Provide Resolution

At A Glance

Case Management Process

Log a Case → Categorize a Case → Investigate and Diagnose → Resolve and Recover → Validate and Close

Provide Resolution

Purpose

The Support Engineer provides the resolution to the customer in order to rectify the issue that has been identified. The recovery can be performed either by IT support staff or by providing the customer with a set of instructions to follow.

The Support Engineer should also update the Knowledge Database whenever possible to improve organizational learning experience and allow others to know how to deal with issues that have previously been resolved and documented.

Resolution Note Handling

If the Case has any related Incident and/or Problem record, the record with the latest resolution always overwrites the Case record's Resolution note field.

Previous resolution information in the Case is saved and displayed in the Activity Stream of the Case.

1. Test the Resolution (if necessary)

1a Test the resolution provided

1b Validate whether the resolution can recover the impacted services

Scenario 1: Testing is successful for Cloud product

Create Change record to implement the resolution

See WIPS entry for Change Management once is available

Scenario 2: Testing is successful for On-Premise product

Provide the resolution directly to customer

See WIPS entry for Finalize Record Information

Scenario 3: Testing is NOT successful

Repeat the investigation and diagnosis process until the testing is successful

See WIPS entry for Investigate and Diagnose

2. Finalize Record Information

1a Document the resolution in the Case

1b Update the error categorization of the Case

1c Add and finalize additional information relevant for the resolution

1d Send the resolution to the customer

3. Update Knowledge Database (if applicable)

Scenario 1: No related KBA found

See WIPS entry for Create a KBA

Scenario 2: Relevant KBA found but requires update

See WIPS entry for Update a KBA

Notes

The Knowledge Database can be updated at any stage of the Case Management process.

1. Test the Resolution (if necessary)

Case Management

Before send the resolution to the Customer, it should be tested to make certain it works the way is expected and can recover the impacted services.

As testing the Resolution is done outside of Now System, the step is not documented in these work instructions, however the actions from the testing results are described bellow.

Scenario 1: Testing is successful for Cloud product

Create Change record to implement the resolution

See WIPS entry for Change Management once is available

Available in future release

Scenario 2: Testing is successful for On-Premise product

Provide the resolution directly to customer

See WIPS entry for Finalize Record Information

Scenario 3: Testing is NOT successful

Repeat the investigation and diagnosis process until the testing is successful

See WIPS entry for Investigate and Diagnose

2. Finalize Record Information

Case Management

1a Document the resolution in the Case

From Case Record, Click on Details tab and scroll down to Resolution information.

Fill resolution information.

