PROBLEM RECORD

Problem Record

Problem ID		Timestamp			
		Date	Time		
1		1/1/2020	3:00:00 AM		

Impact	Priority	Problem Category
1	1	Problem Security

[company logo]
[company name]

Description		Status	Name	Telephone
Recurring account lockout on the device		In Progress	Last name, Name 10	987654

[company logo]
[company name]

E-mail		Date	
email.tech1@tech_domain.com		15/01/2020	

[company logo]
[company name]

Resolution			
Workaround	~~Threat Category~~	~~Related Incident(s)~~	**Related Problem(s)**
Software Reset	~~Software Security~~	~~No. XXX, No. XXX~~	N/A

Change Needed	Related Change Number	Root Cause Category
YES		Software defect

Test Case Description	Related Known Error
The vendor provided patch was unstable	N/A

Usage instructions

Usage instructions
Problem can contain one or more rows. If you record every step in finding a resolution (which is highly advisable) of a problem, use a ~~new row for every entry (either next row if it is a the last problem in a list or insert a new row at the bottom of the problem you are working on).~~
To enter new problem: select first row of last problem and copy it. ~~Select column "A" in first available row and paste copied data. Change data (Problem ID, Users data, ..etc.) according to the actual problem.~~
"Problem Record" worksheet uses Lists in columns: C, F, L, Q, T and V. Source data for lists are in worksheet "Usage instructions" Enter ~~your own data in worksheet "Usage instructions" to be able to use them in "Problem Record" worksheet. Therefore, it is important to insert a new problem by copying last problem (i.e. first row of last problem) so that lists and respective sources are available.~~
Timestamp data (Date and Time) - use "Ctrl+<semi-colon> (for status date) i.e. ~~"Ctrl+Shift+<colon>" (for status time) key~~ combination. In such way, status timestamp will be entered.
~~Urgency/Impact - Urgency i.e. Impact of a problem. Use "Data Validation" function to change if needed. Explanation of grades is usually defined in SLA.~~
Priority - cell is automatically calculated (Impact+Urgency-1)

Do not delete data below this point. Fill in data which

Origin
Web portal
Service Desk
Phone
E-mail
Event management

Tips
Record every reported problem. As resolution process progresses, record every task completed. To do this, insert rows and fill all necessary fields in "Resolution" rows. Repeat this for the same problem as many times as needed (i.e. until problem is resolved).
Use new template for each customer.
Reports can be produced using Filter, Sort or Pivot functionalities.
If problem was re-categorised - enter the change in "Closure category" column.

are used in table "Problem Record."

Technician data		
Last name, Name 10	987654	email.tech1@tech_domain.com
Last name, Name 9	987653	email.tech2@tech_domain.com
Last name, Name 8	987652	email.tech3@tech_domain.com

Users CI List	Problem Category
Dell V130	Problem/Software/Office automation
HP 650	Problem/Software/Internet Explorer
AOC 2133HD	Problem/Software/Word
Samsung Note I	Problem/Software/Excel
Apple iPhone	Problem/Infrastructure/Network connection
HP LaserJet 544	Problem/Infrastructure/Network equipment
	Problem/Hardware/Laptop
	Problem/Hardware/Server
	Problem/Hardware/Workstation
	Problem/Hardware/Printer
	Problem/Service/E-mail
	Problem/Service/Printing
	Problem/Service/Reporting

Problem Status	Change Needed	Root Cause Category
In Progress	YES	End-user error
Closed	NO	Hardware conflict
Reopened		Hardware failure
		Password reset
		Power failure
		Software conflict
		Virus