

Documentation of Steps for Issue Recreation

Incident Management

Documenting how to reproduce the issue reported (if necessary)

If the Incident Processor needs to contact the requestor for the information about how to reproduce the reported issue, the Incident Processor can document the steps using the Message field. The Incident Processor can also decide whether to send such information to the Requestor by selecting the different types of the message.

Step 1

Check the **Description** field to ensure the completeness of the information provided by the customer:

- Actions performed by the requestor
- Response of the system
- Whether the requestor can reproduce the issue or not
- Whether the issue has been occurring after a specific action
- Whether the issue affects all users
- Whether the requestor requires us to solve the issue urgently
- Contact data

Notes

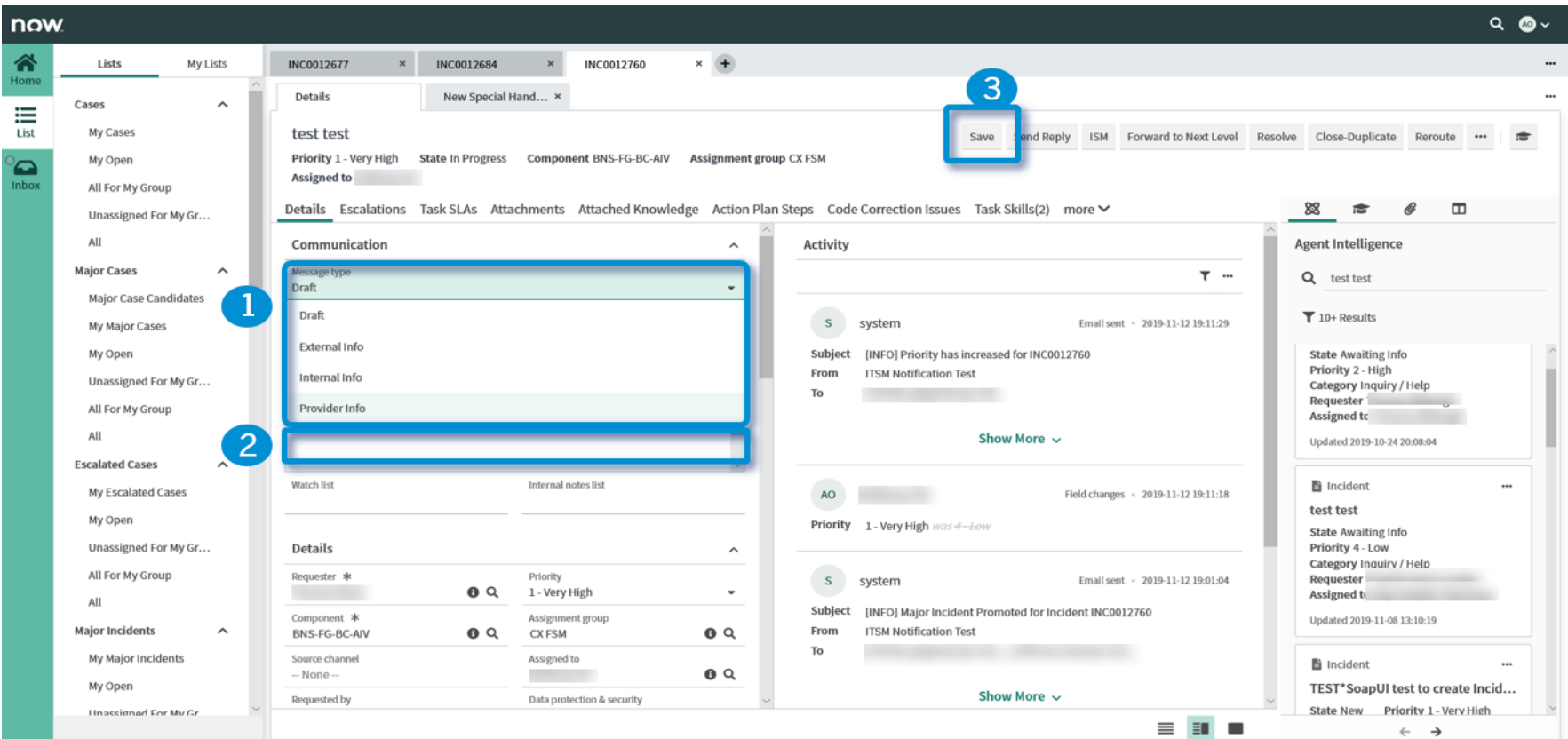
What questions to ask for better understanding of the issue?

1. Where and how does an error occur?
 - Exact description
 - Affected transaction, program, screen, table, etc.
2. Which error occurs?
 - Error number, text, syslog, short dump (attach the long text of the corresponding dump to the Incident)
3. When does the error occur?
 - Always? Sporadically? Only with a particular user?
4. Special environment?
 - What was done prior to issue?
 - Is it reproducible?
 - Batch-input? Online?
5. Since when does the error occur?
 - Was an update or an upgrade performed?
 - Was the customizing changed?
 - Was a new component activated?
6. Which Solutions (Notes/KBA's) were tried?

Step 2

Choose **Internal Info** or **External Info** as the **Message type** (depending on whether to communicate this information to the requestor and provide new information provided by requestor in the **Message** field if necessary).

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

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Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
2.0.0	Anthony Orr	Nov 10, 2019	<div>▪ WIPS 4.0 Golden Standard Baseline Document</div>	Released