

Production System

- Is the production system down?
- Which SAP product is affected?
- Which business processes are affected, e.g. Payroll, Reporting?
- Are users affected?
- If yes, how many are affected and how are they affected in their daily tasks?
- Is there a workaround in place?
- If yes, how effective is the workaround?
- Are there upcoming deadlines that could be affected by the issue?
- If yes, please state the details of those deadlines and the consequences if they were not met.
- How long has the customer been affected by this problem?
- Is the situation deteriorating?
- Are suppliers and/ or your customers affected by this issue?
- Is there a financial loss due to this issue?
- If yes, please quantify.
- Any other details of the impact this issue is having on your business?
- 24/7 name and phone

Test/ Development/ QA System

Does the problem affect a project/upgrade/migration?

If YES

- What is the planned go live date for production?
- If goLive missed, what is the revised goLive date?
- What are you going live with (SAP Product Version, Support Package, Patches)?
- Is this issue a showstopper?
- Which stage of the project are you working on?
- Has this functionality worked prior? If yes, what version? Please explain:

- Please detail the milestone dates of the project.
- What are the consequences if any of those dates are missed? Please detail.
- Is the entire project at a standstill or can you continue to work on other sections?
- How many members of the project team are affected? To what extent?
- How many consultants are affected? To what extent?
- Please quantify any financial loss you are experiencing.
- Any other details of the impact this issue is having on your business?

If NO

- What are the consequences of this issue?
- Is there a workaround in place?
- If yes, how effective is the workaround?
- Any other details of the impact this issue is having on your business?