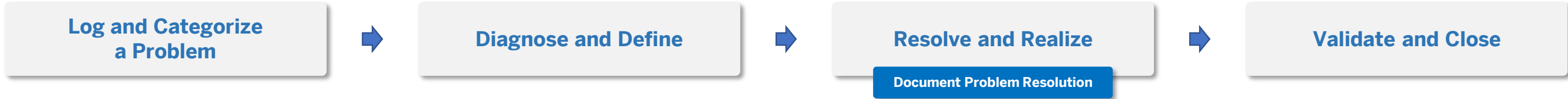


# Document Problem Resolution

At a Glance



## Problem Management Process



### Purpose

The output from Problem Management includes information and documentation concerning workarounds, known errors, and permanent solutions. Documenting the resolutions, especially the permanent solutions, improves organizational learning experience and allows Support Engineers, Developers, and Operators to know how to deal with issues that have previously been resolved and documented.

Developers and operators can document the resolutions in two types of knowledge articles: Knowledge Base Articles (KBAs) and Known Error Articles (KEAs).

### Knowledge Articles – which one to create?

- Known Error Articles (KEAs) are created to document the known errors once the root cause has been found. KEAs are only created for Problems and can be retired once the known error has been resolved permanently.
- Knowledge Base Articles (KBAs) are created to capture and share knowledge across the organization to improve efficiency by reducing the need to discover knowledge. KBAs can be created for any record type (e.g. Case, Incident, Problem).

## 1. Document Resolution in Knowledge Articles

### Option A: Document resolution using KBAs

#### Scenario 1: No existing KBA found

[See WIPS entry for Create a KBA](#)

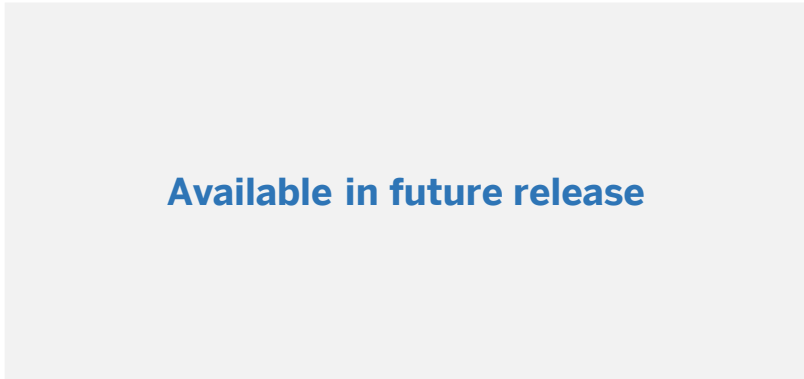
#### Scenario 2: Existing KBA found but requires update

[See WIPS entry for Update a KBA](#)

#### Scenario 3: Existing KBA found but obsolete or invalid

[See WIPS entry for Retire a KBA](#)

### Option B: Document resolution using KEAs



### Notes



#### Best Practices for Documenting Resolution

- Always [search for existing knowledge articles](#) before creating anything new in order to avoid duplicate records.
- If the information provided in the knowledge articles is obsolete, invalid, irrelevant, and/or duplicate, [retire the knowledge article](#) whenever necessary.

#### Overview of Knowledge Management

Click [here](#) to see the work instructions on the end-to-end Knowledge Management Process.

**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
1.0.0	Ramya B	July 17,2019	<ul style="list-style-type: none"><li>WIPS 4.0 Initial document</li></ul>	Released
2.0.0	Wei Wei	Nov 21, 2019	<ul style="list-style-type: none"><li>WIPS 4.0 Golden Standard Baseline Document</li></ul>	Released