



## Template Guide

### What is an Issue Form?

An Issue Form is a document which is completed by a member of a project to raise with management a new project issue. Issue Forms may be used to formally log 'any type' of issue; however, the most frequent types of issues identified relate to the project:

- Scope
- Deliverables
- Timescale
- Resources.

Issue Forms typically include:

- Summary project information
- An overview of the issue identified
- A description of the impact of the issue
- A rating of the impact of the issue
- A set of recommended actions to resolve the issue
- An approval section.

### When to use an Issue Form

Issue Forms are used during the 'Execution' phase of the project (i.e. the phase within which the deliverables are produced) as part of the Issue Management Process. The Issue Form should be completed by the Issue Originator and formally distributed to the Project Manager for review. The Project Manager will determine whether or not the issue is directly related to the project and, if appropriate, submits it to the Project Review Group for further action. The Project Review Group will determine all actions necessary to resolve the issue and allocate those actions to members of the Project Team. The Project Manager will monitor the completion of these actions and report the completion status to both the Issue Originator and the Project Review Group, as appropriate.

### How to use this template

This document provides a guide on the topics usually included in an Issue Form. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.