Hints and Tips for Problem Management
At a Glance

What is this document for?

This document provides general hints and tips to simplify your usage of the ServiceNow system. Click any of the tips below to jump to the specific slide and learn how to perform the tasks in a simpler and easier way. Check this out regularly to see more tips!

1. How to assign record?
2. How to find Problems coordinated by you in Agent Workspace?
3. How to find unassigned Problem Tasks in your group in Agent Workspace?
4. How to save the list as Favorites in Agent Workspace?
5. How to personalize your saved list in Agent Workspace?
6. How to find unassigned Problem Tasks in your group in UI16?
7. How to save the list as Favorites in UI16?

WORK INSTRUCTIONS, PROCESSES, SYSTEMS   1

Assigning Record
Problem Management

Hint: How to find unassigned Problems in your group and assign the record in Agent Workspace?

In the case that the Problem is only assigned to the processing group, the processor needs to self-assign himself or others.

Step 1

Go to **List** view and then **Problem Module**. Select the **Unassigned For My Groups** tab to open all Problem records assigned to your group but not to individual processors yet. Click on the **Problem Number** to open the record.

Step 2

Add your name or other processor's name to the **Assigned to** field.

Click **Save** to update the record.
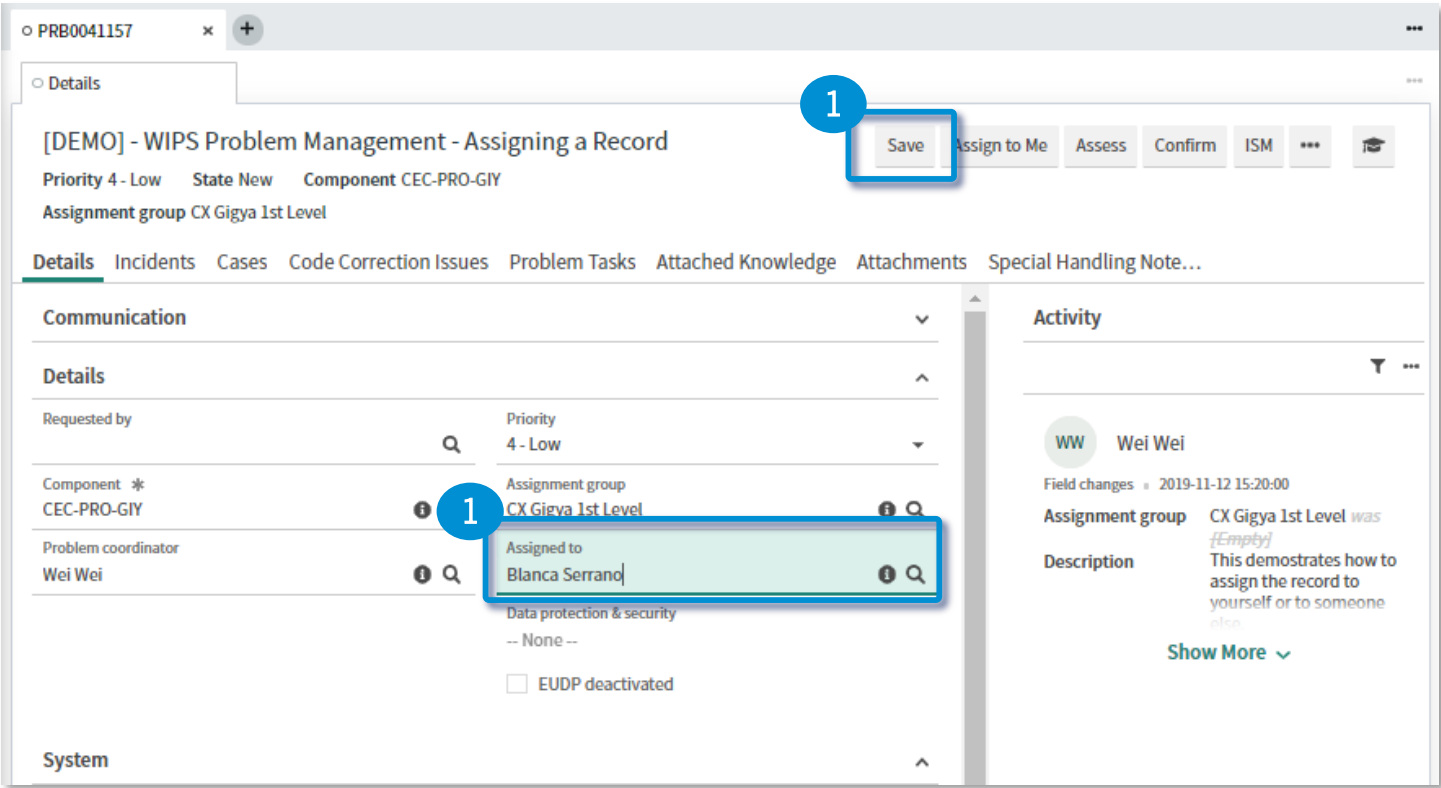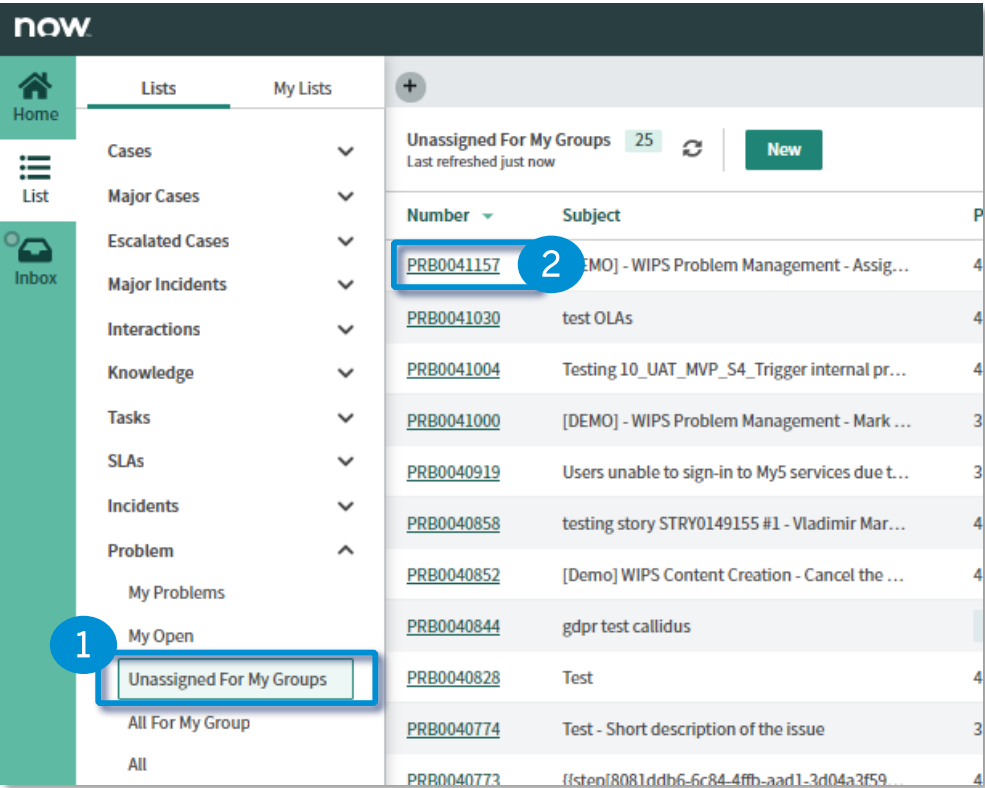
Creating Personalized List
Problem Management

Hint: How to find Problems coordinated by you in Agent Workspace?

Step 1

Go to **All For My Group** list .

Step 2

Click the **filter** icon on the top right corner to open the filter.

Step 3

Click **Advanced view** to open the criteria setting.

Step 4

Click **AND** to add the following criteria:

Problem coordinator is <First Name> <Last Name>

Step 5

Click **Update**. The list will be filtered based on the defined conditions.

Creating Personalized List
Problem Management

Hint: How to find unassigned Problem Tasks in your group in Agent Workspace?

Step 1

Go to **List** view and click **My Group's Work** tab under the **Tasks module** to see all tasks that have been assigned to your assignment group.

Step 2

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

Step 3

Click **Advanced view** to open the criteria setting.

Step 4

Click **AND** to add the following criteria:

Task type is Problem Task.

Step 5

Click **Update**. The list will be filtered based on the defined conditions.

Notes ⚠

You may also save this list under My Lists. Click here to see how to save your favorite lists.

