

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.

The screenshot shows a 'New activity' dialog box with the following fields and controls:

- Select the step:** A dropdown menu with 'Solution Implementation' selected.
- Enter a comment:** A text area containing 'Create a new RFC record'.
- Enter the guide:** A text area containing 'The solution can be implemented using change procedure(s) and tested to confirm service recovery'.
- Enter the description:** An empty text area.
- Buttons:** 'Accept' (with a green checkmark icon) and 'Close' (with a red X icon).

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

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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:

Category:

Relationship type:

Title:

Description:

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.

Link Case ✕





10 Go 1

Edit

Id SD case relation ↓	Relations type name	Id SD case	Relations title	Relations description	MT title model	Category	Category name	Case Status
13	This case is t...	33	Rollback of incom...	Latest driver ...	General Inci...	IT Service\Pr...	Incident	InProgr
12	Unknown rel...	32	Fuera del modelo	Fuera del mo...	General Inci...	IT Service\Pr...	Incident	InProgr
11	This case is ...	32	'No Mech Mode' er...	Case related...	General Inci...	IT Service\Pr...	Incident	InProgr
10	Unknown rel...	3	'No Mech Mode' er...	Case related...	General Inci...	Printing Serv...	Incident	InProgr
9	This case is t...	28	'No Mech Mode' er...	Case related...	General Inci...	IT Service\S...	Incident	InProgr

← →

Delete
Add
View

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...

Horizontal scrollbar

Description

Impact:

Medium

Priority:

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

[Empty text area for Change Description]

Ⓢ Required field

Change Justification

[Empty text area for 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:

33

Low
CAT Date:12/07/2021

No mech mode error
Detail: No mech mode error related to printers model PR890
Please document and create new Known error and Workaround records

Current status: InProgress
Jordan Franklin Ford
Owner Internal

_Problem:IT Service\Printing\Problem

Home Same Cases **Activities**

Update New

Step	Case ID	Model	Activities	Results	Source Model	Position
Actions						
	0		MODEL		IN MODEL	Start
Solution I...	37		RUNNING		OUT MODEL	View Edit Messages

New RFC record

Click to open the attention window of the RFC record
*Only for Owners

From: <http://leverit.com/ithelpcenter/> - IT Help Center

Permanent link: http://leverit.com/ithelpcenter/en:advisor:create_rfc

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