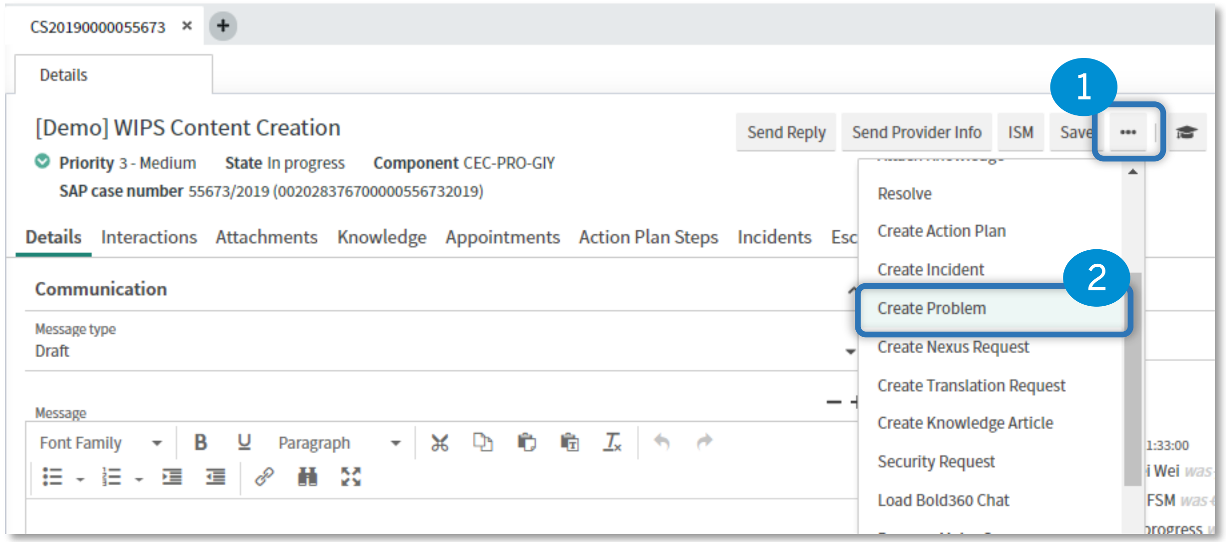
Step 2

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.

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1. Create a Problem Record

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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)**

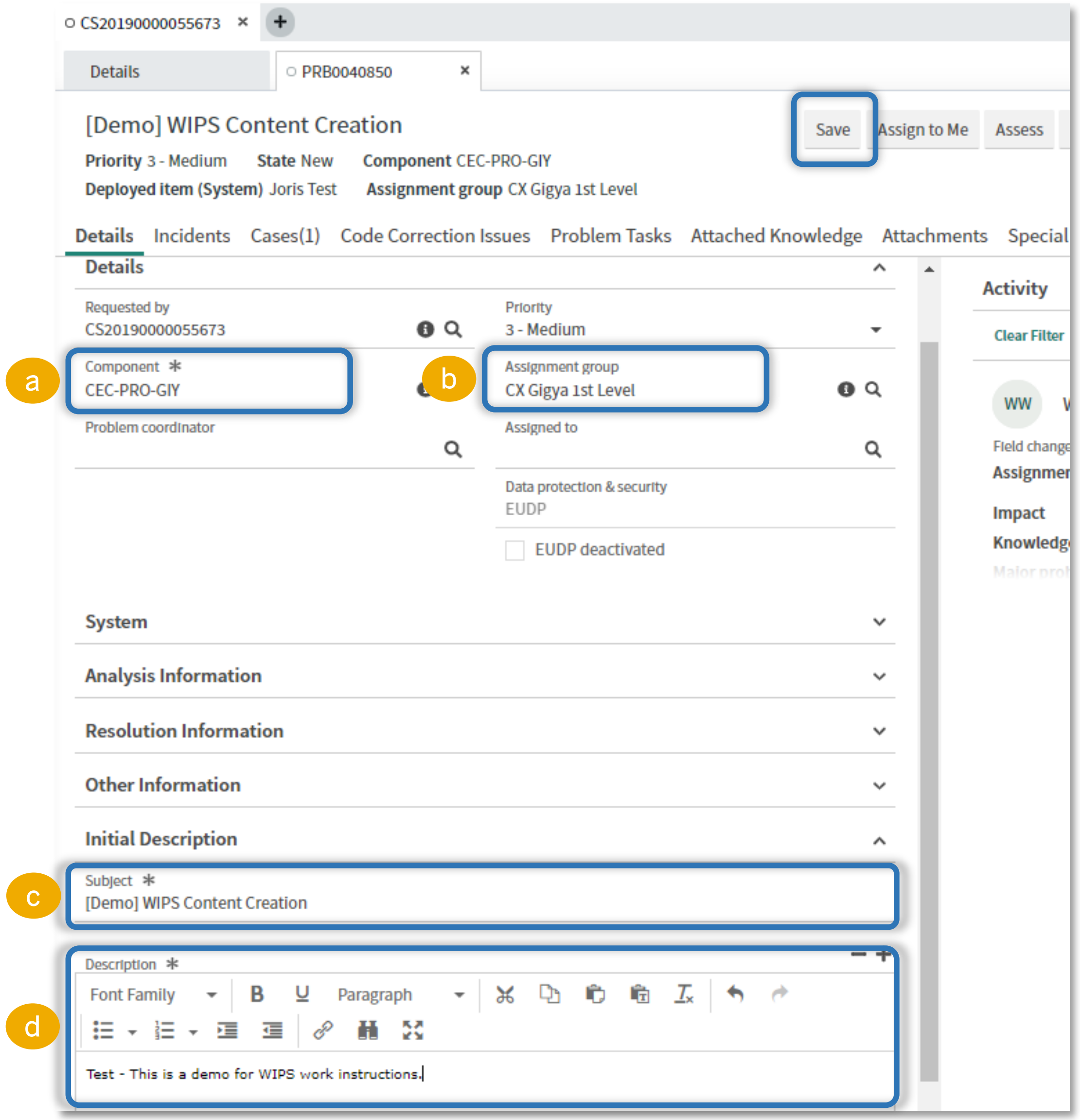
c. **Subject**

d. **Description**

Step 2

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

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



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

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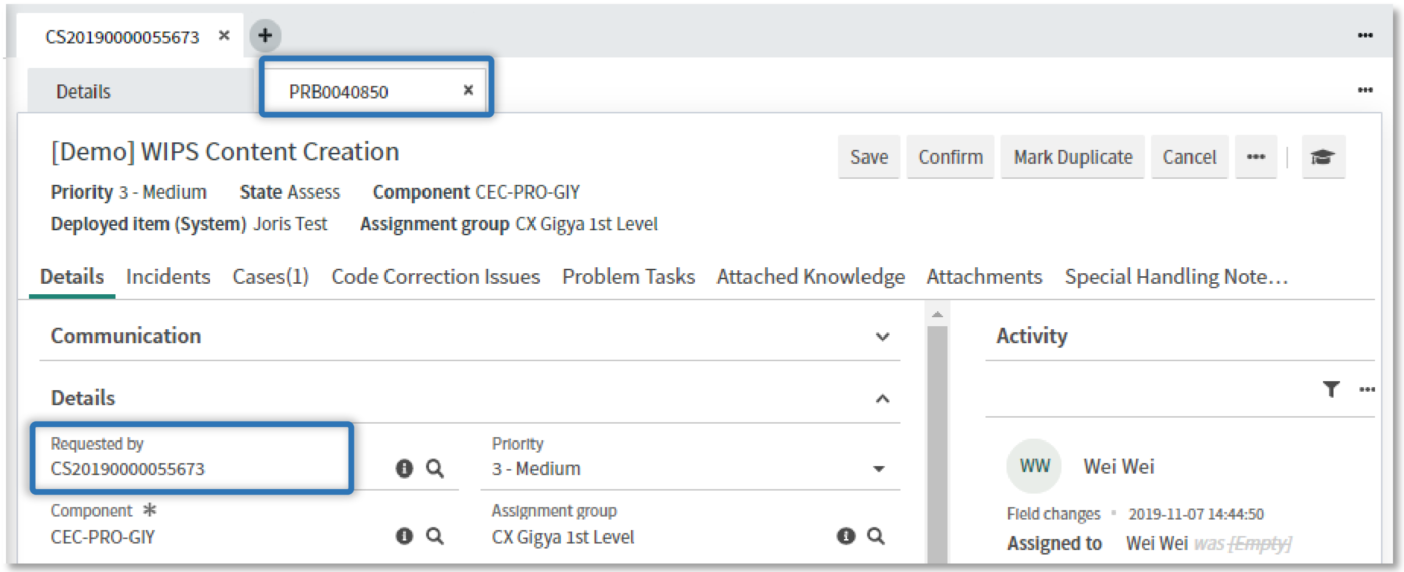
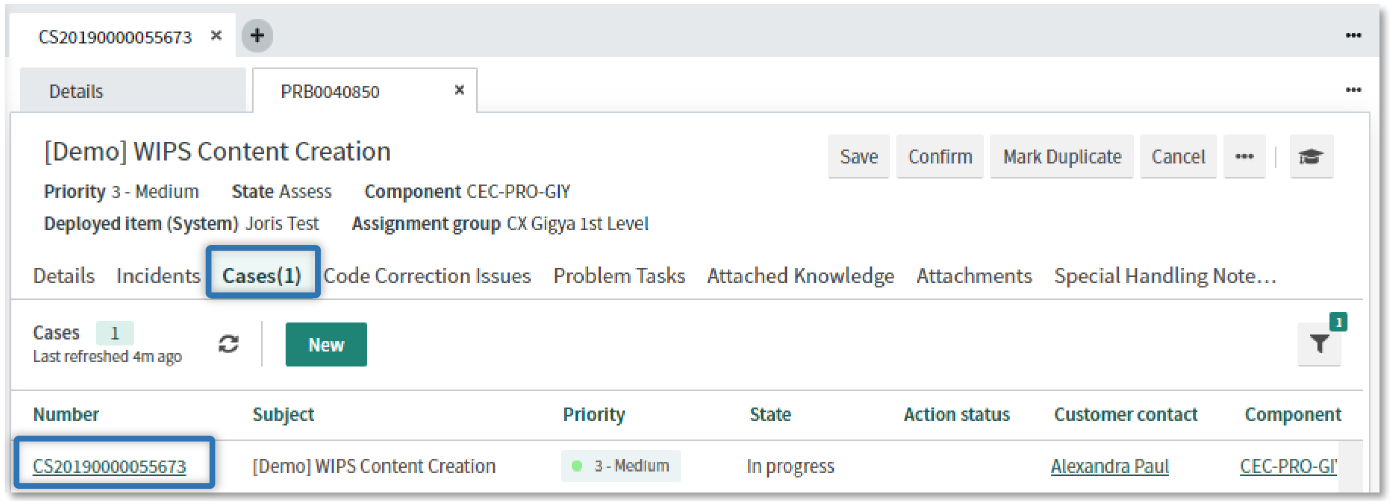
Option A: Create Problem via Case/Incident Module