Creating Personalized List
Problem Management

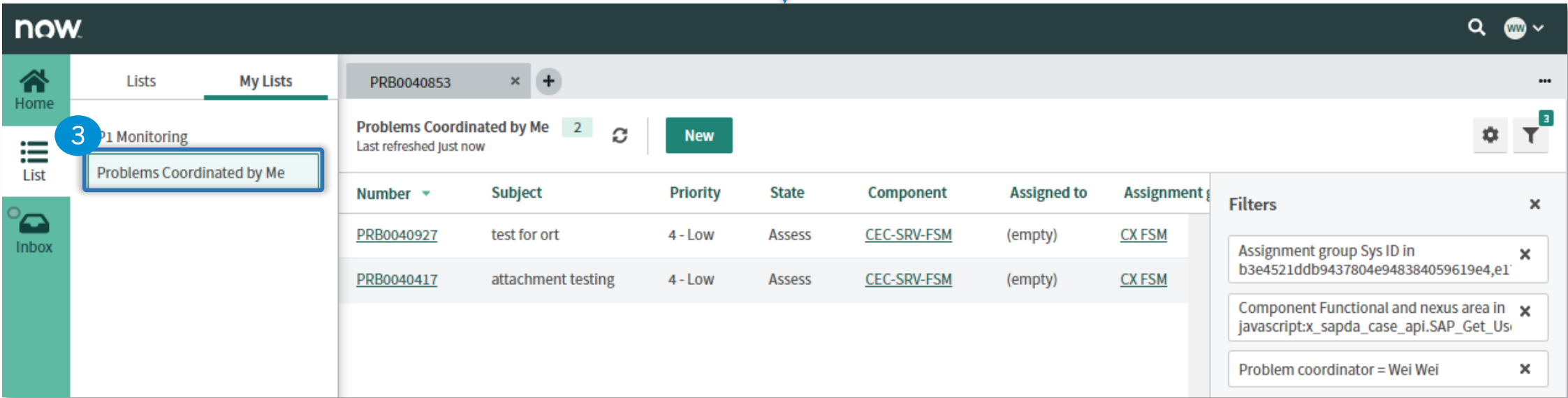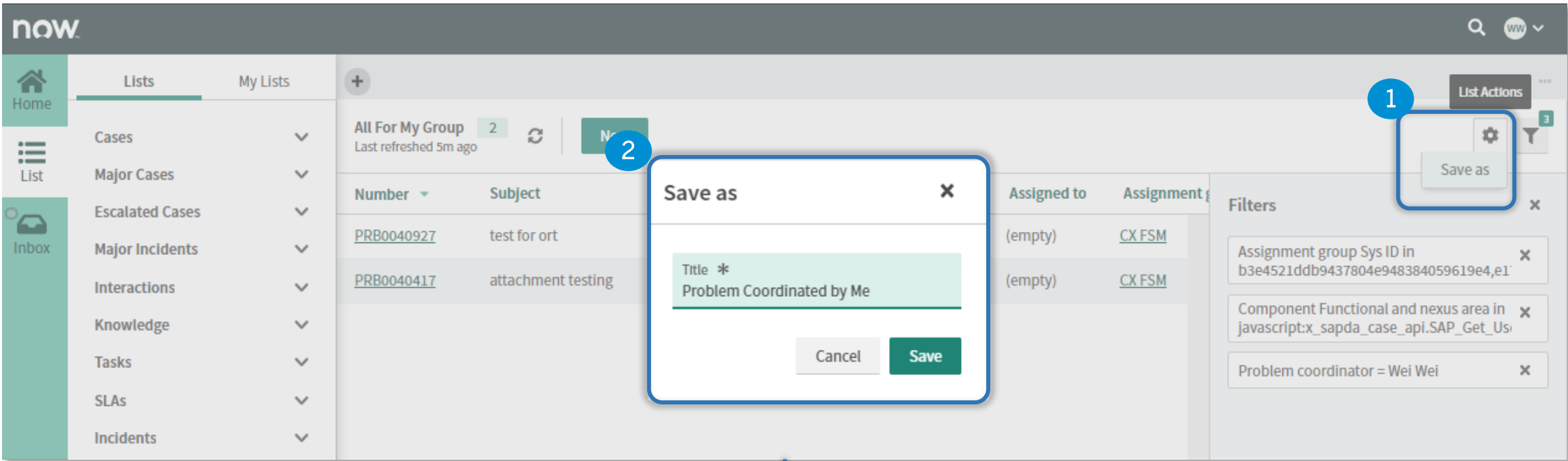## Hint: How to save the list as Favorites in Agent Workspace?

