USDA - Rural Development
Form RD 2006-25
(Rev. 3/97)

PRODUCTION PROBLEM REPORT

1. PROBLEM REPORT# (ASSIGNED BY IRM)	
2. SYSTEM/SUBSYSTEM	
3. APPLICATION	

4. CONTACT POINT (NAME AND SIGNATURE)	8. RFA NO.	9. DATE WARRANTY EXPIRES
5. PHONE	10. ISSUED TO: NAME	
6. MAIL CODE	11. ISSUE DATE:	
7. DIVISION/BRANCH	12. IRM DIVISION/BRANCH	

13. DESCRIPTION OF PROBLEM

14. IMPACT ON PRODUCTION	15. SPONSOR PROJECT MANAGER SIGNATURE

SECTION 2: TO BE COMPLETED AFTER RESOLUTION

16. ACTION TAKEN BY DEVELOPER

17. MODULES CHANGED

18. DEVELOPER	19. DATE COMPLETED	20. DATE CLOSED BY IRM
21. ACCEPTED ☐ REJECTED ☐	22. CONTACT POINT (NAME/SIGNATURE)	23. DATE

RD 2006-25 (Rev. 3/97)

Form is used by anyone requesting the correction of a production problem.

(see reverse)

PROCEDURE FOR PREPARATION	:	RD Instruction 2006-T.
PREPARED BY	:	Agency or Rural Development. contact point.
NUMBER OF COPIES	:	Original and one.
SIGNATURES REQUIRED	:	Agency or Rural Development contact point; sponsor Project Manager.
DISTRIBUTION OF COPIES	:	Original to Information Resources Management (IRM); copy retained by the contact point's office.

INSTRUCTIONS FOR PREPARATION

Blocks 1 and 3 are to be completed by IRM only.

BLOCK 1   PR# - The Production Problem Report ID number.

BLOCK 2   System/Subsystem - System or subsystem the Production Problem Report is issued against.

BLOCK 3   Application - The specific transaction, report or process the Production Problem Report is issued against.

Blocks 4 - 15 are the responsibility of the Contact Point.

BLOCK 4   Contact Point (Name and Signature) - Print and sign your name.

BLOCK 5   Phone - self-explanatory.

BLOCK 6   Mail Code - self-explanatory.

BLOCK 7   Division/Branch - Contact point's division and branch.

BLOCK 8   RFA NO. - The RFA the Production Problem Report is associated with.

BLOCK 9   Date Warranty Expires - The date the production problem report's warranty expires.

BLOCK 10   Issued to: Name - Developer (if known) to be responsible for the Production Problem Report.

BLOCK 11   Issue Date - Date the Production Problem Report was written.

BLOCK 12   Responsible IRM Division/Branch - Enter IRM division and branch (if known) that the Production Problem Report should be forwarded to.

BLOCK 13   Description of Problem - State the problem clearly. Be specific. Include information such as how the problem occurs and what should be corrected.

BLOCK 14   Impact on Production - State briefly; e.g., "M2A is disabled".

BLOCK 15   Sponsor Project Manager Signature - self-explanatory.

Blocks 16 - 20 are the responsibility of the IRM developer.

BLOCK 16   Action Taken by Developer - Describe what was done to resolve the problem.

BLOCK 17   Modules Changed - List all appropriate modules.

BLOCK 18   Developer - Name of the developer resolving the problem.

BLOCK 19   Date Completed - self-explanatory.

BLOCK 20   Date Closed by IRM - Date the Contact Point (Production Problem Report initiator) has accepted and approved the action taken by IRM to resolve the problem. The Contact Point is responsible for forwarding acceptance/approval information to SIM to close the Production Problem Report.

Blocks 21 - 23 are the responsibility of the Contact Point.

BLOCK 21   Accepted/Rejected* - Check appropriate box after user-testing is completed.

BLOCK 22   Contact Point Name and Signature - print and sign your name.

BLOCK 23   Date - Date accepted or rejected.

* If the Contact Point believes the solution is not acceptable, the Production Problem Report would normally be returned to IRM for resolution.