

Implement Problem Resolution

At a Glance



Problem Management Process



Purpose

The processor implements the solution to resolve the reported Problem.

1. Implement Resolution

Scenario 1: Implement code correction for cloud products

- 1a Coordinator reassigns the Problem to processing group
- 1b Processor creates code correction request
- 1c Processor performs code correction and informs coordinator upon completion

Scenario 3a: Implement non-code solution for cloud products with sequential tasks

- 1a Coordinator triggers the fix and reassigns the Problem to processing group
- 1b Processor performs the task and inform Coordinator upon completion
- 1c Coordinator confirms the completion of the task
- 1d Coordinator and processor repeat the steps of reassignment and implementation until all subtasks are completed (if necessary)

Scenario 2: Implement code correction for on-premise products

Available in future release

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

- 1a Coordinator triggers the fix, and creates and assigns Problem Task(s) to assignment group(s)
- 1b Processor(s) execute the Problem Tasks and inform Coordinator
- 1c Coordinator confirms the completion of the tasks

Notes

Scenario 3: when to use what record?

- It is recommended to use the same Problem record and reassign to different processors sequentially when several tasks need to be completed in a defined sequence to implement the solution.
- It is recommended to create multiple Problem Tasks and assign them to different processors when the multiple tasks can be performed in parallel to implement the solution.



1. Implement Resolution

Problem Management

Information before you start

Where to find Code Correction record in NOW?

Once the code creation issue has been created in the development system, the Now system automatically creates a Code Correction record that is linked to the development system if it's been integrated with NOW.

The NOW Code Correction record is saved under the **Code Corrections** tab of the Problem record. It is **read only** for all the detailed information as such information is replicated from and updated by the linked development system (e.g. Jira).

The screenshot displays the SAP NOW interface for a problem record. The main record is titled "[DEMO] - WIPS Problem Management - Implementing Solution with Co...". It has a priority of 3 - Medium, state of Fix in Progress, and component CEC-SRV-FSM. The assignment group is CX FSM and it is assigned to Wei Wei. The "Code Corrections(1)" tab is highlighted, showing a table with one record: COD0002244, CPB-34363, FSM, Ready for Development. A blue arrow points from this record to a detailed view of the code correction record. The detailed view shows the code correction record for COD0002244, linked to the problem record PRB0041279. It includes fields for Number, Issue ID, Component, Issue Type, Code Correction System, Status, Resolution, Summary, and Description. The status is Ready for Development and the resolution is No Data Protection. The summary is "[DEMO] - WIPS Problem Management - Implementing Solution with Code Correction". The activity section shows a comment by Wei Wei dated 2019-11-15 13:06:15.

Number	Issue ID	LoB	Status	Assignee	Summary	Fix Versions	Resolution	Target Resolution Date
COD0002244	CPB-34363	FSM	Ready for Development					

Code Correction Details:

Field	Value
Number	COD0002244
Issue ID	CPB-34363
Component	CEC-SRV-FSM
Issue Type	Jira
Code Correction System	FSM Jira
Status	Ready for Development
Resolution	No Data Protection
Summary	[DEMO] - WIPS Problem Management - Implementing Solution with Code Correction
Description	Describe the issue
Comments	

Activity:

Respond to this record via **Comments**

Type comment or attach solution

WW Wei Wei
Priority 3 - Medium was {Empty}

Field changes - 2019-11-15 13:06:15

1. Implement Resolution

Problem Management

Information before you start

What can you do in NOW Code Correction Record?

Although the Code Correction record is read-only in NOW system, you can still use the following functionalities:

1. The **Issue ID** is the reference number in the development system.
2. Click **Copy Issue ID** to copy the record ID in NOW
3. Click **Link to Jira** to open the JIRA issue record directly in the development system. This functionality is only available if the system has been integrated with NOW.
4. Use **Respond to this record via comments** in the Activity stream and click **Post** (Alternatively use **Comments** field in the **Details** section and click **Save**) to send internal notes. The comments provided in the NOW Code Correction record will be copied to the development system's record, and vice versa.

PRB0041279

+

Details

COD0002244

Save

Copy Issue ID

Link to Jira

...

...

COD0002244

Details

Code Correction

Number

COD0002244

Issue ID

CPB-34363

Component *

CEC-SRV-FSM

Issue Type

Jira

Code Correction System

FSM Jira

Status

Closed

Resolution

Fixed

Summary *

[DEMO] - WIPS Problem Management - Implementing Solution with Code Correction

Description

Describe the issue

Comments

Task *

PRB0041279

Reporter *

Wei Wei

Priority

3 - Medium

LoB *

FSM

Assignee

Wei Wei

Fix Versions

Data Protection

No Data Protection

Activity

Respond to this record via Comments

Type comment or attach solution

Post

WW Wei Wei

Field changes 2019-11-15 13:06:15

Priority 3 - Medium was {Empty}

1. Implement Resolution

Problem Management

Scenario 1: Implement code correction for cloud products

1a Coordinator reassigns the Problem to processing group

Step 1

Open the Problem record and add the processing group for implementation to the **Assignment group** field.

Alternatively, if the Coordinator knows the specific processor's name, add this name to **Assigned to** field to directly assign this Problem to the individual processor.

Step 2

Select **Internal Info** as the **Message type** and leave a comment in the **Message** field to inform the next step of implementation.

Step 3

Click **Save** to update the record. The system automatically notifies all processors in the new assignment group via email about this new assignment.

PRB0041279

Details

[DEMO] - WIPS Problem Management - Implementing Solution with Co...

Priority 3 - Medium State Root Cause Analysis Component CEC-SRV-FSM

Assignment group CX FSM

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

Communication

Message type
Internal Info

Message *

Font Family B U Paragraph Paragraph

Please implement the solution.

Watch list
Blanca Serrano Marcia Luna

Internal notes list
Christian Cast... Ha Tran

Details

Requested by

Priority
3 - Medium

Component *
CEC-SRV-FSM

Problem coordinator
Ha Tran

Assignment group
CX FSM

Assigned to

Data protection & security
-- None --

☐ EUDP deactivated

Activity

WW Wei Wei

Internal Info 2019-11-15 12:47:57

Please implement the solution.

WW Wei Wei

Field changes 2019-11-15 12:47:57

Assigned to Wei Wei was Blanca Serrano

WW Wei Wei

Field changes 2019-11-15 12:45:25

Assigned to Blanca Serrano was {Empty}

State Root Cause Analysis was New

WW Wei Wei

Field changes 2019-11-15 12:44:37

Assignment group CX FSM was {Empty}

Description This is a demonstration to show how to create code correction from NOW system.

1. Implement Resolution

Problem Management

Applicable for development system integrated with NOW

Back

Scenario 1: Implement code correction for cloud products

1b Processor creates code correction request

When a Problem is created with component that has its system integrated with NOW, a Code Correction can be directly created in the development system by clicking the UI action button Create Code Correction.

Step 1

Processor self-assigns the Problem to himself for the implementation by adding his name to the **Assigned to** field.

Alternatively, the processor may also be already assigned by someone else to the Problem record.

Click [here](#) to see how to assign record to yourself or others.

Step 2

Click **Start Fix** to start the implementation process. This changes the state of the Problem record to **Fix in Progress**.

PRB0041279

Details

[DEMO] - WIPS Problem Management - Implementing Solution with Co...

Priority 3 - Medium State Root Cause Analysis Component CEC-SRV-FSM

Assignment group CX FSM Assigned to Wei Wei

Save Start Fix Mark Duplicate Accept Risk Cancel ...

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

Communication

Message type Draft

Message

Font Family B U Paragraph ...

Watch list Blanca Serrano Marcia Luna ...

Internal notes list Christian Cast... Ha Tran

Details

Requested by Priority 3 - Medium

Component * CEC-SRV-FSM

Assignment group CX FSM

Assigned to * Wei Wei

Data protection & security -- None --

EUDP deactivated

Activity

WW Wei Wei

Internal Info 2019-11-15 12:56:35

Please implement the solution.

