TEAMCENTER

Problem Reporting

Teamcenter 2412

SIEMENS

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1. Report a problem and send it for resolution

Use **REPORT PROBLEM** to quickly submit a problem report and send it for resolution. You can include an image, a report, or a reference document to aid in the investigation of the problem.

You can also create different types of changes to manage the problem. The default workflow template for problem reporting is **ChangeItemRevisionDefaultWorkflowTemplate** and can be replaced with a workflow more suitable to your organization's business practices.

1. On the home page, click the **REPORT PROBLEM** tile.

2. On the right, select the type of problem report to open.

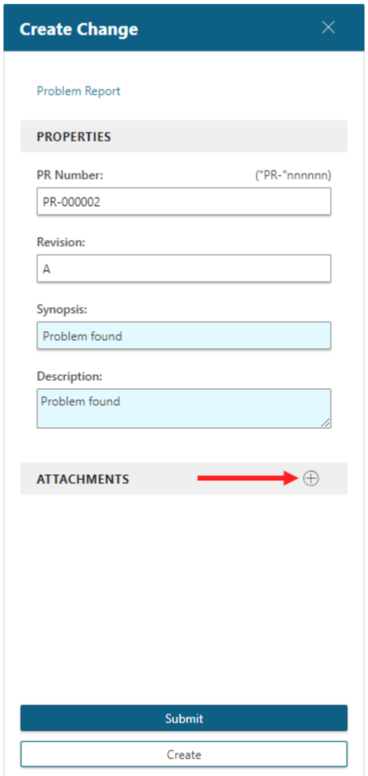
   > Note:
   >
   > If your organization has created custom problem report types, they are listed here. Otherwise, the **Create Change** panel opens with the default problem report types.

3. Accept the default PR number and revision, or enter a new one.

4. Enter a revision letter, or accept the default value.

5. Enter a short synopsis and description of the problem.

6. (Optional) To add supporting objects and reference documents, click **Attachments** ⊕, as shown in the figure.



7. Do one of the following:

   - If you want to send the PR for resolution now, click **Submit**.

     The problem report is sent through the default workflow for resolution. Check your Inbox for any tasks. Depending on how your organization's change process is configured, you can also automatically assign participants to review the problem.

   - If you want to continue editing later, click **Create**.

     The problem report is created and displayed in edit mode.

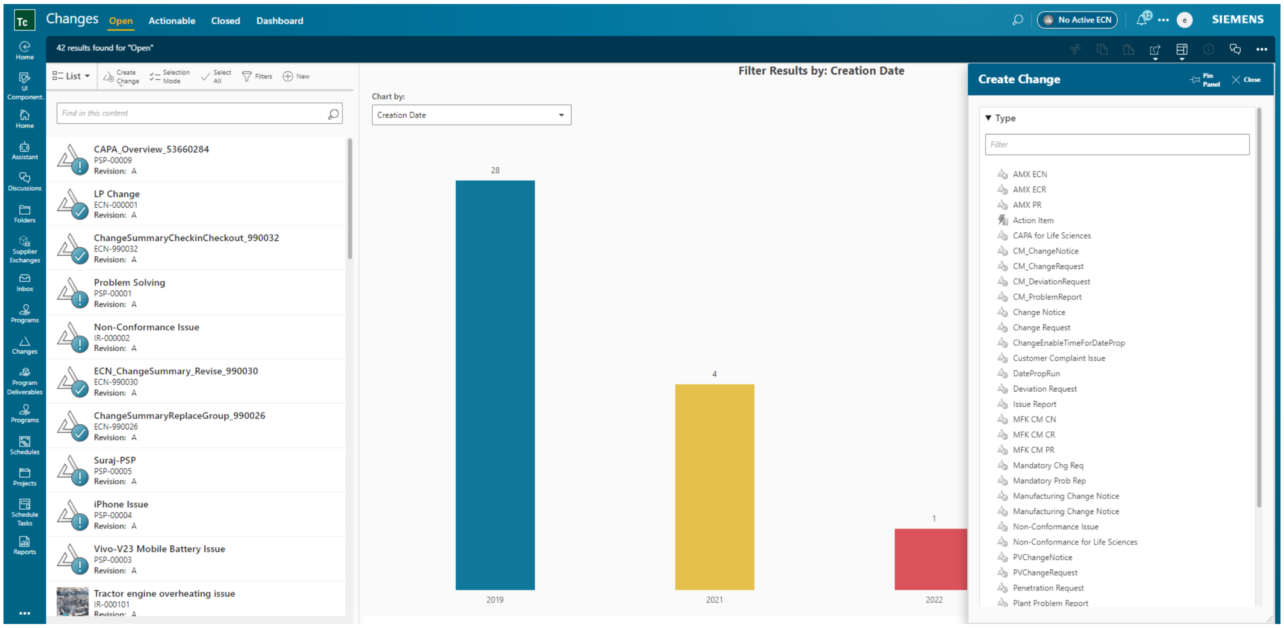
     You can send it for resolution later.

2. View problems you have reported

In **Report Problem**, you can view all the problem reports you have created and see their various states.

1. Click the **Report Problem** tile.

   Navigation tabs along the top show the state of the different changes where you are the owning user. A list of changes displays, as well as a graphic showing change category. You can also select different chart views from the **Chart by** list.



