

Validate, Prioritize, Categorize, and Assign a Problem

At a Glance

Problem Management Process



Purpose

Problem Coordinator validates, prioritize, and categorize the Problem record to ensure all information has been captured accurately and completely and assigns the Problem to the responsible development and/or operations teams to perform Root Cause Analysis.

1. Problem Coordinator Validates the Problem

- 1a Problem Coordinator assigns the Problem record to himself
- 1b Assess the Problem to ensure all necessary information is provided
- 1c Reject the Problem if it's invalid (if applicable)

Scenario 1: There is existing Problem record with similar issue

Mark the new Problem record as duplicate

Scenario 2: There is lack of reason to continue the work

Cancel the Problem record

2. Problem Coordinator Prioritizes, Categorizes, and Assigns the Problem to Problem Processor

- 2a Verify and change the priority if necessary
- 2b Add relevant stakeholders to the Watch list and/or Internal note list and update External/Internal info
- 2c Confirm the Problem record's validity to start Root Cause Analysis
- 2d Assign the Problem to the processor to work on the reported issue

Notes

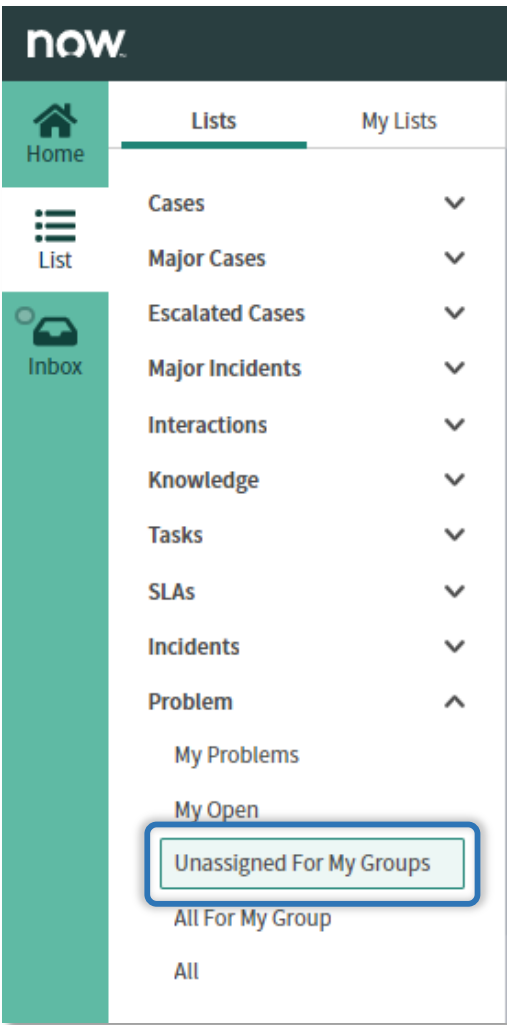


Step 1c can also be performed at later stage during RCA analysis or solution implementation.