S system

Email sent 2019-11-15 12:48:07

Subject [INFO] Assigned To has changed for PRB0041279

From ITSM Notification Test

To christian.castelo.branco@sap.com;

Show More

S system

Email sent 2019-11-15 12:48:07

Subject [INFO] Problem work notes added for PRB0041279

From ITSM Notification Test

To christian.castelo.branco@sap.com;

Show More

1. Implement Resolution

Problem Management

Applicable for development system integrated with NOW

Back

Scenario 1: Implement code correction for cloud products

1b Processor creates code correction request

When a Problem is created with component that has its system integrated with NOW, a Code Correction can be directly created in the development system by clicking the UI action button Create Code Correction.

Step 3

Click the **3-dot icon (...)** to expand the UI action list (if necessary).

Step 4

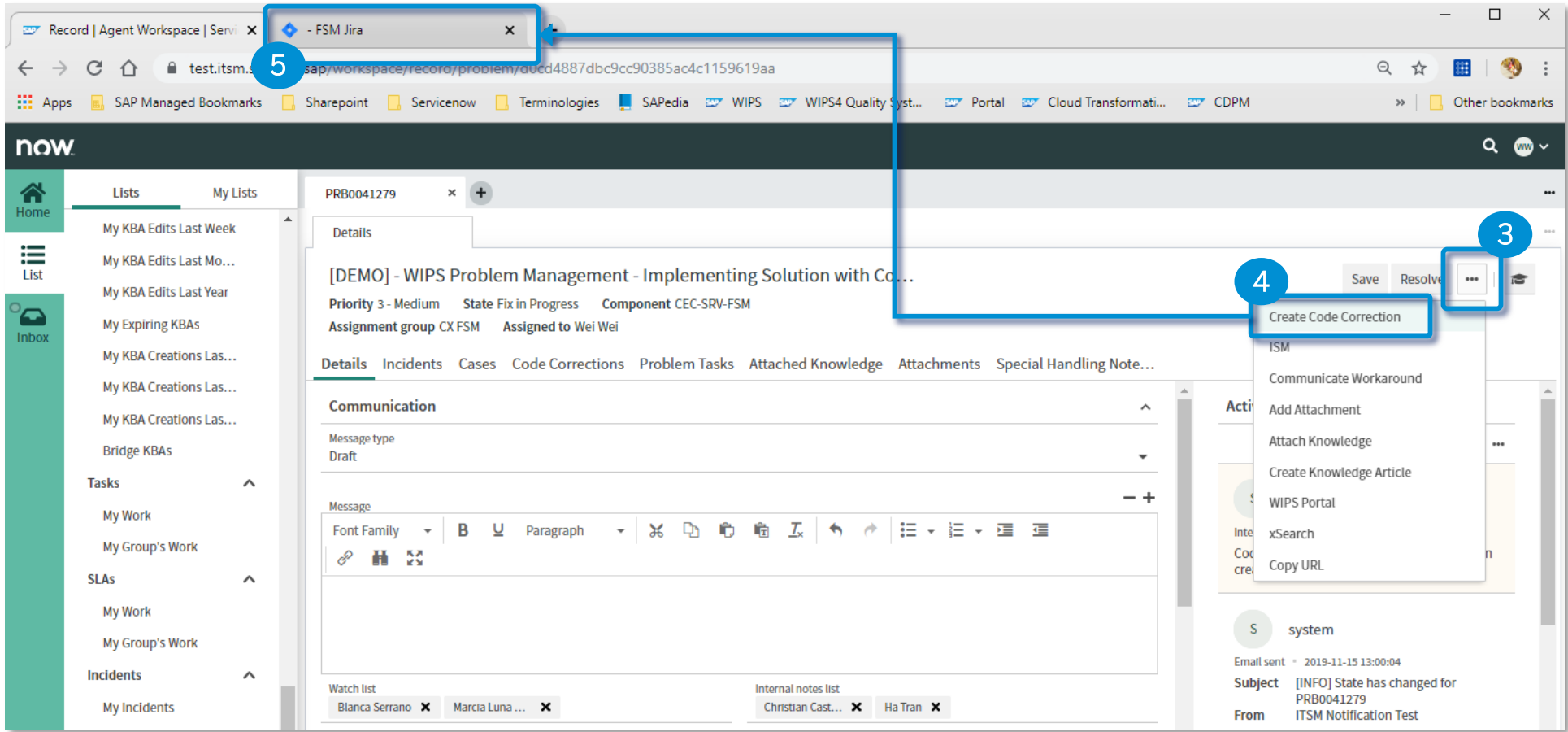
Click **Create Code Correction** to open the development system for code creation.

Note: JIRA is used here only for demonstration purpose. Different business units may have different systems linked and opened when clicking Create Code Correction.

Step 5

The code correction system will be opened in the new tab.

Note: Depending on the Data Protection settings, you may need to confirm the pop-up warning for processing EUDP-restricted records before opening the development system.



1. Implement Resolution

Problem Management

Applicable for development system NOT integrated with NOW

Back

Scenario 1: Implement code correction for cloud products

1b Processor creates code correction request

When a Problem is created with component that DOES NOT have its system integrated with NOW, a Code Correction record needs to be created in NOW first. Then you need to create a Bug/Issue in your defined development system and link the Bug/Issue with the NOW Code Correction record.

Step 1

Go to **Code Corrections** tab and click **New** to open a new Code Correction Record.

The screenshot shows the SAP S/4HANA Problem Management interface for problem PRB0041318. The 'Details' tab is active, displaying the problem title '[DEMO] - WIPS Problem Management - Creating code correction', priority '3 - Medium', state 'Fix in Progress', and component 'CEC-SRV-FSM'. The 'Code Corrections' tab is highlighted with a blue box and a blue circle with the number '1'. Below the tabs, there is a 'Code Corrections' section showing '0' records and a 'New' button, also highlighted with a blue box and a blue circle with the number '1'. The bottom of the screen shows a table header with columns: Number, Issue ID, LoB, Status, Assignee, Summary, Fix Versions, Resolution, and Target Resolution Date.

Step 2

Once the new Code Correction record is automatically generated, click **Save** to save this record.

The screenshot shows the 'Create New Code Correction' form in SAP S/4HANA. The 'Details' tab is active, displaying the problem title '[DEMO] - WIPS Problem Management - Creating code correction', priority '3 - Medium', state 'Fix in Progress', and component 'CEC-SRV-FSM'. The 'Code Corrections' tab is highlighted with a blue box and a blue circle with the number '2'. Below the tabs, there is a 'Code Corrections' section showing '0' records and a 'New' button, also highlighted with a blue box and a blue circle with the number '2'. The bottom of the screen shows a table header with columns: Number, Issue ID, LoB, Status, Assignee, Summary, Fix Versions, Resolution, and Target Resolution Date.

1. Implement Resolution

Problem Management

Applicable for development system NOT integrated with NOW

Back

Scenario 1: Implement code correction for cloud products

1b Processor creates code correction request

When a Problem is created with component that DOES NOT have its system integrated with NOW, a Code Correction record needs to be created in NOW first. Then you need to create a Bug/Issue in your defined development system and link the Bug/Issue with the NOW Code Correction record.

Step 3

Manually go to the development system and create a Bug/Issue in that system.

The screenshot shows the 'Add' form in SAP S/4HANA. The form is titled 'Find entities by text or id'. It has a sidebar with a list of entity types: Epic, Feature, User Story, Task, Bug (selected), Request, Test Case, Test Plan, Blocker, Release, Iteration, Team Iteration, and Build. The main form fields include: Name (Test bug), Project (Test project), Teams (SNOW), Class of Service (Normal), and Dev Category (Performance). At the bottom right, there are two green buttons: 'Add' and 'Add & Open'. A blue circle with the number 3 highlights the 'Add' button.

Step 4

Go back to NOW and click **Copy Issue ID** to copy the NOW Code Correction record's issue ID.

The screenshot shows the details of a Code Correction record in SAP S/4HANA. The record ID is COD0002323. The 'Details' tab is active, showing the record number and task. The 'Activity' tab is also visible, showing a comment. A blue circle with the number 4 highlights the 'Copy Issue ID' button in the top right corner of the record details.

Step 5

In the development system, paste the NOW Issue ID to the corresponding field (e.g. **snowID** in TagretProcess) and save the record.