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.





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1. Create a Problem Record

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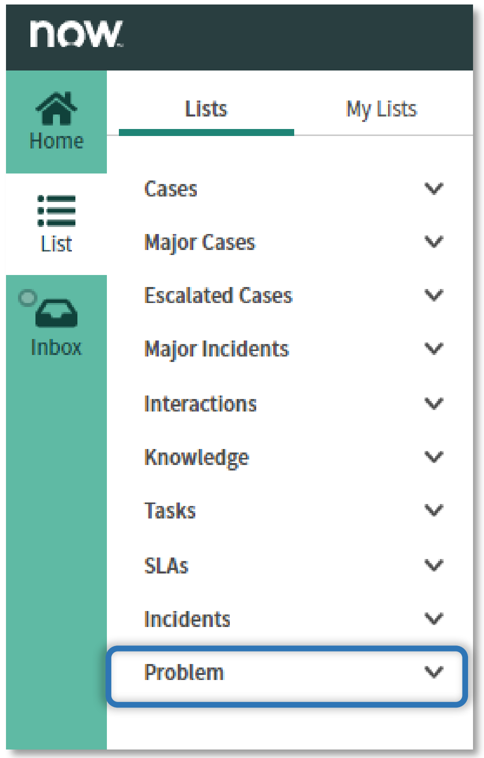
Option B: Create Problem via Problem Module

