<Project Name> Project Issue Management Plan Document

From: *<unit, team, group, etc>*
To: *<ITGC?, Exec Staff?, DHS Cabinet?>*
File Name: *<file name>*
Date First Created: *<mm/dd/yyyy>*
Date Last Updated: *<mm/dd/yyyy this date is very important because there may be multiple versions as new data is analyzed>*

Issue Management Plan

Template Instructions

The template instructions are brief and rely on the user to use the Project Management Guide and current examples available on both the PMO web site, http://www.dtpatwork.nl/pmo.

This template contains suggested boilerplate language and assumes that the project will make appropriate additions, deletions and changes for their specific needs.

Insert information between left and right brackets - <>
Delete brackets.

Additional template instructions in the document are noted in italics.
Delete all italicized instructions.

Under "File" on the menu bar go to Properties; in the Summary Folder enter the document title and author (person or group).

If the document is longer than five pages, you should insert a table of contents.

<Insert Diagram or Picture - Optional>

Purpose of the Document
Enter a description of the primary purpose for this document.

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Document Change Activity

The following is a record of the changes that have occurred on this document
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#	Change Description	Author	Date

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1 PURPOSE

The purpose of the <PROJECT NAME> Issue Management Plan is to outline the recommended approach for identifying outstanding issues, tracking the progress of the resolution, and documenting the solutions.

The plan includes (1) a method to identify and analyze issues impacting project progress and (2) a means to achieve and document the planned resolution and decisions.
Issues that the Project Manager cannot resolve will go to the Steering Committee and ultimately the Sponsor for a final resolution or decision.
This plan will be used to appropriately identify and resolve and record issues and decisions made during the course of the project.

2 THE GOALS OF <PROJECT NAME> ISSUE MANAGEMENT PLAN:

a) Issue Management activities are planned.
b) Issues are identified, evaluated and assigned for resolution.
c) Issue resolution determined to impact the scope, schedule, or quality of the project will go through the change management process.
d) Issues resolutions or decisions are documented and communicated to all affected parties.

The following is a simple summary of the issue management process is:

- Identifying the outstanding issue for resolution

- Documenting the issue

- Logging the issue for tracking

- Resolving the issue

- Recording the resolution of the Issue

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3 IDENTIFYING THE OUTSTANDING ISSUE FOR RESOLUTION

Any member of a project may identify a potential issue. Once an issue is identified, the Project Manager will make sure that it has not been addressed before and then decide the path to take for resolution. Some issues can be addressed and resolved without formal documentation, but many require a more formal approach for resolution.

4 DOCUMENTING THE ISSUE

After an issue has been identified, it becomes necessary to document it. The Issue Form is filled out to document the outstanding issue.

5 LOGGING THE ISSUE FOR TRACKING

After the issue has been identified and documented, it is imperative that it be tracked through to the resolution. The <person assigned name> will enter the issue into an Outstanding Issue Log or an equivalent mechanism for tracking.

6 RESOLVING THE ISSUE

The Project Leadership Team will prioritize the outstanding issue and assign a resource to resolve it. That resource will determine the measures necessary to reach a solution and provide a target resolution date. It may be necessary to involve other resources to implement the identified measures to resolve the issue. If the issue cannot be resolved, or if the impact is greater than originally determined, it may be necessary to bring it before the project steering committee for review before continuing.

7 RECORDING THE RESOLUTION OF THE ISSUE

Once the issue has been resolved, it is then necessary to record the resolution and close it - this is the last step of the tracking process. The Project Manager will verify that the solution was

approved, and if everything is satisfactory, will change the status to "completed". (At this time the issue may be removed from the Outstanding Issue Log and placed in a similar log for completed issues. This would be helpful to the project manager in the first step of the process when checking to make sure an issue has not been addressed before.)

The following are suggested templates. Some projects modify the templates to represent a more or less rigorous process. Others may prefer to collect and monitor the issues via spreadsheets, or other automated tools.

ISSUE DEFINITION FORM

Issue Description:	Submitted Date: Submitted By: Assigned To:

Course of Actions to Resolve Issue:

Final Issue Resolution:

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Issue Management Plan

				OUTSTANDING ISSUE LOG					
System:									
Project:									
Identification of Outstanding Issue					**Control information**				
No.	Issue Date	Severity	Originator	Issue Title		Priority No.	Assigned To	Date Resolved	Status

Severity Codes: 1 – Fatal, if not resolved
2 – May impact Scope / Budget
3 – Required for documentation

Status Codes: A – Analysis Underway
N – Analysis Not Begun
E – Evaluated, Awaiting Decision
X – Cancelled
C - Complete

Issue Management Plan Template

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