Once this field is updated, the development system automatically sends the Bug/Issue information to NOW and updates the Code Correction record in NOW automatically.

The screenshot shows a form in a development system. The form has several fields: Current commit date, On SOA, Target Release, Fix type, Dev Category, BCP Priority, snowID, and Snow Priority. The 'snowID' field is highlighted with a blue circle and the number 5. The value in the 'snowID' field is 29fef64e1b69bf009307dceacd4bcbe1.

1. Implement Resolution

Problem Management

Scenario 1: Implement code correction for cloud products

1c Processor performs code correction and informs coordinator upon completion

Step 1

Go to the development system, fill in the mandatory information in the development system, and create new issue record in the development system. This record number is automatically documented in the NOW system in the Code Correction record as **Issue ID**.

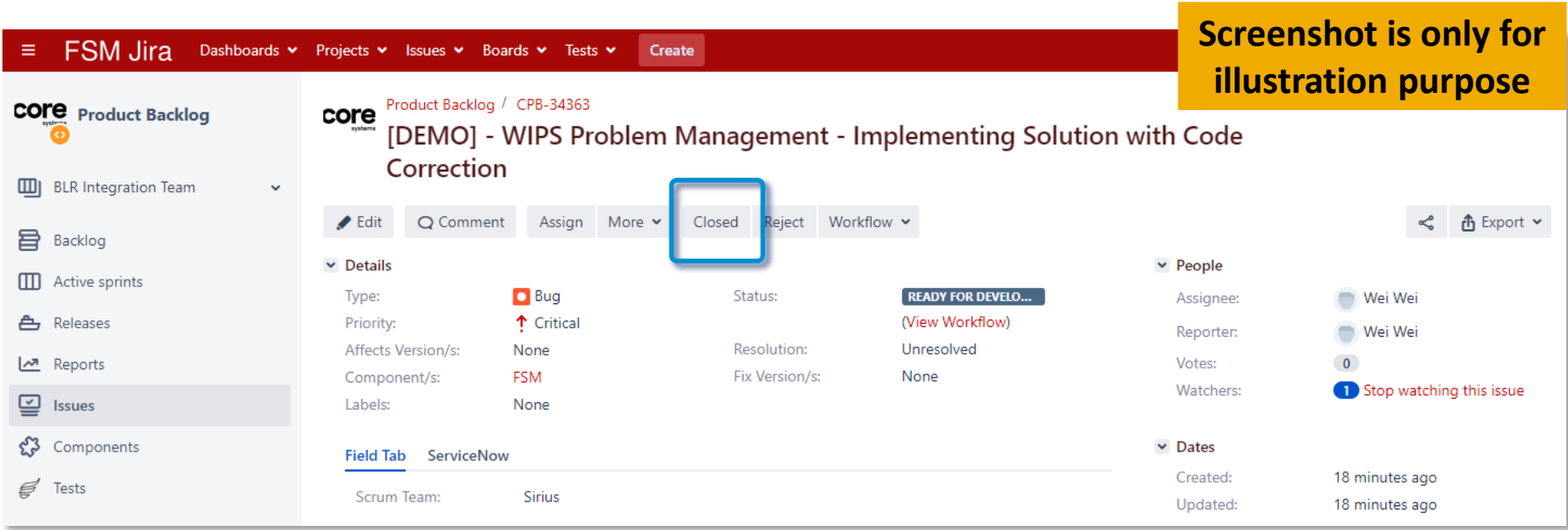
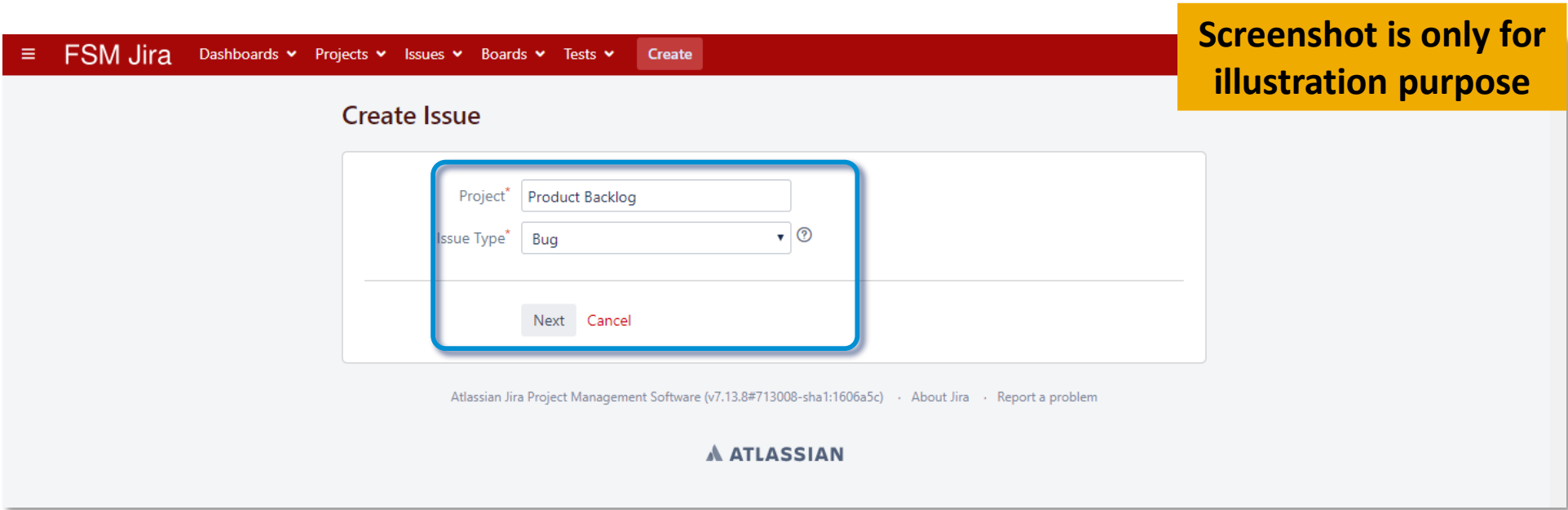
Stakeholders listed in the NOW system’s Internal notes list will be automatically notified via system email about the new creation of Code Correction record.

Step 2

Perform the code correction. Then update the closure information in the development system and close the record in the development system.

Step 3

The NOW Code Correction record is also automatically updated and closed.



1. Implement Resolution

Problem Management

Scenario 1: Implement code correction for cloud products

1c Processor performs code correction and informs coordinator upon completion

Step 4

Go to Communication tab of the Problem record, select **Internal Info** as the **Message type** and inform the Problem Coordinator the completion of code correction implementation in the **Message** field. Click **Save** to update the record.

The Problem Coordinator will be notified automatically via system email.

PRB0041279

Details

[DEMO] - WIPS Problem Management - Implementin...

Priority 3 - Medium State Fix in Progress Component CEC-SRV-FSM Assignment group CX FSM Assigned to Wei Wei

Details Incidents Cases Code Corrections(1) Problem Tasks Attached Knowledge Attachments Special Handling Note...

Communication

Message type Internal Info

Message *
Font Family B U Paragraph Inform Problem Coordinator the implementation of code correction has been completed.

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

Activity

S System

Internal Info 2019-11-15 14:34:23
A comment has been added to Code Correction [COD0002244](#) (Jira ID CPB-34363).

S System

Internal Info 2019-11-15 14:34:23
Code Correction [COD0002244](#) (Jira ID CPB-34363) has been updated.

Save

Resolve

Create Code Correction

ISM

...

Subject: [INFO] Problem work notes added for PRB0041279
From: ITSM Notification Test
To: christian.castelo.branco@sap.com
[Hide email details](#)

THE BEST RUN

SAP

INTERNAL

Dear Colleagues,

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

New Work Note:

2019-11-15 14:40:19 GMT - Wei Wei

Internal Info

Inform Problem Coordinator the implementation of code correction has been completed.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number: PRB0041279

Short description: [DEMO] - WIPS Problem Management - Implementing Solution with Code Correction

Customer:

Component: CEC-SRV-FSM

Priority: 3 - Medium

State: Fix in Progress

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.