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

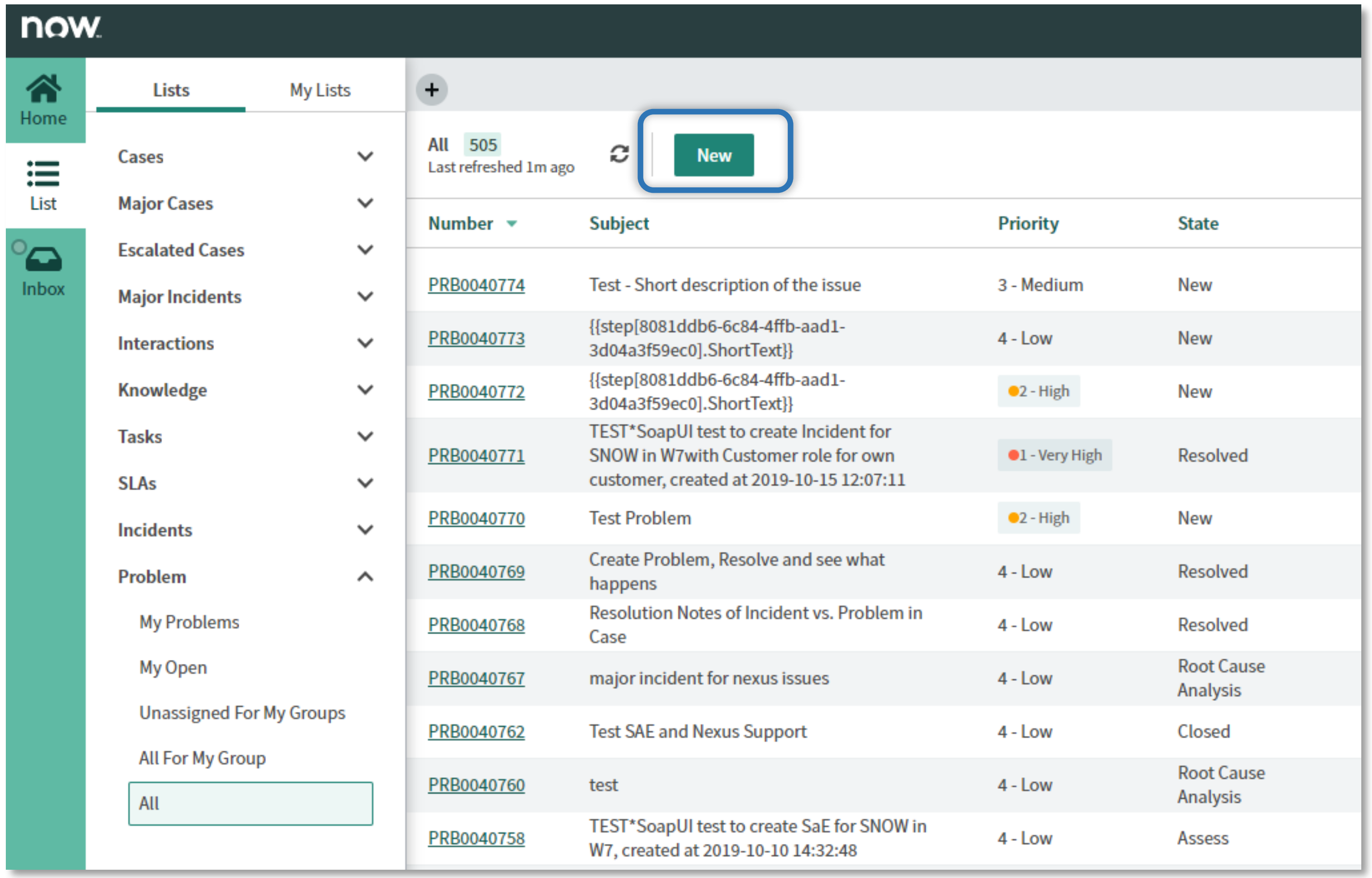
Step 1

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



Step 2

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



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1. Create a Problem Record

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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**