1a Problem Coordinator assigns the Problem record to himself

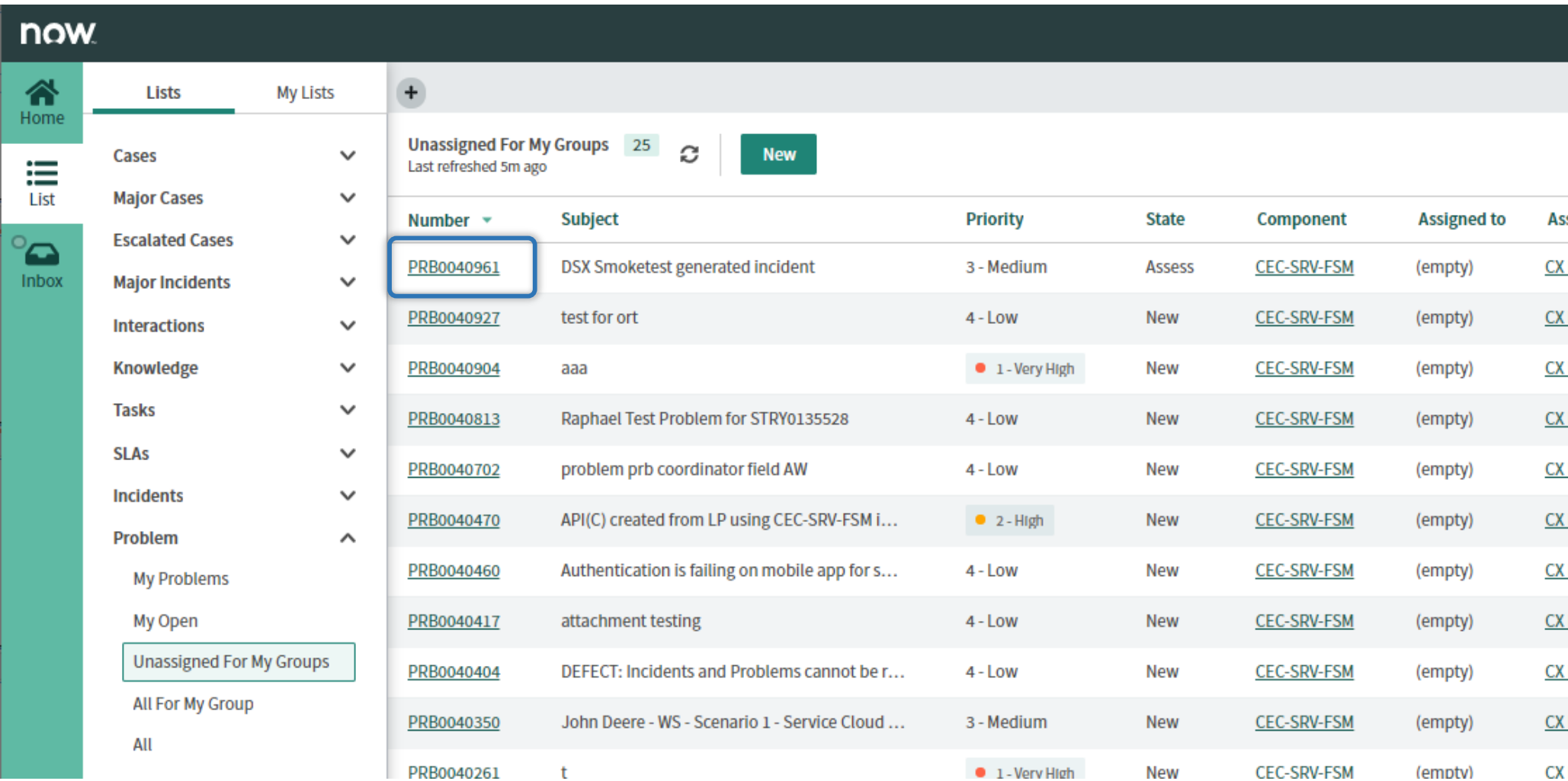
Step1

Open **List view** and click **Problem** Module.



Step2

Click **Unassigned For My Groups** in the list to view all Problems that have not been assigned to any processor.
Then click the **Problem Number** to open the selected record.