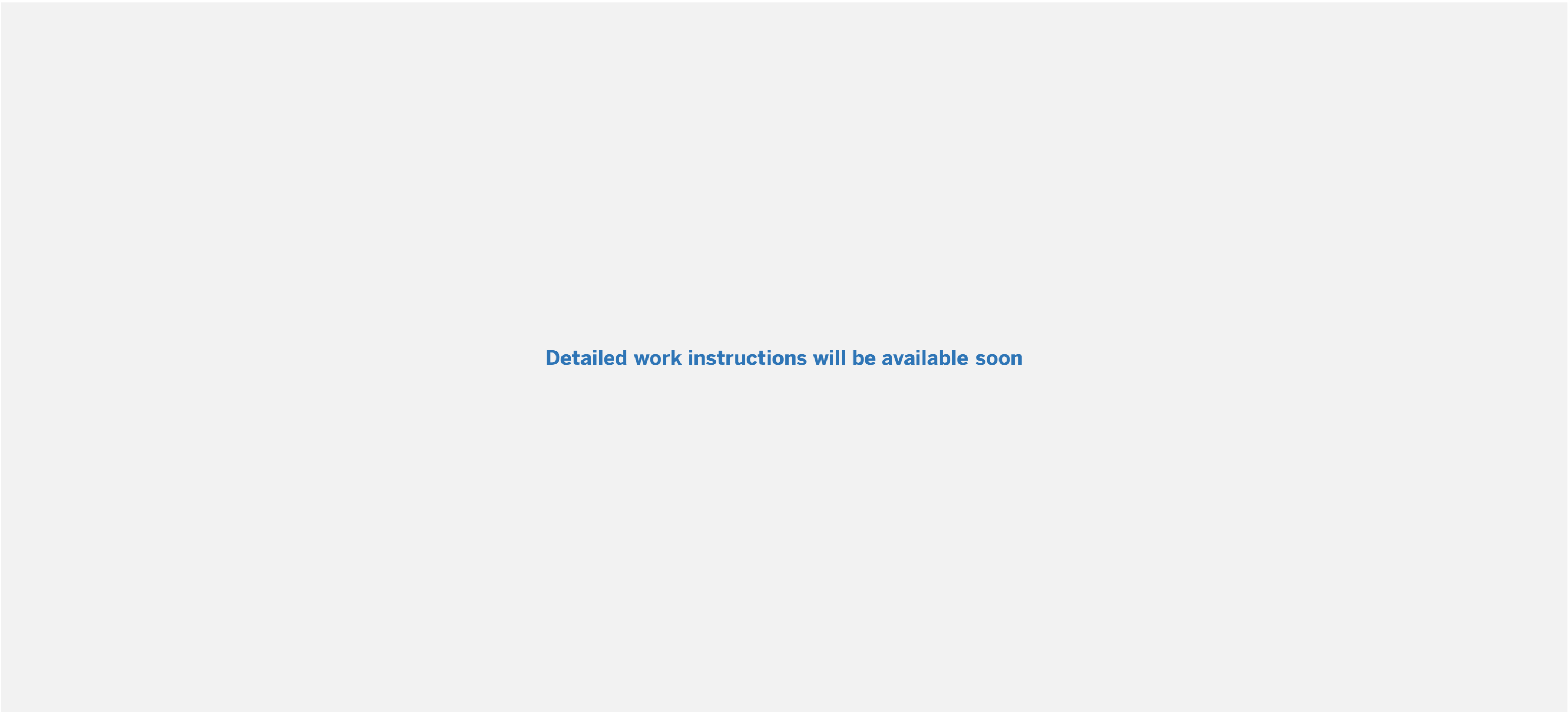
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1. Implement Resolution

Problem Management

Scenario 2: Implement code correction for on-premise products

1a Coordinator reassigns the Problem to processing group



Detailed work instructions will be available soon

1. Implement Resolution

Problem Management

Scenario 2: Implement code correction for on-premise products

1b Processor creates SAP Notes and documents resolution in Problem

1c Processor informs the coordinator the SAP Notes

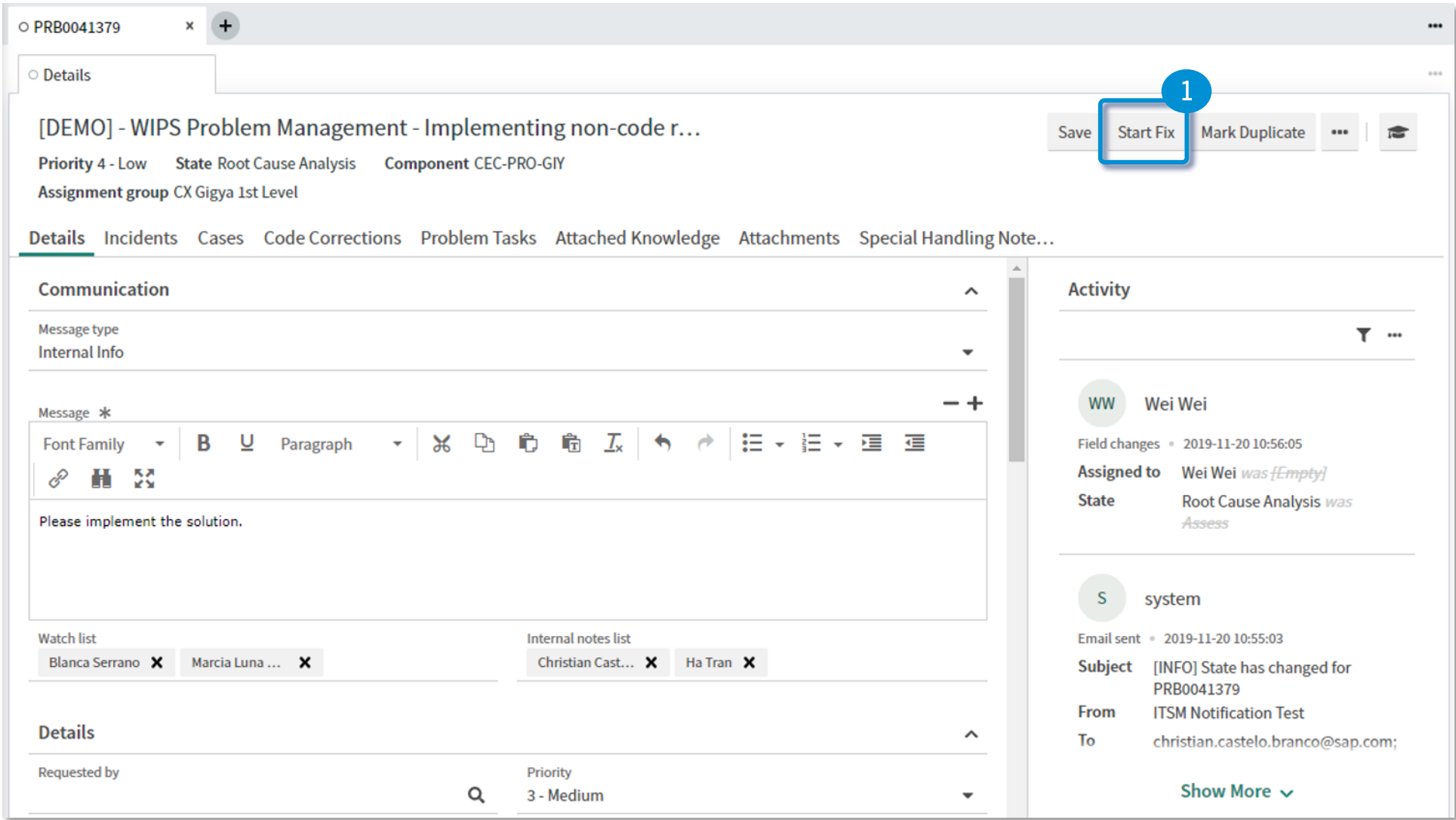
Detailed work instructions will be available soon

Scenario 3a: Implement non-code solution for cloud products with sequential tasks

1a Coordinator triggers the fix and reassigns the Problem to processing group

Step 1

Open the Problem record and click **Start Fix**.
This changes the state of the Problem record to **Fix in Progress**.
The system automatically notifies the current processor of the Problem via email about the state change. If no individual processor is assigned to this Problem, the processors in the current assignment group would be notified instead.