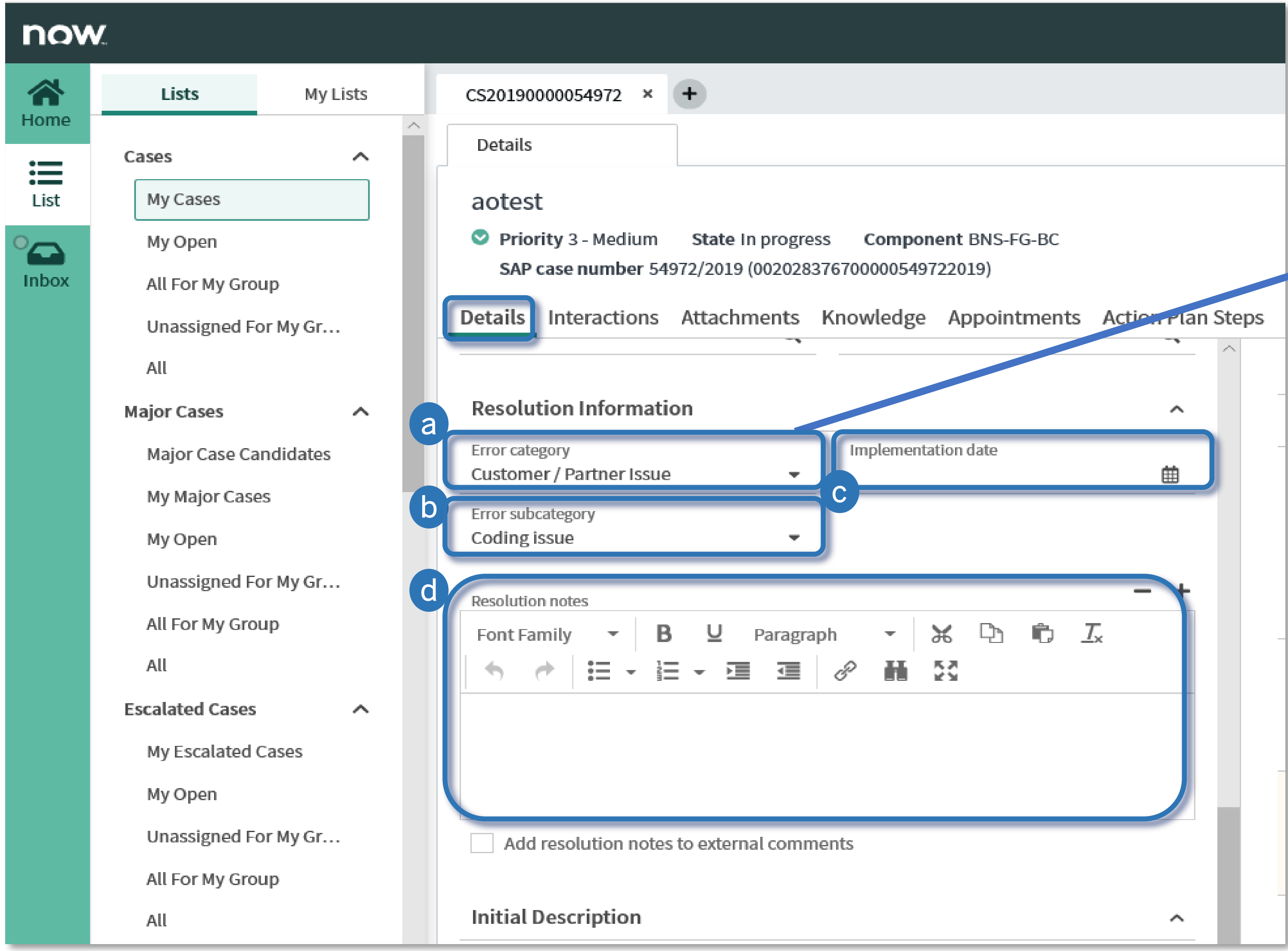
1b Update the error categorization of the Case

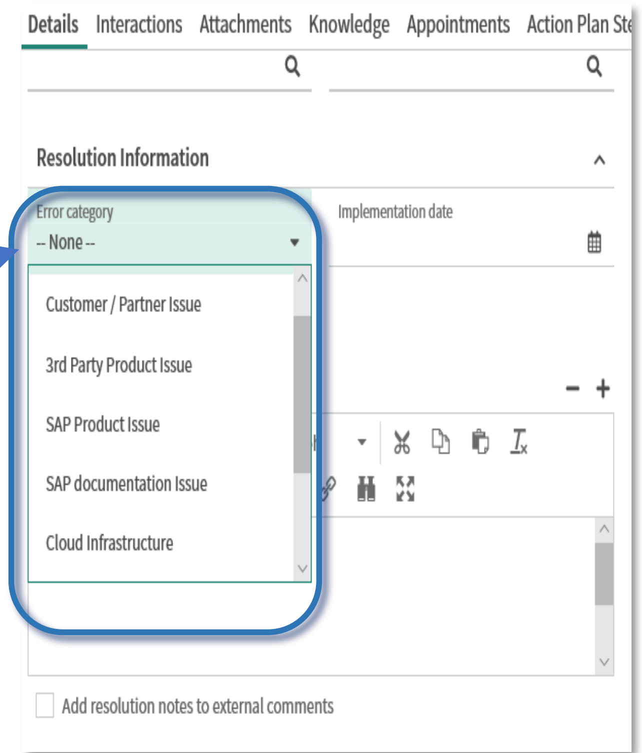
a. Select Error Category from drop menu.

b. Select subcategory, if required.

c. Informe the Implementation date.

d., write the solution in the resolution notes.