1. Coordinator Validates the Problem

Problem Management

1a Problem Coordinator assigns the Problem record to himself

Step1

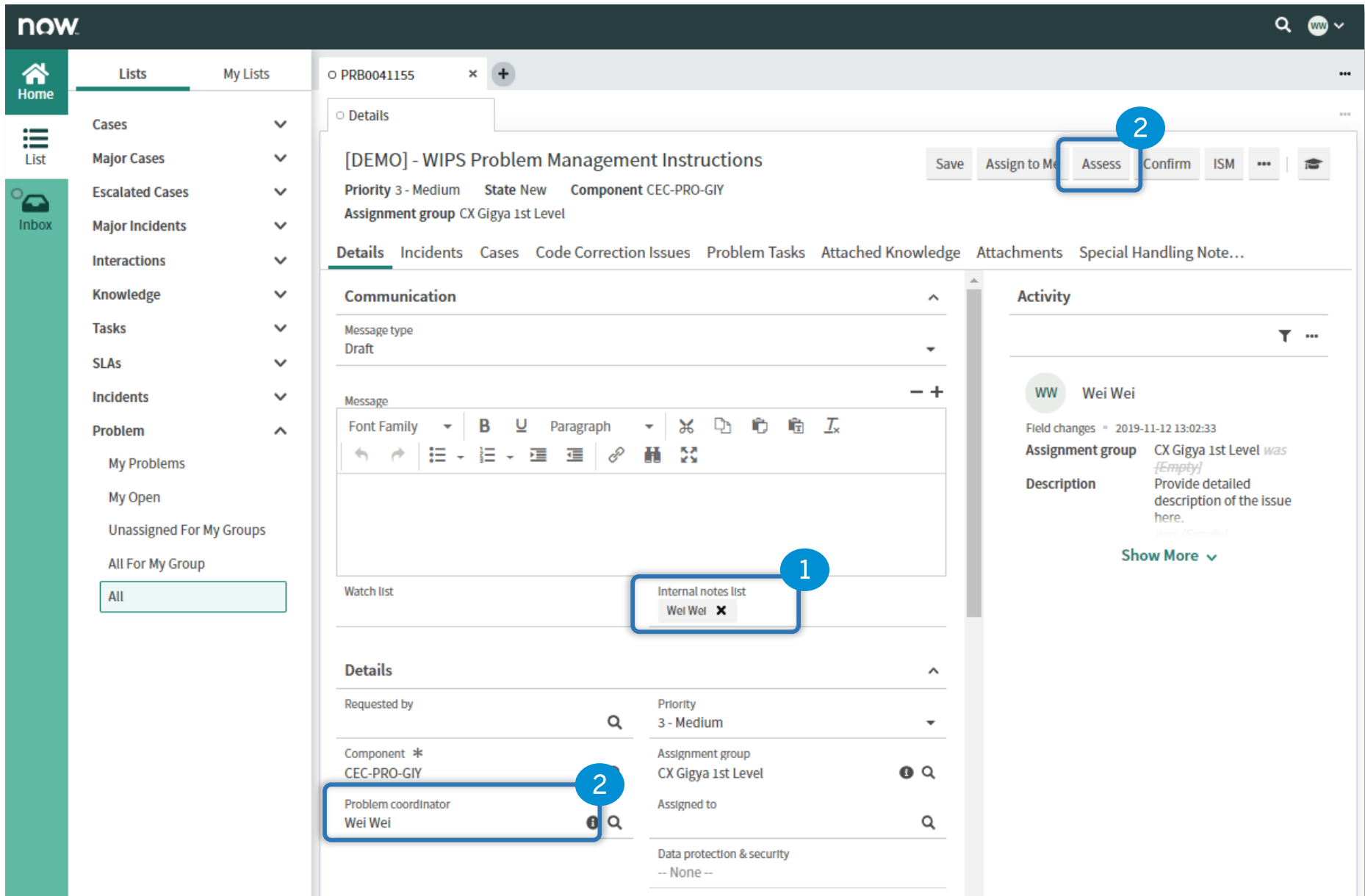
The Problem Coordinator adds his name to the field **Internal notes list** in order to receive any future internal update and comment posted in the record.

Step2

The Problem Coordinator adds his name to the field **Problem Coordinator**.

Step3

Click **Assess** to start the process of assessing the problem. This changes the state of the record to **Assess**.



1. Coordinator Validates the Problem

Problem Management

1b Assess the Problem to ensure all necessary information is provided

Step 1

Check that all mandatory fields are correctly filled to ensure the completeness and correctness of the information provided.

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Assess Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level

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

Communication

Details

Requested by Priority 3 - Medium

Component * CEC-PRO-GIY

Assignment group CX Gigya 1st Level

Problem coordinator Wei Wei

Assigned to

Data protection & security -- None --

☐ EUDP deactivated

System

Analysis Information

Resolution Information

Other Information

Initial Description

Subject * [DEMO] - WIPS Problem Management Instructions

Description * Provide detailed description of the issue here.

