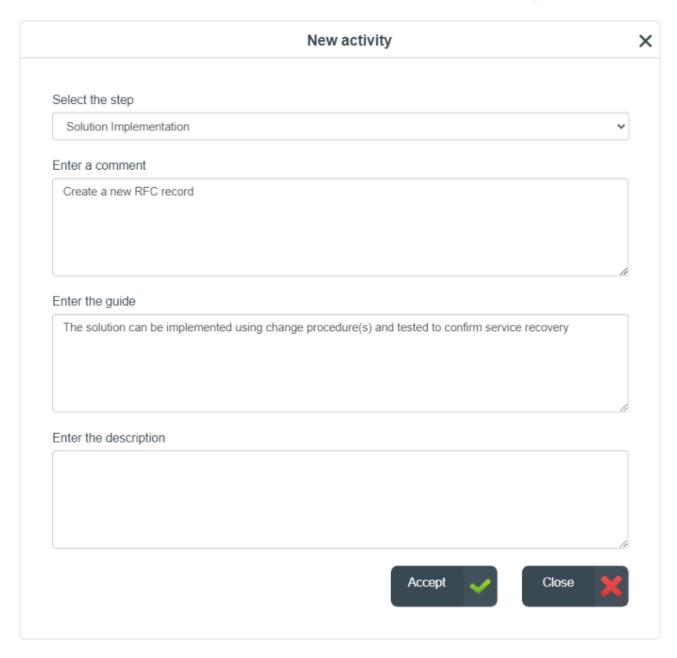
Create a new RFC record from a problem

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.

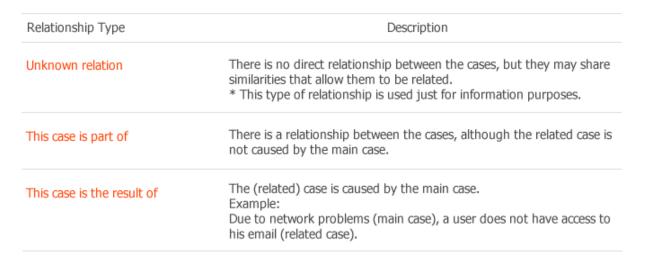
1. Click on the **New** button. The *New activity* window will open: In this window enter the basic data of the new RFC record: *Step, Comment, Guide and Description*. Click on **Accept** button to save.

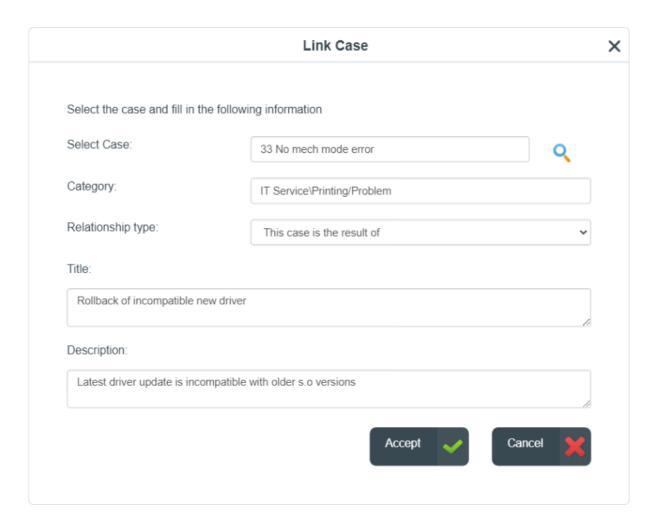


2. After saving, the window for adding relations with other cases will open. See How to use Link cases tool

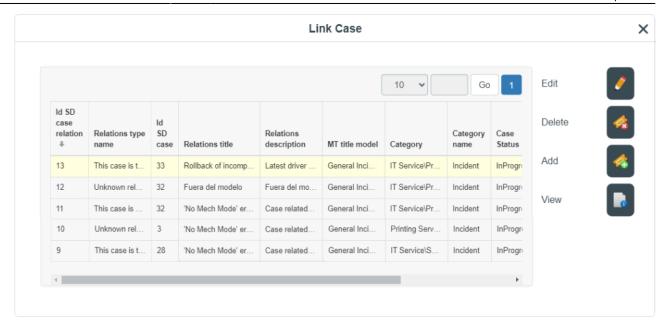
×

- 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.



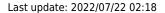


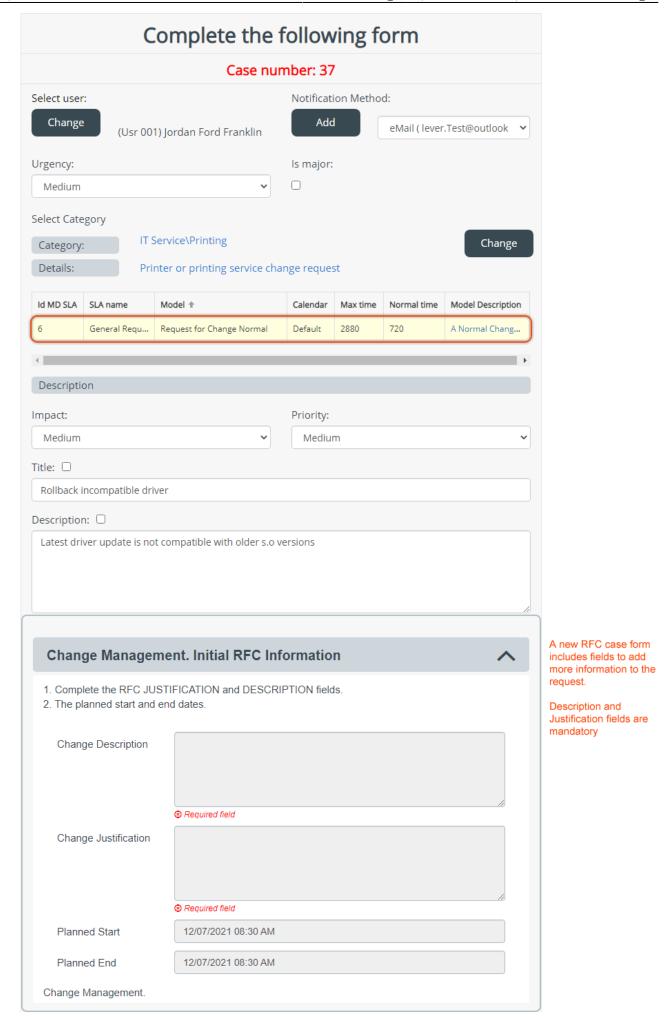
3. Click on **Accept** button to save. A window with the list of existing relationships will open. If necessary, select the current relationship to edit or create a new relationship.



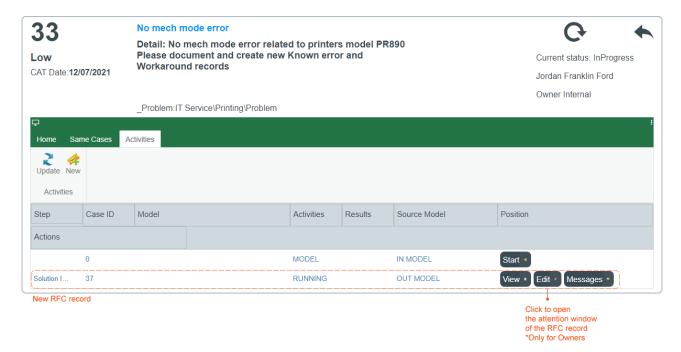
4. Once the relationships are created, the form to create a new case will open.

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





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



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