1. Implement Resolution

Problem Management

Scenario 3a: Implement non-code solution for cloud products with sequential tasks

1a Coordinator triggers the fix and reassigns the Problem to processing group

Step 2

Add the new processing group for implementation to the **Assignment group** field.

Alternatively, if the Coordinator knows the specific processor's name, add this name to **Assigned to** field to directly assign this Problem to the individual processor.

Step 3

Select **Internal Info** as the **Message type** and leave a comment in the **Message** field to inform the processor of the next step for the solution implementation.

Step 4

Select **Save** to update the record. The newly assigned processor (or all processors in the new assignment group if the field Assigned to is empty) will be automatically notified via email about the new assignment.

The screenshot displays the SAP Problem Management interface for problem PRB0041379. The interface is divided into several sections:

- Details:** Shows the problem title "[DEMO] - WIPS Problem Management - Implementing non-code resolution...", priority "4 - Low", state "Fix in Progress", component "CEC-PRO-GIY", and assignment group "CX Gigya 1st Level".
- Communication:** A large text area for messages. The "Message type" is set to "Internal Info". The "Message" field contains the text "Please perform task #1." A blue box with a "3" highlights this section.
- Details (bottom):** A form with fields for "Requested by", "Component", "Problem coordinator", "Priority", "Assignment group", "Assigned to", and "Data protection & security". A blue box with a "2" highlights the "Assignment group" field, which is set to "CX GY DEV Infra Team".
- Activity:** A list of activities showing the problem's history. It includes entries for "Wei Wei" (Field changes) and "system" (Email sent).
- Buttons:** A blue box with a "4" highlights the "Save" button in the top right corner.

The interface also includes a "Watch list" with users Blanca Serrano and Marcia Luna, and an "Internal notes list" with users Christian Cast... and Ha Tran.

1. Implement Resolution

Problem Management

Scenario 3a: Implement non-code solution for cloud products with sequential tasks

1b Processor performs the task and inform Coordinator upon completion

Step 1

Once receiving the system-generated email notification for the new assignment, click **TAKE ME TO THE PROBLEM** link in the email to open the Problem record.

Assign the record to yourself if necessary and click **Save** to update the record.

Step 2

Perform the described task(s) according to the email notification received.

Alternatively, you may also find the **Internal Info** documented in the **Activity** stream.

Step 3

Select **Internal Info** as the **Message type** and inform the Problem Coordinator the completion of your assigned task in the **Message** field.

Step 4

Click **Save** to update the record.

PRB0041379

Details

[DEMO] - WIPS Problem Management - Implementing non-code resolution...

Priority 4 - Low State Fix in Progress Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level Assigned to Eyal Golan

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

Communication

Message type
Internal Info

Message *

Font Family B U Paragraph

To Coordinator:
Completed Task 1. Please check.

Watch list
Blanca Serrano x Marcia Luna ... x

Internal notes list
Christian Cast... x Ha Tran x

Details

Requested by

Priority
4 - Low

Component *
CEC-PRO-GIY

Assignment group
CX Gigya 1st Level

Problem coordinator
Ha Tran

Assigned to *
Eyal Golan

Data protection & security
-- None --

Activity

Clear Filter

WW Wei Wei Internal Info 2019-11-20 13:58:49

To Coordinator:
Completed Task 1. Please check.

WW Wei Wei Field changes 2019-11-20 13:58:49

Assignment group CX Gigya 1st Level was ~~CX-GY~~ DEV-Infra-Team

WW Wei Wei Internal Info 2019-11-20 13:57:18

Please perform task #1.

WW Wei Wei Field changes 2019-11-20 13:57:18

Assignment group CX GY DEV Infra Team was ~~CX~~ Gigya-1st-Level

WW Wei Wei Internal Info 2019-11-20 12:14:15

Please perform task 1.

Save Assign to Me Resolve ISM ...

1. Implement Resolution

Problem Management


Scenario 3a: Implement non-code solution for cloud products with sequential tasks

1c Coordinator confirms the completion of the task

1d Coordinator and processor repeat the steps of reassignment and implementation until all subtasks are completed (if necessary)

Step 1

Once notified about the completion of task by the processor, click **TAKE ME TO THE PROBLEM** in the email to open the Problem record.

THE BEST RUN 

INTERNAL

Dear Colleagues,

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

New Work Note:

2019-11-20 14:07:50 GMT - Wei Wei

Internal Info

Task done, please confirm.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number:

PRB0041379

Short description:

[DEMO] - WIPS Problem Management - Implementing non-code resolution using Problem record

Customer:

Component:

CEC-PRO-GIY

Priority:

4 - Low

State:

Fix in Progress

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 confirm that the task has been properly completed by the assigned processor.

Coordinator reassigns the Problem to the next processor and use **Internal Info** to inform the next processor about the tasks to be performed. Repeat the Steps [1a \(task assignment\)](#) and [1b \(task completion\)](#) until all subtasks have been successfully completed.

All tasks assigned can be easily displayed by using the **Filter** functionality in the **Activity** stream and select **Internal Info** as the type of activities to display.

SaveAssign to MeResolveISM...🎓

Special Handling Note...

Activity

Clear Filter

WWWei Wei

Task done, p

☐ Duplicate of

☐ External Info

☐ Impact

☐ InfoDoc creation

☒ Internal Info

☐ Knowledge

WWWei Wei

To Coordinat

Completed T

Internal Info

2019-11-20 13:58:49

To Coordinator:

Completed Task 1. Please check.

WWWei Wei

Internal Info

2019-11-20 13:57:18

Please perform task #1.

WWWei Wei

Internal Info

2019-11-20 12:14:15

Please perform task 1.

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

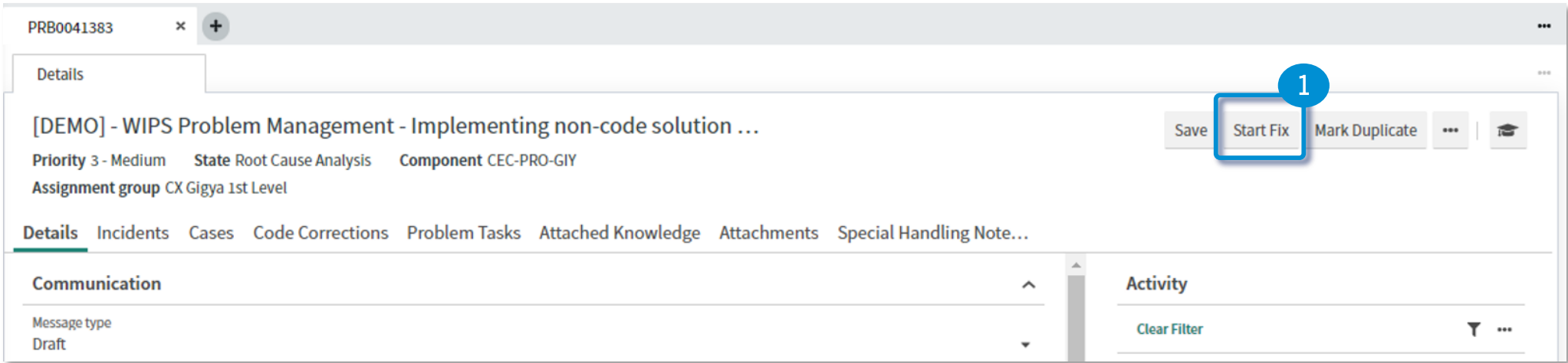
1a Coordinator triggers the fix, and creates and assigns Problem Task(s) to assignment group(s)

Step 1

Open the Problem record and click **Start Fix**.

This changes the state of the Problem record to **Fix in Progress**.

The system automatically notifies the current processor of the Problem via email about the state change. If no individual processor is assigned to this Problem, the processors in the current assignment group would be notified instead.