Activity

Clear Filter

WW Wei Wei

Field changes 2019-11-12 13:12:46

State Assess was New

WW Wei Wei

Field changes 2019-11-12 13:02:33

Assignment group CX Gigya 1st Level was Empty

Description Provide detailed description of the issue here.

Show More

Step 2

Contact the requestor for any missing information or clarification using **External Info** and other communication channels if applicable.

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Assess Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level

Details Incidents Cases Code Correction Issues Problem Tasks Attached Knowledge Attachments

Communication

Message type External Info

Message * Please provide more information for this issue.

PRB0040853 PRB0040850 CS20190000055673

Details

[Demo] WIPS Content Creation

Priority 3 - Medium State In progress Component CEC-PRO-GIY

SAP case number 55673/2019 (002028376700000556732019)

Details Interactions Attachments Knowledge Appointments Action Plan Steps Incidents Escalations SLA(2) more

Communication

Message type Draft

Message

Font Family Paragraph

Activity

S System

Internal Info 2019-10-24 14:21:27

Wei Wei - Commented on PRB0041156

Please provide more information.

Notes

The mandatory fields for assessing Problem are:

- a. Component
- b. Subject
- c. Description

Message Flow

- If the Problem is created from Case/Incident, the External Info sent from Problem will be displayed in **Activity** section as the **Internal Info** in the Case/Incident record.
- If the Problem is created without related Case/Incident, the **External Info** sent from Problem will be sent to the creator of this Problem record and documented in the Problem record's **Activity** section.

1. Coordinator Validates the Problem

Problem Management

1c Reject the Problem if it's invalid (if applicable)

Scenario 1 There is existing Problem record with similar issue.

Steps:

- Click **Mark Duplicate**.
- Add the **existing (previously opened) Problem record number** (PRBXXXXXX) to the field **Duplicate of** in the **Resolution Information** section of the **Details** tab.
- Close the red warning banner and then click **Mark Duplicate** again to close this record.

This auto-populates the fields of **Marked duplicate by** with the processor's name, **Marked duplicate** with the current date, and **Resolution code** as Duplicated.

It also closes the newly created Problem record and changes the state of the Problem record to **Closed**.

The first screenshot shows the 'Details' tab of a problem record. The 'Mark Duplicate' button is highlighted with a blue circle and the number 1. The second screenshot shows the 'Resolution Information' section with a red warning banner indicating that mandatory fields are not filled in. The 'Duplicate of' field is highlighted with a blue circle and the number 2. The third screenshot shows the 'Mark Duplicate' button highlighted with a blue circle and the number 3.

The screenshot shows the 'Resolution Information' section after marking a problem as duplicate. The 'State' is now 'Closed'. The 'Resolution code' is 'Duplicate'. The 'Duplicate of' field is populated with 'PRB0040007'. The 'Marked duplicate by' field is populated with 'Wei Wei'. The 'Marked duplicate' date is '2019-11-29 09:53:46'. The 'Activity' section shows a list of activities performed by 'Wei Wei'.

1. Coordinator Validates the Problem

Problem Management

1c Reject the Problem if it's invalid (if applicable)

Scenario 2 There is lack of reason to continue the work.

Steps:

- Click **Cancel**.
- Provide reason of cancelation in the field **Canceled reason** in the **Resolution Information** section in **Details** tab.

The screenshot shows the SAP Problem Management interface for problem PRB0041451. The 'Details' tab is active. The title is '[DEMO] - WIPS Problem Management - Cancel a Problem'. Below the title, the priority is '3 - Medium', the state is 'Assess', and the component is 'CEC-PRO-GIY'. The assignment group is 'CX Gigya 1st Level'. A toolbar contains buttons: 'Save', 'Assign to Me', 'Confirm', 'Mark Duplicate', 'Cancel' (highlighted with a blue circle and the number 1), 'ISM', and a menu icon. Below the toolbar, there are tabs for 'Details', 'Incidents', 'Cases', 'Code Corrections', 'Problem Tasks', 'Attached Knowledge', 'Attachments', 'Related Knowledge', and 'Special Handling Note...'. The 'Details' tab is selected.