> **Notes**
>
> Select the **Add resolution notes** to the comments checkbox in order to make it available to the customer

2. Finalize Record Information

Case Management

1c Add and finalize additional information relevant for the resolution

a. From Case Record, Click on More UI Actions.

b. Click Add Attachment.

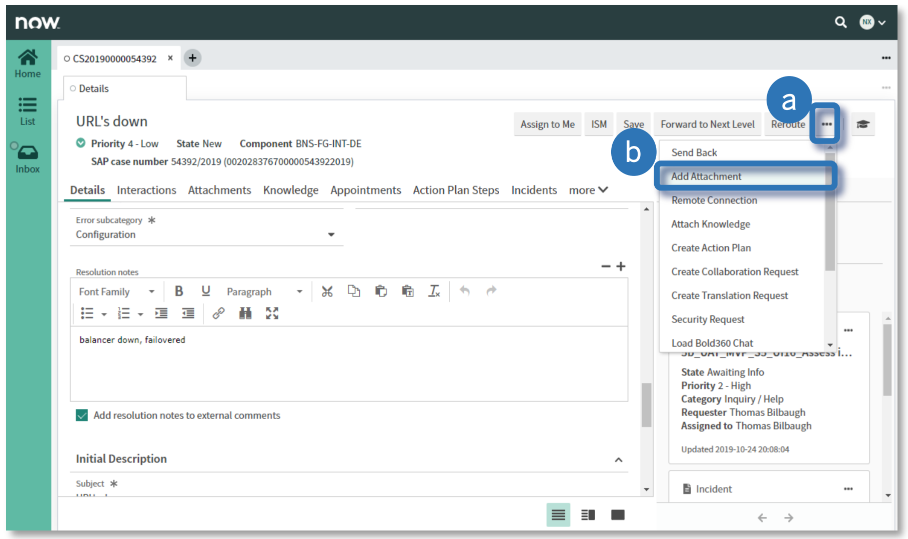
c. In the popped up window, click **Choose file** to selected the document need to be added.

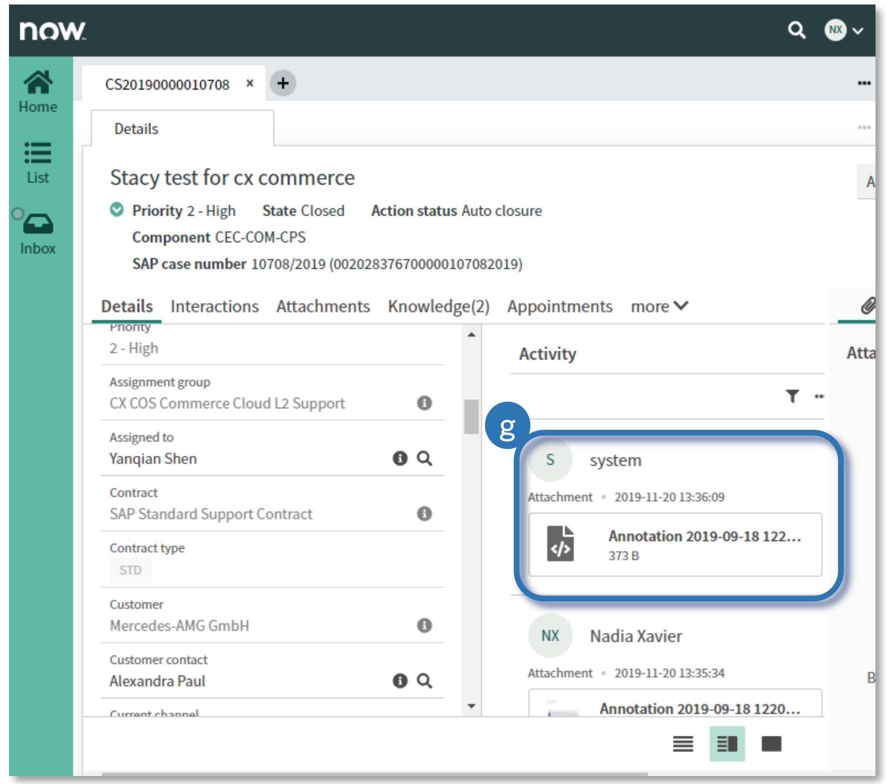
d. Flag Personal or Confidential if the document has any information regarding a person or confidential content .

e. Flag External to share the document with a Customer.

f. Click Attach.

g. It will be displayed in the Activity Stream .