Step 1

To save this filtered list for future monitoring, click the **settings** icon and then click **Save as**.

Step 2

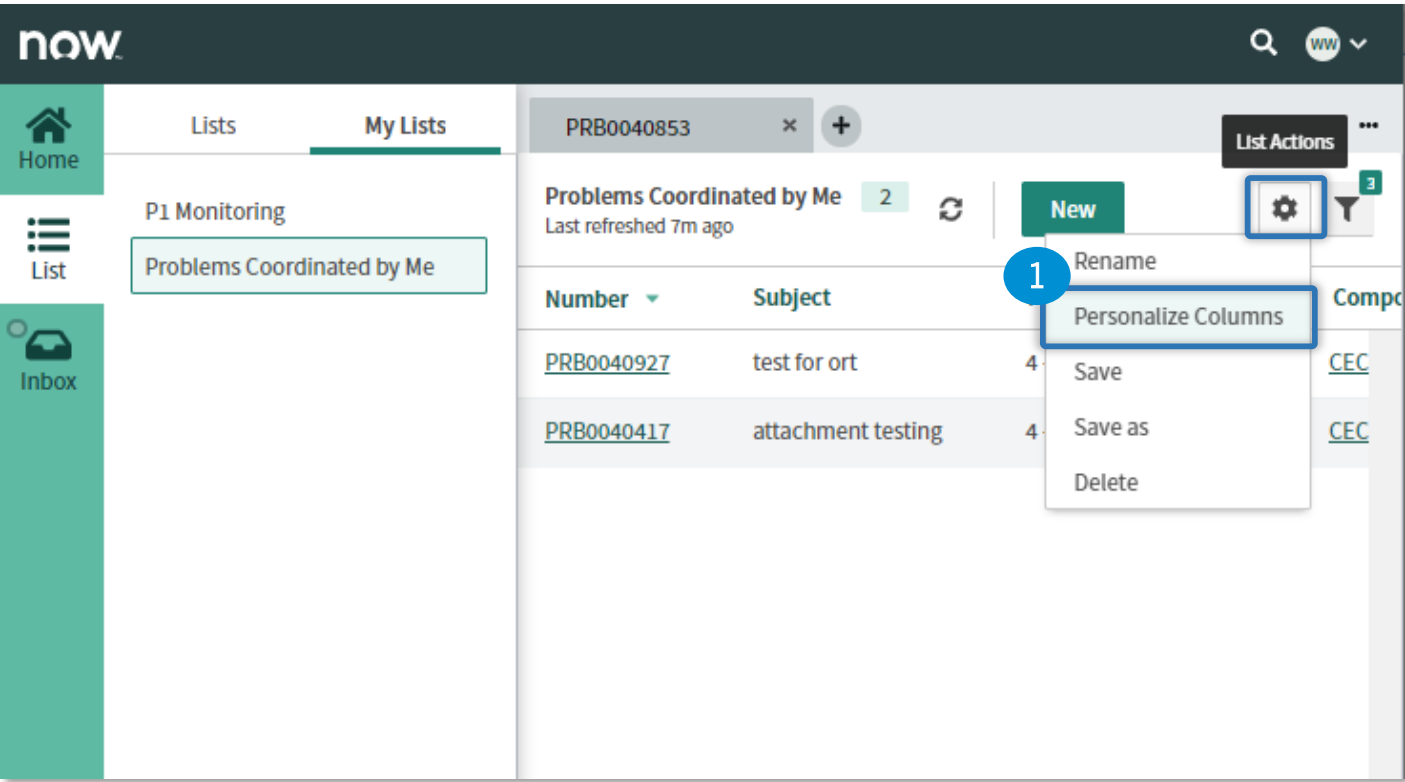Enter the name of the list in the pop-up window and click **Save**.

Step 3

The saved list will be displayed under **My Lists**..

