# A yellow and black text AI-generated content may be incorrect. New problem Management case

# ✅ Stage 1: Problem Creation

|  |  |
| --- | --- |
| Field | Description |
| Case Type | New Problem |
| Stage | 1 – Creation |
| Requester | [Employee Name or Email] |
| Subject | Short summary of the issue |
| Description | Detailed problem statement |
| Status | Open / Closed / Change Requested |
| Priority | High / Medium / Low / Urgent |
| Impact | Low / Medium / High |
| Group (Team) | DevOps / IT / SOC / Compliance |
| Department | IT / Software / Finance / HR |
| Category | Hardware / Software / Network / Reimbursement / Travel / Payroll |
| Subcategory | e.g., Network issue / Laptop issue / Server issue (based on Main Category) |
| Planned Start Date | [DD/MM/YYYY] |
| Planned End Date | [DD/MM/YYYY] |
| Total Efforts | [Estimated in hours or days] |

# 🔍 Stage 2: Reviewing & Analysis

|  |  |
| --- | --- |
| Field | Description |
| Stage | 2 – Review & Analysis |
| Description | Display current case issue |
| Analysis | Root cause identification and closure plan |
| ▸ Root Cause | Technical or procedural failure |
| ▸ Impact | Business or user impact |
| ▸ Symptoms | Observable signs of the problem |

Solution Options:

|  |  |
| --- | --- |
| Option | Action |
| Permanent Solution | Opens tab to Create Article and Publish it to knowledge base |
| Workaround | Opens tab to Create Article and Publish it to knowledge base |

# ✅ Stage 3: Closure

|  |  |
| --- | --- |
| Field | Description |
| Note | Any additional information for record |
| Team | Team handling the resolution |
| Status | Open / Closed / Change Requested |
| Notify Before | Automated reminder before deadlines |
| ▸ Planned Start Date | [DD/MM/YYYY] |
| ▸ Planned End Date | [DD/MM/YYYY] |
| ▸ Total Efforts | [Estimated in hours or days] |
| Mark as known issue |  |