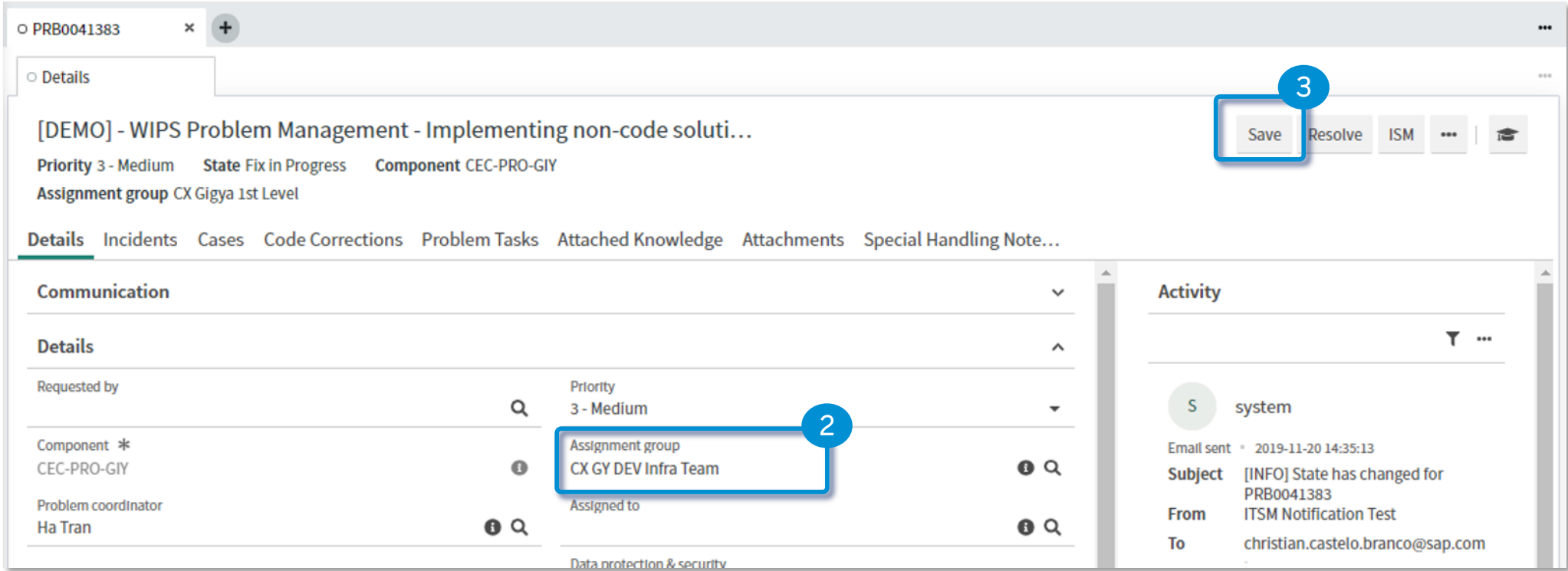


Step 2

Add the new processing group for implementation to the **Assignment group** field.

Step 3

Click **Save** to update the record. All processors in this new assignment group will be notified via email about the new assignment.



1. Implement Resolution

Problem Management

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1a Coordinator triggers the fix, and creates and assigns Problem Task(s) to assignment group(s)

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.

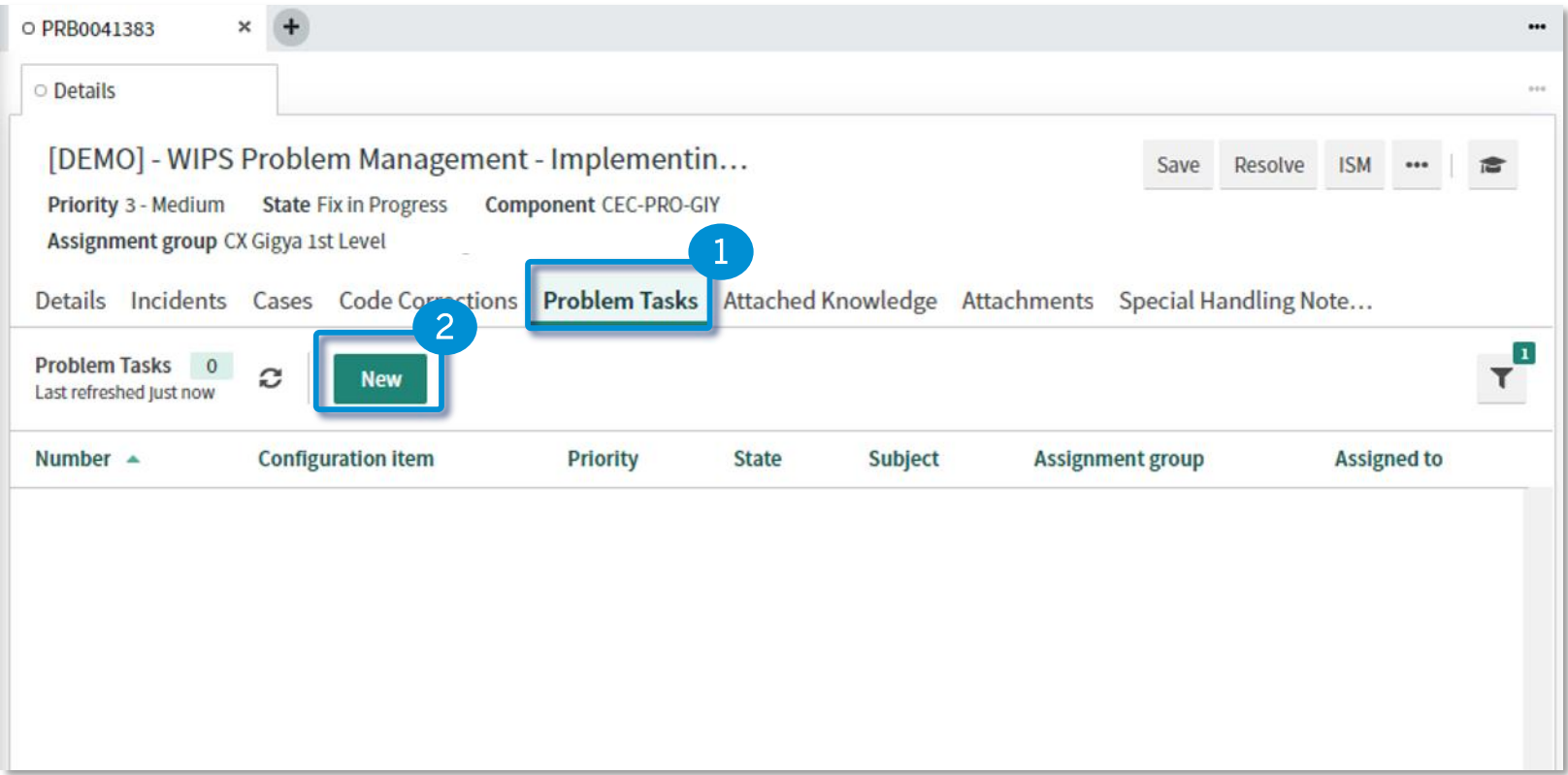
You do not need to document the result in the Problem Task records, but you can use the task records to post internal notes. The Problem record can be closed with open Problem Tasks. Once the Problem is closed, all the task records will be automatically closed.

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 4

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



1. Implement Resolution

Problem Management

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1a Coordinator triggers the fix, and creates and assigns Problem Task(s) to assignment group(s)

Step 5

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

- a. **Type** (Click [here](#) to see all types of Problem Tasks)
- 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 6

Click **Save** to update the record.

Step 7

Continue to create all necessary tasks for this implementation of the solution.

PRB0041383

Details

New Problem Task

Create New Problem Task

Save

Problem Task

Number
PTASK0010259

Type
Corrective Task

Component *
CEC-PRO-GIY

Sold item (Installation)

Deployed item (System)

Problem
PRB0041383

Subject *
[DEMO] - WIPS Problem Management - PTask for non-code solution (cloud)

Description *
Please perform the following tasks:
1....

Notes
Internal Info

State
New

Priority
2 - High

Assignment group
HCSM Demo Advisor for Operations Develop

Assigned to

Data protection & security
-- None --

☐ EUDP deactivated

Due date

Activity

No activity to display

Activity will be displayed after the record is created.