2. Select a change, and then use the navigation tabs along the top to see the information associated with the problem. If the problem report has been submitted to a workflow, there is an additional tab: **Workflow**.

   - **Overview**

     View the properties of the change object and the participants involved in resolving the change.

   - **Affected Items**

     View those objects impacted by the change. They include:

     - The content (part, design, component, and so forth) to be released by this change.
     - Those objects that are being changed (impacted) as a result the change process.
     - The contents causing the change, such as part, design, component, and so forth.

    - Schedules defining tasks in a work breakdown structure.

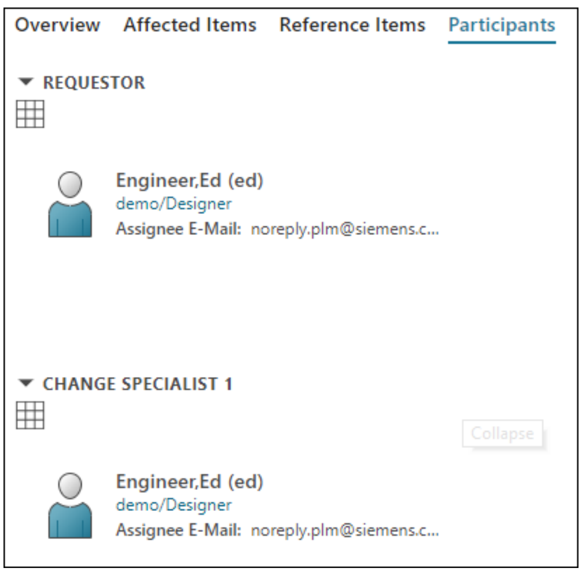
    - The problem report or change request this change is implementing. Change requests implement problem reports, while change notices implement change requests.

- **Reference Items**

  Those objects supporting the investigation of the change. By default, when you create a change in the context of an object, the object is placed in the **Reference Items** tab.

- **Participants**

  The participants in the change are shown here. Depending on the participants involved, you see the **Requestor, Change Specialist**, **Analyst**, **Change Review Board** or **Problem Review Board**, and other roles based on your organization's configuration.



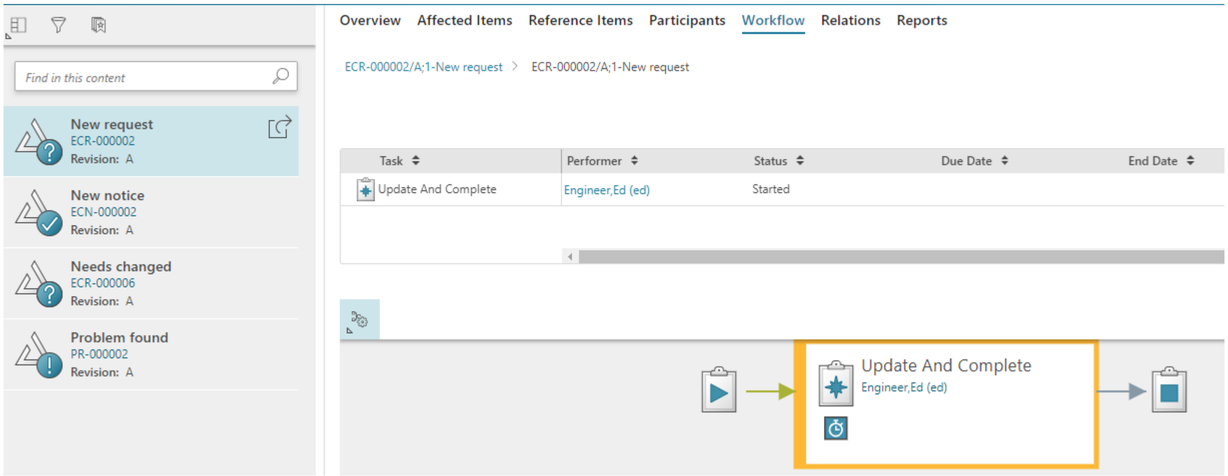
  > Note:
  >
  > If you are an authorized participant on a problem report, you can select the **Problem Review Board** members.

- **Relations**

  You can improve efficiency by graphically viewing and exploring change dependencies using the relations diagram. This provides a graphical representation of the dependencies in a change sequence.

- **Workflow**, if applicable.

The workflow associated with the change, including its **Task**, **Performer, Status**, **Due Date**, **End Date**, and **Comments.**



Additionally, you see a graphical representation of the workflow at the bottom of the screen, indicating which task the workflow is currently at. You can also view the attachments, reference data, and related tasks.

3. Send a problem report for resolution

If you chose not to submit your problem report to a workflow process when you created it, you can send it later. For example, after you have added more supporting reference documentation. The workflow process automatically routes it through your organization's change process to resolve the issue. Siemens Digital Industries Software provides a default workflow. Your organization can create its own.

1. If necessary, find and display the problem report you want to send for resolution.

   For example, view it in **Report Problem**.

2. Select the problem report and go to **More Commands** ••• > **Manage** > **Submit to Workflow**.

3. Follow the instructions in Start a workflow in *Workflows and Tasks on Active Workspace*.

The change is sent through the workflow process. Check your Inbox.