Creating Personalized List
Problem Management

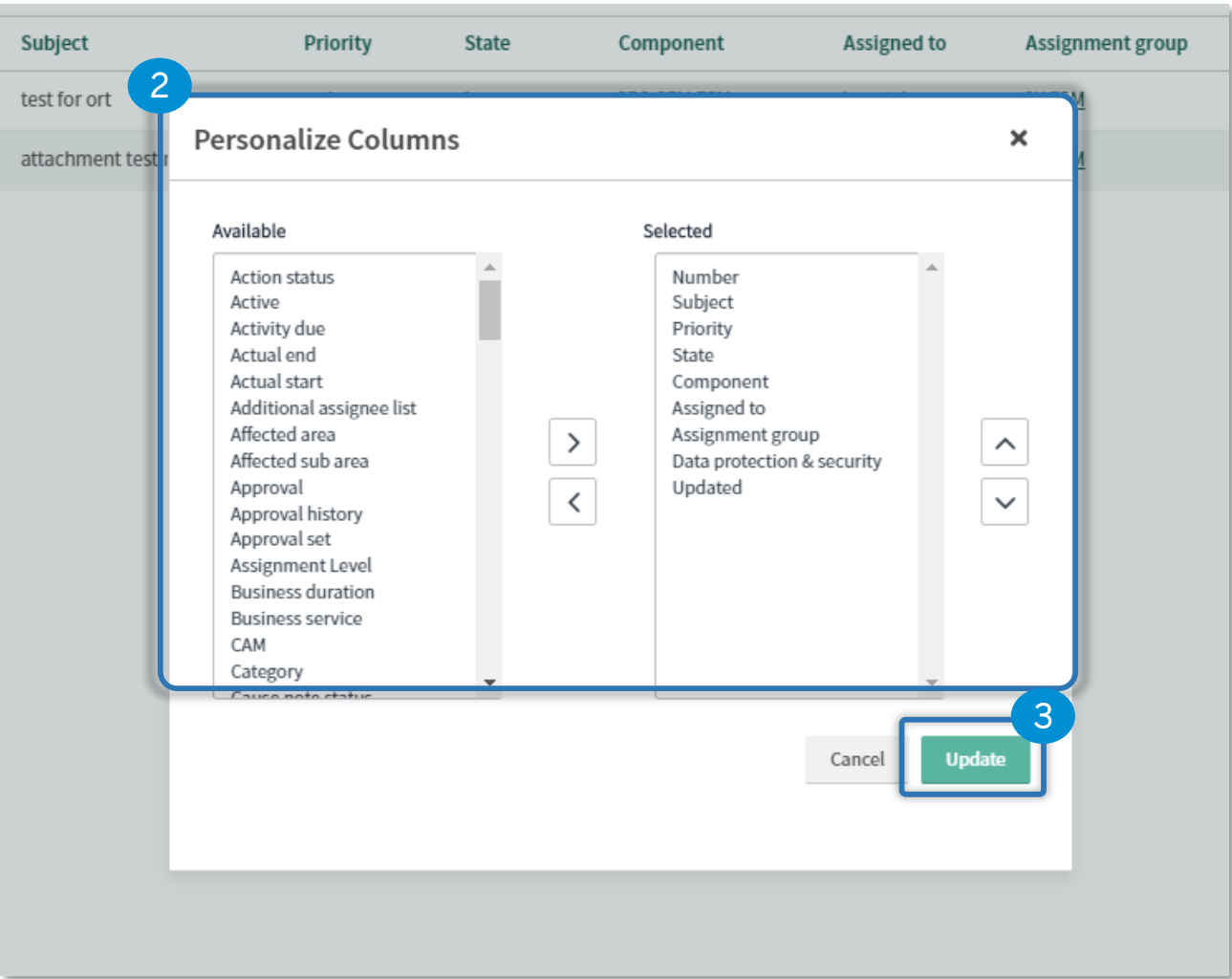**Hint: How to personalize your saved list in Agent Workspace?**

Step 1

Select the newly created list, click the **settings** icon and then click **Personalize Columns**.

Step 2 Select all necessary fields to be displayed in the list and move up or down the columns according to your needs.

Step 3 Click **Update** to update the list.

Notes ⚠

You may also sort any column is descending or ascending order based on your need. Once sorted, click the **settings** icon again and then click **Save** to update the list.

Creating Personalized List
Problem Management

Hint: How to find unassigned Problem Tasks in your group in UI16?

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 the following criteria:

Task type is Problem Task.

Step 4

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

Creating Personalized List
Problem Management

Hint: How to save the list as Favorites in UI16?

