Create a new RFC record from a problem

Once a problem is resolved, the solution can be implemented using change procedure(s) and tested to confirm service recovery. If a normal change was required, an associated Request For Change (RFC) will be raised and approved before a resolution is applied to the Problem.

1. Click on the **New** button. The *New activity* window will open: In this window enter the basic data of the new RFC record: *Step, Comment, Guide and Description*. Click on **Accept** button to save.

2. After saving, the window for adding relations with other cases will open. See How to use Link cases tool

✕

1. Current **Problem case** and its **Category** will be pre selected.
   Fill in the fields:
2. **Relationship type:** to define the type of relationship.
3. Enter the **Title(Subject)** and **Description** of the relationship between cases. Enter the Title(Subject) and Description of the relationship between cases.

Relationship Type	Description
Unknown relation	There is no direct relationship between the cases, but they may share similarities that allow them to be related. * This type of relationship is used just for information purposes.
This case is part of	There is a relationship between the cases, although the related case is not caused by the main case.
This case is the result of	The (related) case is caused by the main case. Example: Due to network problems (main case), a user does not have access to his email (related case).

Link Case   ✕

Select the case and fill in the following information

Select Case: 33 No mech mode error   🔍

Category: IT Service\Printing/Problem

Relationship type: This case is the result of

Title:

Rollback of incompatible new driver

Description:

Latest driver update is incompatible with older s.o versions

Accept ✔   Cancel ✖

3. Click on **Accept** button to save. A window with the list of existing relationships will open. If necessary, select the current relationship to edit or create a new relationship.

4. Once the relationships are created, the form to create a new case will open.

   See How to create a new incident record
   See How to create a new problem record

Complete the following form

Case number: 37

Select user:

Change   (Usr 001) Jordan Ford Franklin

Notification Method:

Add   eMail (lever.Test@outlook ▾

Urgency:

Medium ▾

Is major: ☐

Select Category

| Category: | IT Service\Printing | **Change** |
| Details: | Printer or printing service change request | |

Id MD SLA	SLA name	Model ↑	Calendar	Max time	Normal time	Model Description
6	General Requ...	Request for Change Normal	Default	2880	720	A Normal Chang...

◄ ────────────────── ►

Description

Impact: Priority:

Medium ▾   Medium ▾

Title: ☐

Rollback incompatible driver

Description: ☐

Latest driver update is not compatible with older s.o versions

Change Management. Initial RFC Information   ⌃

1. Complete the RFC JUSTIFICATION and DESCRIPTION fields.
2. The planned start and end dates.

Change Description

⊗ *Required field*

Change Justification

⊗ *Required field*

Planned Start   12/07/2021 08:30 AM

Planned End   12/07/2021 08:30 AM

Change Management.

A new RFC case form includes fields to add more information to the request.

Description and Justification fields are mandatory

After the RFC record is created, the *Activities* info will be updated: