**UniQuE**

Problem Management Handover Report

(Engagement Name and Id)

(Client)

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Changes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Review And Approval**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Distribution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Name | Number | Media | Action |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Storage**

|  |  |  |
| --- | --- | --- |
| Location | Access | Administrator |
|  |  |  |
|  |  |  |

Company Confidential - Copyright © 2017 Capgemini - All rights reserved

Template Version Number: Group Reference v1.0

**Table Of Contents**

[1. Problem Management Handover Report Overview 4](#_Toc509663602)

[1.1 Purpose of the document 4](#_Toc509663603)

[1.2 Scope of the document 4](#_Toc509663604)

[1.3 Control of the document 4](#_Toc509663605)

[1.3.1 Capgemini 4](#_Toc509663606)

[1.3.2 Approval 4](#_Toc509663607)

[1.3.3 Maintenance 4](#_Toc509663608)

[2 Problem Management Handover Activities 5](#_Toc509663609)

[2.1 Terms And Condition 5](#_Toc509663610)

[2.2 Resource Details 5](#_Toc509663611)

[2.3 Handover Schedule 5](#_Toc509663612)

[3 Problem Management Activities 6](#_Toc509663613)

[3.1 Problem Database 6](#_Toc509663614)

[3.2 Problem Management Process Overview 6](#_Toc509663615)

[3.3 Problem Management Tools 6](#_Toc509663616)

[3.4 Document Archival 6](#_Toc509663617)

[3.5 Pending Items 6](#_Toc509663618)

# Problem Management Handover Report Overview

## 1.1 Purpose Of The Document

## 1.2 Scope Of The Document

## 1.3 Control Of The Document

### Capgemini

### Approval

### Maintenance

# Problem Management Handover Activities

## Terms And Condition

## Resource Details

## Handover Schedule

# Problem Management Activities

## 3.1 Problem Database

## 3.2 Problem Management Process Overview

## 3.3 Problem Management Tools

## 3.4 Document Archival

## 3.5 Pending Items