The screenshot shows the SAP Problem Management interface for problem PRB0041451. The 'Details' tab is active. A red warning banner at the top states: 'The following mandatory fields are not filled in: Canceled reason'. Below the banner, the 'Resolution Information' section is expanded, showing fields for 'Affected area', 'Affected sub area', 'Root cause', and 'Resolution code'. The 'Resolution code' field is highlighted with a blue circle and the number 2, and its value is 'Canceled'. Below the 'Resolution Information' section, the 'Canceled reason' field is highlighted with a blue circle and the number 2, and its value is 'Cancaled as there is no resolution within reasonable investment.' The 'Activity' section on the right shows the user 'Wei Wei' and the state 'Assess was New'.

Notes



Examples of scenario 2 are:

- Lack of resource an/or budget for further investigation
- Resolution cannot be found within reasonable investment
- There is no resolution

- Close the red warning banner and then click **Cancel** again to close this record.

The screenshot shows the SAP Problem Management interface for problem PRB0041451. The 'Details' tab is active. The title is '[DEMO] - WIPS Problem Management - Cancel a Problem'. Below the title, the priority is '3 - Medium', the state is 'Assess', and the component is 'CEC-PRO-GIY'. The assignment group is 'CX Gigya 1st Level'. A toolbar contains buttons: 'Save', 'Assign to Me', 'Confirm', 'Mark Duplicate', 'Cancel' (highlighted with a blue circle and the number 3), 'ISM', and a menu icon. Below the toolbar, there are tabs for 'Details', 'Incidents', 'Cases', 'Code Corrections', 'Problem Tasks', 'Attached Knowledge', 'Attachments', 'Related Knowledge', and 'Special Handling Note...'. The 'Details' tab is selected.

This auto-populates the fields of **Canceled by** with the processor's name, **Canceled** with the current date, and **Resolution code** as Canceled. It also closes the record and changes the state of the Problem record to **Closed**.

The screenshot shows the SAP Problem Management interface for problem PRB0041451. The 'Details' tab is active. The title is '[DEMO] - WIPS Problem Management - Cancel a Problem'. Below the title, the priority is '3 - Medium', the state is 'Closed', and the component is 'CEC-PRO-GIY'. The assignment group is 'CX Gigya 1st Level'. A toolbar contains buttons: 'Save', 'Assign to Me', 'Confirm', 'Mark Duplicate', 'Cancel', 'ISM', and a menu icon. Below the toolbar, there are tabs for 'Details', 'Incidents', 'Cases', 'Code Corrections', 'Problem Tasks', 'Attached Knowledge', 'Attachments', 'Related Knowledge', and 'Special Handling Note...'. The 'Details' tab is selected. The 'Analysis Information' section is expanded, showing fields for 'Opened by', 'Confirmed by', 'Opened', and 'Confirmed'. The 'Resolution Information' section is expanded, showing fields for 'Canceled by', 'Canceled', 'Resolution code', and 'State'. The 'Canceled by' field is highlighted with a blue circle and the number 3, and its value is 'Wei Wei'. The 'Canceled' field is highlighted with a blue circle and the number 3, and its value is '2019-11-29 10:10:15'. The 'Resolution code' field is highlighted with a blue circle and the number 3, and its value is 'Canceled was {Empty}'. The 'State' field is highlighted with a blue circle and the number 3, and its value is 'Closed was Assess'. The 'Activity' section on the right shows the user 'Wei Wei' and the state 'Assess was New'.

2. Coordinator Prioritizes, Categorizes, and Assigns the Problem

Problem Management

2a Verify and change the priority if necessary

Step 1

Verify whether the chosen priority level is accurate.
If not, click **Priority** and choose the correct level from the dropdown list.

Step 2

Select **Message type** as **Internal Info** and enter the reason for the priority adjustment in the **Message** filed.

Step 3

Click **Save** to post the internal notes and update the record.

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions

Priority 3 - Medium State Assess Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level

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

2

Communication

Message type
Internal Info

Message *

Font Family B U Paragraph

Provide reasoning for the adjustment of the priority if necessary.

3

Save

Assign to Me

Confirm

Mark Duplicate

Cancel

...