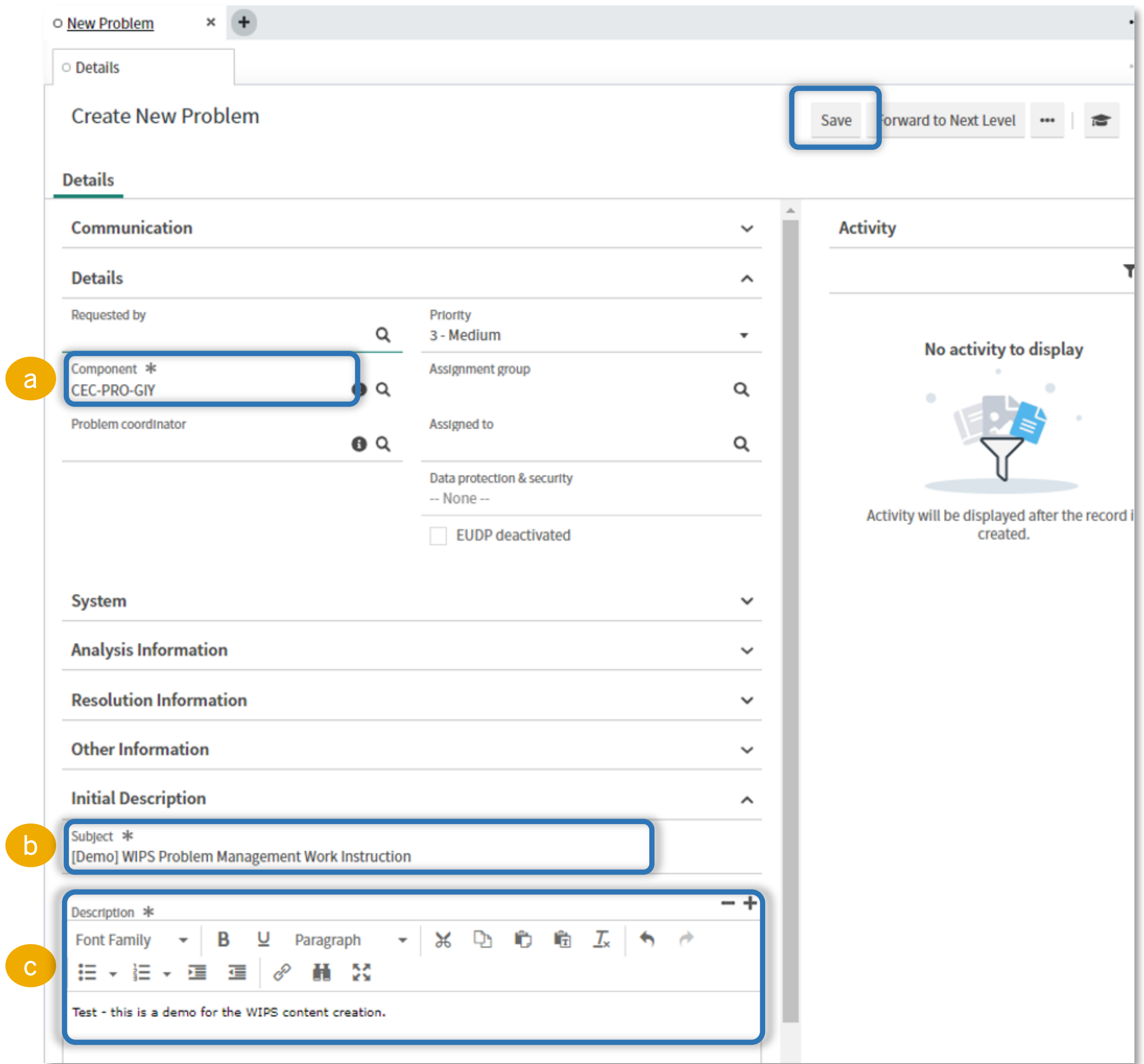
b. **Subject**

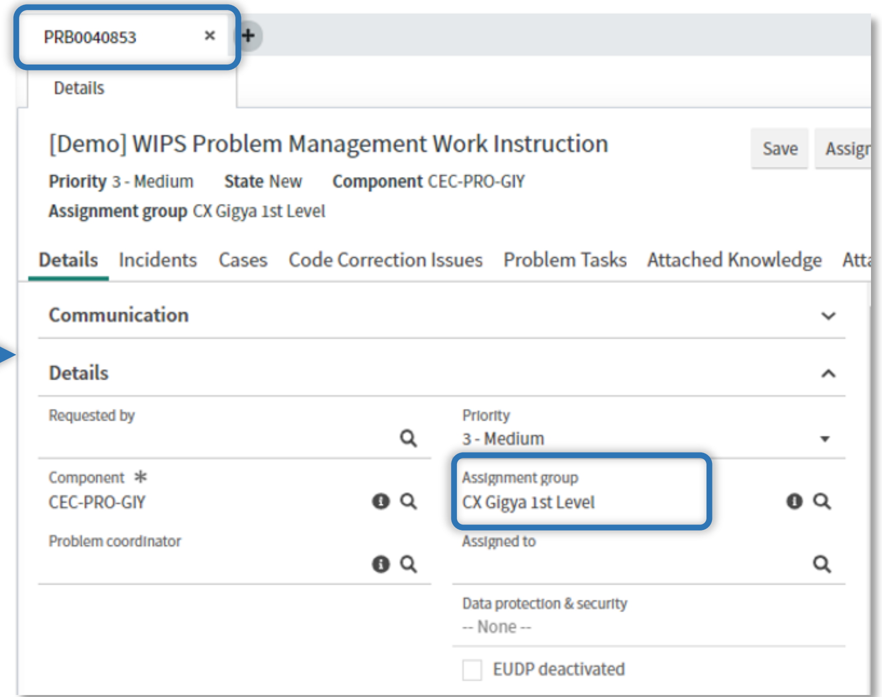
c. **Description**

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**.





Change Log

Problem Management – Create 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	Siri Sood	July 01, 2019	▪ Baseline version, incorporated process owner's comments	Released
2.0.0	Wei Wei	Nov 14, 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released