2. Finalize Record Information

Case Management

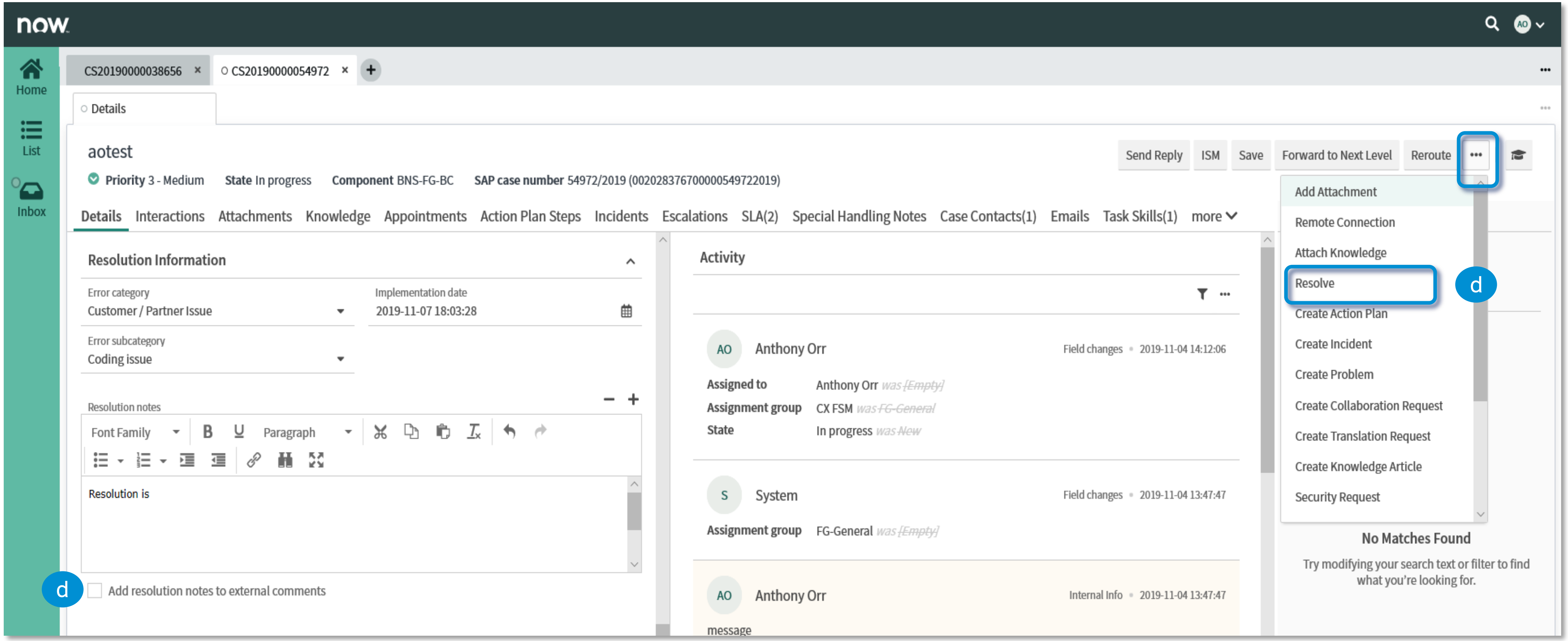
Finalize Record Information

1d Send the resolution to the customer

a. From Case Record, Click on More UI Actions.

b. Click resolve from the menu.

The Case record state changes to Resolved. Customer is informed and can approve or reject the resolution.



Change Log
Secondary title if needed

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

Blanca Serrano, Madrid
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	June 13, 2019	▪ WIPS 4.0 initial document	Draft
2.0.0	Nádia Xavier	Oct 01, 2016	▪ WIPS 4.0 Golden Standard baseline document	Released