Watch list

Internal notes list
Wei Wei

Details

Requested by
CS20190000057268

Component *
CEC-PRO-GIY

Problem coordinator
Wei Wei

1

Priority
3 - Medium

1 - Very High

2 - High

3 - Medium

4 - Low

☐ EUDP deactivated

Activity

WW Wei Wei

External Info 2019-11-12 13:20:49

Please provide more information for this issue.

WW Wei Wei

External Info 2019-11-12 13:20:17

Please provide more information for this issue.

WW Wei Wei

External Info 2019-11-12 13:12:46

Please provide more information for this issue.

WW Wei Wei

Field changes 2019-11-12 13:12:46

State Assess was New

Notes



Priorities

Priorities are categorized into the following 4 levels.

- 1 – Very High
- 2 – High
- 3 – Medium
- 4 – Low

2. Coordinator Prioritizes, Categorizes, and Assigns the Problem

Problem Management

2b Add relevant stakeholders to the Watch list and/or Internal note list and update Internal/External info

Step 1

Add all relevant stakeholders to the **Watch list** and/or **Internal notes list**.

Step 2

Select the applicable **Message type** based on the type of the audience for the information and update.

Step 3

Write down the information and update as **Internal Info** and/or **External Info** accordingly in the Message field.

Step 4

Click **Save** to update the record. The system will automatically send notification email regarding the new message to the corresponding lists based on the **Message type**.

The screenshot shows the SAP WIPs Problem Management Instructions form for record PRB0041155. The form is divided into several sections. At the top, the title is "[DEMO] - WIPs Problem Management Instructions". Below the title, there are fields for "Priority" (3 - Medium), "State Assess", "Component" (CEC-PRO-GIY), and "Assignment group" (CX Gigya 1st Level). A "Save" button is highlighted with a blue box and a callout number 4. Below this, there are tabs for "Details", "Incidents", "Cases", "Code Correction Issues", "Problem Tasks", "Attached Knowledge", "Attachments", and "Special H". The "Details" tab is selected. Under the "Details" tab, there is a "Communication" section. In this section, the "Message type" dropdown is set to "External Info" (callout 2). Below this is a "Message" field with a rich text editor toolbar. The message content is: "The external info will be sent to both stakeholders listed in the Watch list AND stakeholders listed in Internal notes list. The internal info will be sent to only the stakeholders listed in Internal notes list." (callout 3). Below the message field, there are two lists: "Watch list" and "Internal notes list". The "Watch list" contains three entries: "Ha Tran", "Blanca Serrano", and "Marcia Luna ..." (callout 1). The "Internal notes list" contains two entries: "Wei Wei" and "Christian Cast...". At the bottom of the form, there is a "Details" section with fields for "Requested by" (CS20190000057268), "Priority" (3 - Medium), "Component" (CEC-PRO-GIY), and "Assignment group" (CX Gigya 1st Level).

Notes



The message types are categorized and explained as follows:

- **Draft:** message that is not ready to be sent
- **Internal Info:** message that is sent to stakeholders listed in **Internal notes list only** and remains within the current record
- **External Info:** message that is sent to stakeholders listed in **both Watch list and Internal notes list** and is displayed in the source record as Internal Info (if any).

2c Confirm the record to start Root Cause Analysis

Step1

Click **Confirm** to approve that this Problem record is valid for further investigation.
This changes the state of the Problem record to **Root Cause Analysis**.

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions

Priority 3 - MediumState AssessComponent CEC-PRO-GIY

Assignment group CX Gigya 1st Level

SaveAssign to MeConfirmMark DuplicateCancel

DetailsIncidentsCasesCode Correction IssuesProblem TasksAttached KnowledgeAttachmentsSpecial Handling Note...

Communication

Message typeDraft

Message

Font FamilyBUParagraph

Watch listHa TranBlanca SerranoMarcia Luna

Internal notes listWei WeiChristian Cast

Details

Requested byCS20190000057268

Component *CEC-PRO-GIY

Priority3 - Medium

Assignment groupCX Gigya 1st Level

Activity

WW Wei Wei

External Info - 2019-11-12 14:20:48

The external info will be sent to b stakeholders listed in the Watch l stakeholders listed in Internal no The internal info will be sent to o stakeholders listed in Internal no

WW Wei Wei

Internal Info - 2019-11-12 13:29:07

Provide reasoning for the adjustr priority if necessary.

