



Your Company Name

**Issue Identification & Management
Resolution**

Date



Revision History

Date	Version	Author	Change

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Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document. In any table, select and delete any blue line text; then click Home→Styles and select “Table Text” to restore the cells to the default value.

1 Purpose

This document is used to individually identify each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.

After identifying the issue, record critical parameters in the Issue Management Log for action.

2 Issue Identification

This section is where you identify the issue name and who originated the issue.

Issue Name:			
Originating Dept.:			
Responsible Dept.:			
Issue Created By:		Date Issue Created:	
Issue Number:		Date Resolution Required:	
Project Manager:			

3 Issue Type

Fill in the following table with the appropriate information.

Technical				
<input type="checkbox"/> Development	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Database (DB)	<input type="checkbox"/> IT Governance	<input type="checkbox"/> Prod. Support
<input type="checkbox"/> Other				
Non-Technical				
<input type="checkbox"/> Business Unit	<input type="checkbox"/> Project Planning	<input type="checkbox"/> Funding Resources	<input type="checkbox"/> Personnel Resources	
<input type="checkbox"/> Other				



4 Complete Description of Issue

This section of the document will contain a precise description of the issue.

5 Potential Impact if Not Resolved

This section of the document will identify any impact if the issue is not resolved.

6 Assignment of Issue

This section of the document will identify who will be responsible for determining alternatives, recommendations and resources/costs necessary to resolve the issue.

Description			
Action Assigned To		Dept:	
Project Manager Approval		Date:	

7 Resolution Alternatives

This section of the document identifies possible alternatives.

8 Resolution Recommendations

This section of the document identifies the initial recommendations.



9 Resources Required

This section of the document identifies the resources required and estimated costs to resolve the issue.

Resources Required	Work Days	Capital vs. Expense Costs	
		Capital	Expense
Totals:			

10 Management Action

This section of the document provides approval after the project manager has reviewed the recommendations and made a decision for management's final review and approval.

Management Action	
<input type="checkbox"/> Approve	
<input type="checkbox"/> Approve with following changes:	
<input type="checkbox"/> Disapproved for following reasons:	
<input type="checkbox"/> Need Additional Information:	
Date Resolution Required:	
Approvals	
Name and Title	Date