1. Implement Resolution Problem Management

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1b Processor(s) execute the Problem Tasks and inform Coordinator

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/>

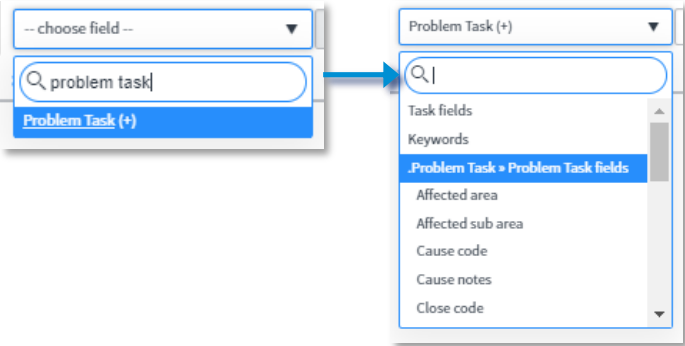
In the **Application Navigator**, select **Service Desk** and then go to **My Groups Work** to see all records and tasks assigned to your assignment group.

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 to filter for all non-RCA Problem Tasks:

Problem Task type is not Root Cause Analysis AND Problem Task type is not 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.

Number	Priority	State	Assigned to	Subject	Task type
PTASK0010261	4 - Low	New	(empty)	[DEMO] - WIPS Problem Management - Ptasks	Problem Task
PTASK0010262	4 - Low	New	(empty)	[DEMO] - WIPS Problem Management - Ptasks	Problem Task

Notes

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

1. Implement Resolution

Problem Management

UI16 ONLY

Back

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1b Processor(s) execute the Problem Tasks and inform Coordinator

Step 8

Click **Assess** to start the assessment of the Problem Task and check the feasibility of the assigned task.

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.

The screenshot shows the SAP HCSM Test interface for a Problem Task (PTASK0010263). The 'Assess' button is highlighted with a red circle and the number 1. The interface includes a filter navigator on the left, a top bar with navigation icons, and a main content area with a progress bar and task details. The progress bar shows the current state as 'Assess'. The task details include fields for Number, Type, Component, Sold item, Deployed item, Problem, State, Priority, Assignment group, Assigned to, Data protection & security, and EUDP deactivated.

Step 9

Click **Start Work** to start the corrective, preventive, or general task in order to implement the solution.

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

The screenshot shows the SAP HCSM Test interface for the same Problem Task (PTASK0010263). The 'Start Work' button is highlighted with a red circle and the number 2. The progress bar now shows the current state as 'Work in Progress'. The task details remain the same as in the previous screenshot.

1. Implement Resolution

Problem Management

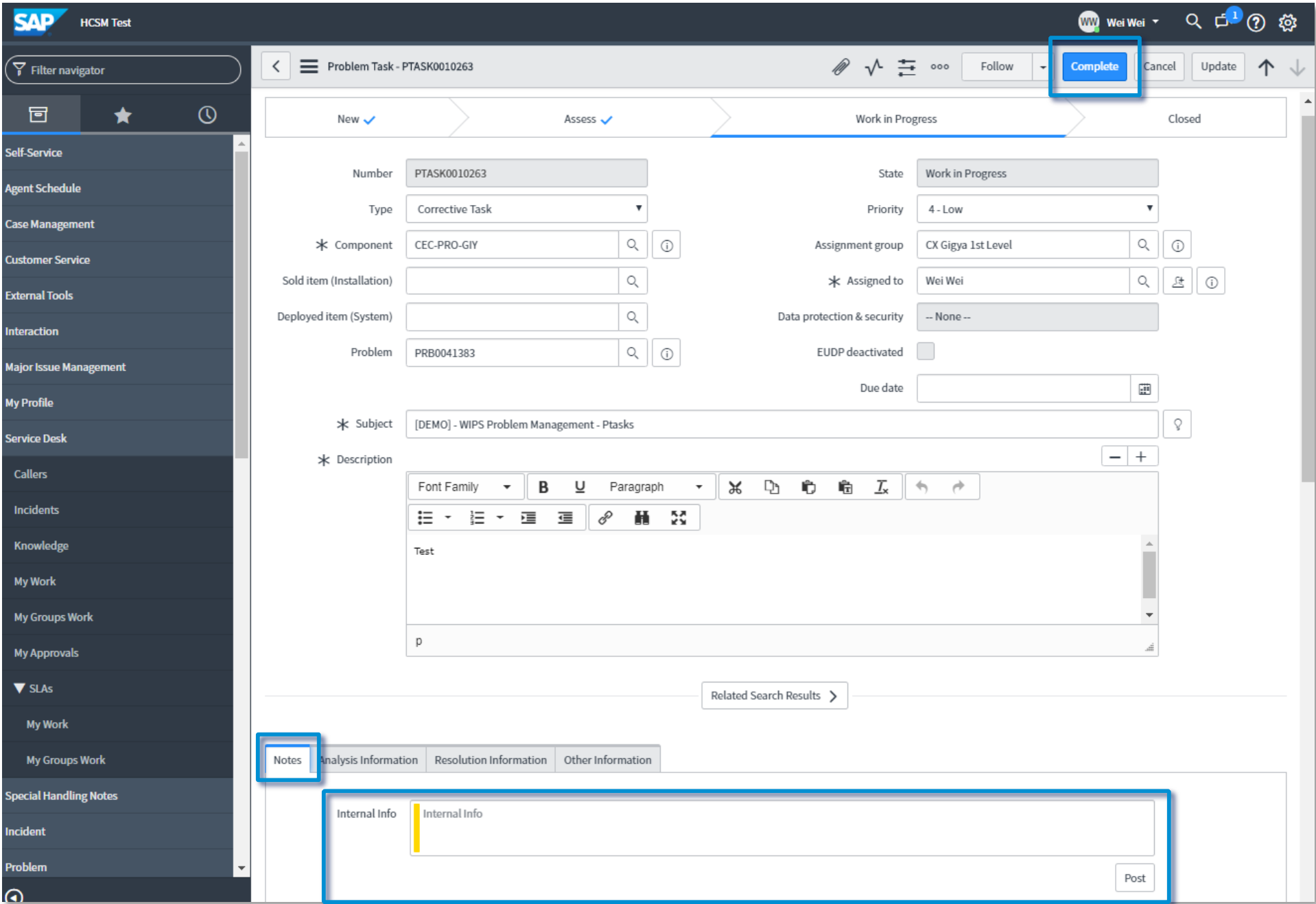
Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1b Processor(s) execute the Problem Tasks and inform Coordinator

Step 10

Once perform all the required steps and complete the assigned task, click **Complete** to close the Problem Task record. This changes the state of the Problem Task to **Closed**.

If necessary, you may use the **Internal Info** in the **Notes** section to leave any comment or information regarding this task and click **Post** to update the record.