Step 1

In the newly created list, click the **List Context Menu** (the 3-line burger icon) title bar next to the list name or right-click mouse in the to open the options related to viewing and filtering the entire list.

Step 2

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

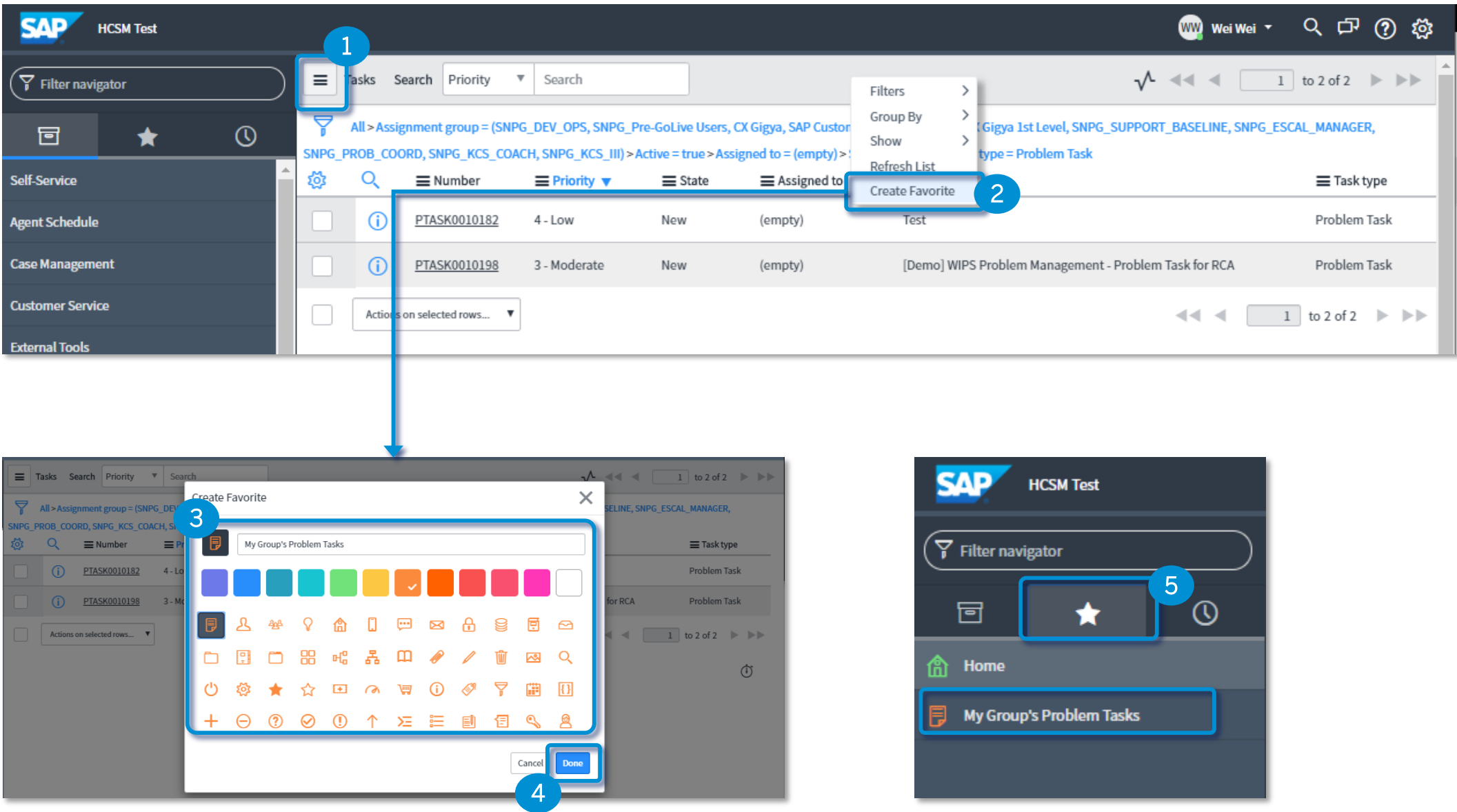### Step 3

Enter the list name, select color and icon for the display.

Step 4

Click **Done** to save this favorite list.

Step 5

The list will be saved under **Favorites** tab in the Application Navigator.

Change Log
Problem Management – Hints and Tips for Problem Management

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	Wei Wei	Nov 12 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released