WW Wei Wei

External Info - 2019-11-12 13:20:49

Please provide more information

PRB0041155

Details

[DEMO] - WIPS Problem Management Instructions

Priority 3 - MediumState Root Cause AnalysisComponent CEC-PRO-GIY

Assignment group CX Gigya 1st Level

SaveAssign to Me

DetailsIncidentsCasesCode Correction IssuesProblem TasksAttached KnowledgeAttachments

Communication

Message typeDraft

2. Coordinator Prioritizes, Categorizes, and Assigns the Problem

Problem Management

2d Assign the Problem to the processor to work on the reported issue

Step 1

Add the processor that will start to work on this Problem record to the **Assigned to** field.

Alternatively, the Coordinator may also assign the record to the group that is going to process the record by changing the **Assignment group** field. Processors in this new group will either self-select or be assigned to this record afterwards.

Step 2

Select **Internal Info** as the **Message type** and inform the processor to provide workaround in the **Message** field.

Step 3

Click **Save** to post the internal information to the record.

PRB0041155

Details

[DEMO- - WIPS Problem Management Instructions]

Priority 3 - Medium State Root Cause Analysis Component CEC-PRO-GIY

Assignment group CX Gigya 1st Level

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

Communication

Message type
Internal Info

Message *

Font Family B U Paragraph

inform the processor/processing group for the next steps.

Watch list
Ha Tran X Blanca Serrano X
Marcia Luna ... X

Internal notes list
Wei Wei X Christian Cast... X

Details

Requested by
CS2019000057268

Component *
CEC-PRO-GIY

Problem coordinator
Wei Wei

Priority
3 - Medium

Assignment group
CX Gigya 1st Level

Assigned to *
Nadia Xavier

Data protection & security
-- None --

Activity

WW Wei Wei

Field changes 2019-11-18 09:21:31

Assigned to Nadia Xavier was {Empty}

State Root Cause Analysis was Assess

WW Wei Wei

Field changes 2019-11-18 09:18:46

State Assess was New

WW Wei Wei

Field changes 2019-11-18 09:12:34

Assignment group CX Gigya 1st Level was {Empty}

Description
This is a demonstration to show how to process a Problem record.

Show More

2. Coordinator Prioritizes, Categorizes, and Assigns the Problem

Problem Management

2d Assign the Problem to the processor to work on the reported issue

The processor is notified via emails about the new assignment and the next steps.

Subject: [INFO] Assigned To has changed for PRB0041155

From: ITSM Notification Test

To: christian.castelo.branco@sap.com

Hide email details

THE BEST RUN

SAP

INTERNAL

Dear Colleagues,

Please note that the problem has been changed.

New Assigned To: Nadia Xavier

Previous Assigned To:

TAKE ME TO THE PROBLEM

Basic problem information at a glance:

Problem number:

PRB0041155

Short description:

[DEMO] - WIPS Problem Management Instructions

Component:

CEC-PRO-GIY

Assignment Group:

CX Gigya 1st Level

Priority:

3 - Medium

State:

Root Cause Analysis

Action Status:

Best regards,

Your Notification Service

Note: Your answer to this email will be logged in the above record as an Internal Info.

Copyright/Trademark

Privacy

Impressum

Subject: [INFO] Problem work notes added for PRB0041155

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:

2019-11-18 09:33:56 GMT - Wei Wei

Internal Info

inform the processor/processing group for the next steps.

TAKE ME TO THE PROBLEM

Basic case information at a glance:

Problem number:

PRB0041155

Short description:

[DEMO] - WIPS Problem Management Instructions

Customer:

Component:

CEC-PRO-GIY

Priority:

3 - Medium

State:

Root Cause Analysis

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.

Copyright/Trademark

Privacy

Impressum

Change Log

Problem Management – Validate, Prioritize, Categorize, and Assign a Problem

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