1. Implement Resolution

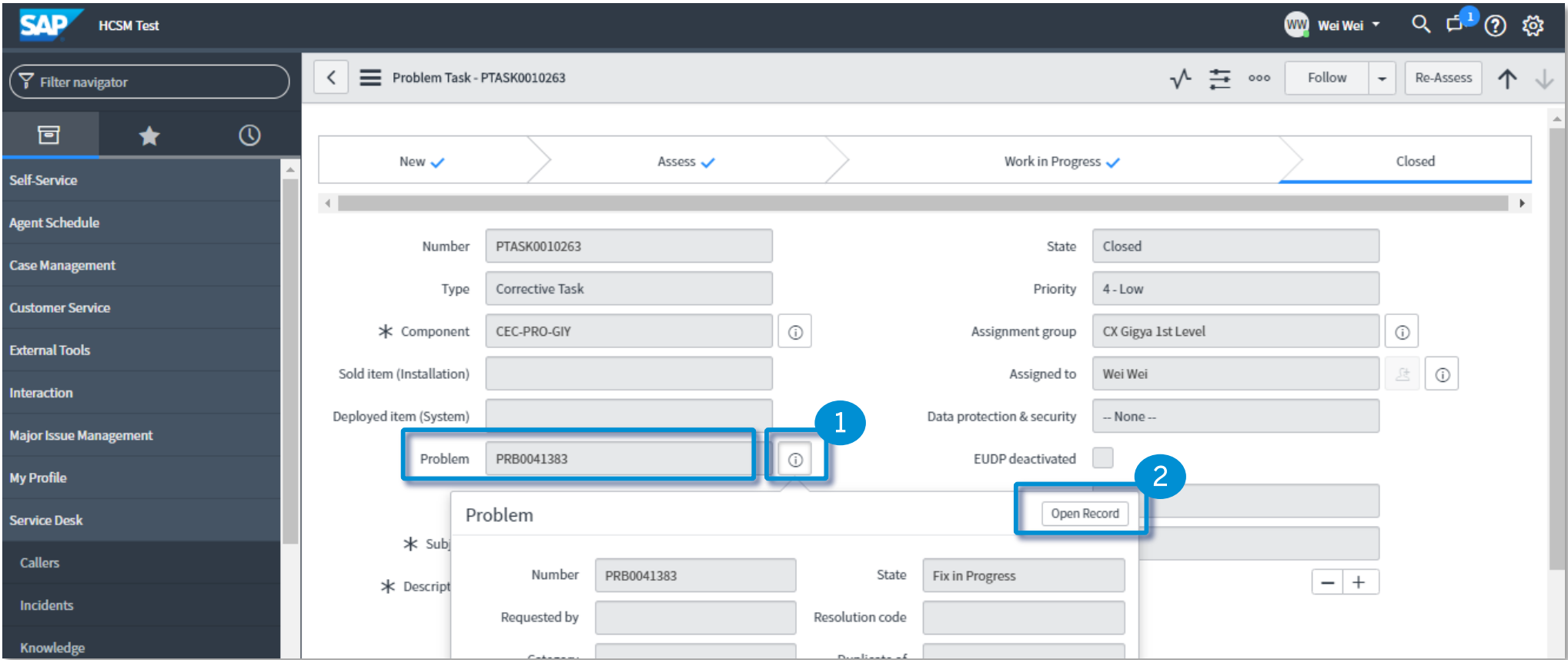
Problem Management

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1b Processor(s) execute the Problem Tasks and inform Coordinator

Step 11

Open the Problem record from the Problem Task record.



1. Implement Resolution

Problem Management

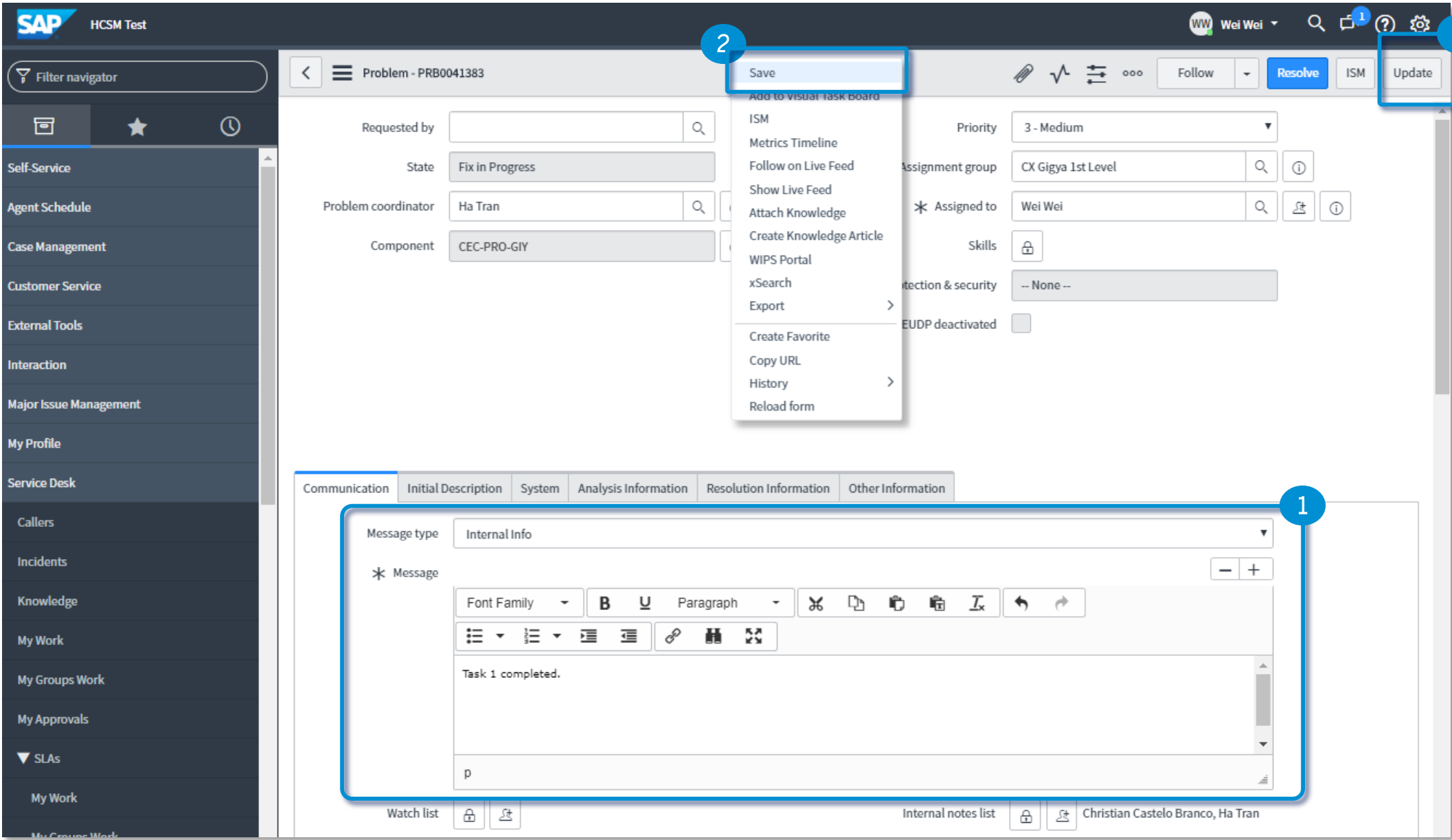
Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1b Processor(s) execute the Problem Tasks and inform Coordinator

Step 12

Go to **Communication** tab and select **Internal Info** as the **Message type**. Inform the Problem Coordinator about the completion of the assigned task in the **Message** field and click **Update** to post the information and close the Problem record.

Alternatively, you may right-click mouse in the title bar to open the form's context menu and click **Save** to update the record without closing it.



1. Implement Resolution

Problem Management

Scenario 3b: Implement non-code solution for cloud products with parallel tasks

1c Coordinator confirms the completion of the tasks

Step 1

Once notified via email about the completion of tasks, go to Problem Tasks tab of the Problem record and confirm all Problem Tasks have the state as **Closed**.

Step 2 (UI16 ONLY)

If there is a need to reopen the Problem Task record and request for rework:

1. Copy the Problem Task Number
2. Go to **UI16 Platform**: <https://itsm.services.sap/>
3. Paste the task number in **Global Search** and hit ENTER to open the record
4. Click **Re-Assess** to open the Task record and change the state of the record back to **Assess**.

PRB0041383

Details

[DEMO] - WIPS Problem Management - Implementing non-cod...

Save Resolve ISM ...

Priority 3 - Medium State Fix in Progress Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level Assigned to Wei Wei

Details Incidents Cases Code Corrections **Problem Tasks(4)** Attached Knowledge Attachments Related Knowledge Special Handling Note...

Problem Tasks 4

Last refreshed just now

New

Number	Configuration item	Priority	State	Subject	Assignment group
PTASK0010259	(empty)	2 - High	New	[DEMO] - WIPS Problem Management - PTas...	HCSM Demo Advisor for Operations Develop...
PTASK0010261	(empty)	4 - Low	New	[DEMO] - WIPS Problem Management - Ptasks	CX Gigya 1st Level
PTASK0010262	(empty)	4 - Low	New	[DEMO] - WIPS Problem Management - Ptasks	CX Gigya 1st Level
PTASK0010263	(empty)	4 - Low	Closed	[DEMO] - WIPS Problem Management - Ptasks	CX Gigya 1st Level

SAP HCSM Test

WW Wei Wei

PTASK0010263

1 ?

Filter navigator

Self-Service Agent Schedule

Problem Task - PTASK0010263

Follow

Re-Assess

New

Assess

Work in Progress

Closed

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 12, 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released