

THE ISSUE REGISTER TEMP
abbtISSTPL001
 AN ISSUE HAS OCCURRED OR IS 100% CERTAIN TO OCCUR
 (An issue is an event or situation that has actually occurred, or will certainly occur, that threatens the successful delivery of a Project or Programme)

Click RESET after use.

DO NOT INSERT EMPTY RECORDS ABOVE HERE - DO NOT PREALLOCATE ISSUE NUMBERS.

ISSUE NUMBER	Team Code	Seq No	Team Name	EFFECT ON TEAM Issue Summary Description (index of IMP)	Issue Description Continued	Originator	Raised Date	Resolve by when	Priority	Impact	ISSUE IMPACT	Impact Code	ACTIONS TO MANAGE ISSUE Proposed Solution/Answer
	abbt	001	Abbermist Limited	ROW TO CARRY FORMULA - TO BE OVERWRITTEN.					1	5	5	Q-S	
	abbt	002	Abbermist Limited	ROW TO CARRY FORMULA - TO BE OVERWRITTEN.					3	2	6	Quality	

Issue Grid Example | ISSUE LOG | IMP | Codes



TEMPLATE
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Supplementary Information (e.g. History & Metrics)	IMP Pr	Business Impact Code	Business Priority	Team To Follow	Links To other issues	Issue Owner "Manager"	Issue Action Owner	Issue Action Owner	Escalation Code	Type of Issue	Originating RISK Ref	GRID No	Profile (Grid) Colour	Date of Update	Status	Date Complete	Residual Issues
	1	Operational						PMORND	Strg	Conflict		001	Red				
	2	Strategic						PMORND	Strg	Conflict		002	Green				

Issue Grid Example | ISSUE LOG | IMP | Codes

Cell: A2

Comment: The Issue Number is comprised of two parts - "Team Code" and "Seq No."

Cell: F2

Comment: Name of the individual requiring the issue to be registered.

Cell: G2

Comment: Date Issue first entered onto this register.

Cell: I2

Comment:The Manager of the 'Team' affected by the Issue will determine its importance Five (5) levels of priority only should be used with One (1) having the lowest ranking and Five (5) the highest ranking.

Cell: J2

Comment: "Impact" – Defined as the impact on cost, schedule (timescales and resources required) and quality (ability to meet objectives or support the critical success factors).

5 Very High > 75% of budget or > three months delay or critical requirements will not be met.

4 High 30% to 75% of budget or < three months delay or a few key parameters will not be met.

3 Medium 10% to 30% of budget or < two months delay or a few key requirements will not be met.

2 Low 3% to 10% of budget or < two weeks delay or a few desirable requirements will not be met.

1 Very Low < 3% of budget or < two days delay or will meet all requirements

Cell: K2

Comment: A calculated field = Priority X Impact. The Higher the number the GREATER the IMPORTANCE.

Cell: L2

Comment: To allow further prioritisation each issue should be coded to indicate which of Cost, Quality or schedule is affected by the issue. Use in cell list to select.

Cell: O2

Comment: This provides the means to extract e.g. a 'Top Ten' for a Programme Boards review using the Calculated Importance and Impact Code fields to assist in selection. Enter e.g. 1 to 10 to select those for review.

Cell: U2

Comment: The person best able to determine and confirm if the Issue has been 'resolved'.

Cell: V2

Comment: The person designated to carry out the work and resolve the Issue

Cell: W2

Comment: Provided to allow teams to determine full range of actions required of its team members. (Filtering on this field allows a team manager to determine full impact on his/her project.)

Cell: X2

Comment: This allows an Issue to be highlighted/selected for considerations by higher authorities. An in-cell list is provided to select from.

Cell: Y2

Comment: Issue types include Conflict (Con), Off Specification (OffSpec), Query (Query) and Request for Change (RFC), Statement of Concern (Concern). Select from in-cell list.

Cell: AA2

Comment: DO NOT REMOVE. These numbers are referred to by the issue assessor grid and used when "Resetting Register" after production of the Grid or Issue Management Plan.

Cell: AB2

Comment: Risks reported as BLUE should be changed to BLANK when report has been seen and accepted

Cell: AD2

Comment: Escalated, Resolved or Closed. Select from in-cell list.

Cell: AF2

Comment: Any matters arising or remaining after issue has been resolved.

Cell: A3

Comment: Validated abbreviated area code.

Select appropriate code immediately on registration of an Issue.

When used in conjunction with the "Seq No." it provides the unique Issue number.

See pick list in each cell.

Cell: B3

Comment: To generate latest number use Autofilters. Select and filter out appropriate "Area Code". Click autofilter on "Seq No." to view list of all issues raised by that team showing all numbers used. Use next number in sequence.

Cell: C3

Comment: This is a formula driven field. Do NOT enter any data here.

Cell: D3

Comment: A single, one line entry will ensure that the issue is stated clearly.

This will become the index item for the Issue Management Plan.

ISSUE SCORE - The higher the score the greater the importance

Cell: E3

Comment: Expand the description of the issue here.

Cell: K3

Comment: This is a formula driven field. Do NOT enter any data here.

Cell: M3

Comment: Actions which when complete will resolve the issue.

Cell: N3

Comment: History & Performance Metrics.

What has happened recently can be added here along with a description of the means of measuring the effectiveness of the solution.