



Template Guide

What is an Issue Management Process?

An Issue Management Process is a method by which issues which are currently affecting the ability of the project to produce the required deliverables are formally managed. The process entails completing a variety of review techniques to assess the level of impact that the issue is having on the project and then undertaking a range of actions to resolve or reduce the issue as appropriate.

The Issue Management Process is used to ensure that every issue identified is formally:

- Communicated
- Documented
- Monitored
- Reviewed
- Resolved.

When to use an Issue Management Process

Although the Issue Management Process is undertaken during the 'Execution' phase of the project (i.e. the phase within which the deliverables are produced), project issues may be identified at any stage of the project lifecycle. In theory, any issue identified during the life of the project will need to be formally managed as part of the Issue Management Process. Without a formal Issue Management Process in place, the objective of delivering a solution within 'time, cost and quality' may be compromised.

The Issue Management Process is terminated only when the Execution phase of the project is completed (i.e. just prior to Project Closure).

How to use this template

This document provides a guide on the topics usually included in an Issue Management Process. 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.