**UniQuE**

Problem Validation Checklist

(Engagement Name and Id)

(Client)

**Document History**

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| --- | --- | --- | --- |
| Version | Date | Author | Changes |
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**Review And Approval**

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| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
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**Distribution**

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| Company | Name | Number | Media | Action |
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**Storage**

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

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Template Version Number: Group Reference v1.0

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| --- | --- | --- | --- | --- |
| **Problem Validation  Checklist** | Engagement: |  | Problem ID: |  |
| Engagement Manager: |  | Problem Manager: |  |
| Date of Verification: |  | Customer: |  |
| Name of reviewer: |  | Signature of reviewer: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Checklist Item** | **Response** | **Remarks** | **Corrective Actions** | **Closure Date** |
| Is the problem record fully documented (full problem history along with descriptions, root cause analysis, solution details, etc must be available)? | Yes/No |  |  |  |
| Are there any outstanding actions? | Yes/No |  |  |  |
| Is the categorization of the problem done appropriately? |  |  |  |  |
| Is the known error and its work around updated in KEDB? |  |  |  |  |
| In case of a change, is change ticket opened appropriately? |  |  |  |  |
| Has the problem manager communicated the resolution status to incident manager? |  |  |  |  |
| Are the related incidents, events closed? |  |  |  |  |
| In case the permanent solution is not implemented, is the reason updated? |  |  |  |  |
| In case of permanent solution, is the status of known error updated in the KEDB ? |  |  |  |  |