Issue register – [Project]

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| **Issue ID** | **Issue type** | **Date raised** | **Raised by** | **Issue report author** | **Issue description** | **Priority** | **Severity** | **Status** | **Date of last status update** | **Closure date** |
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# Guidance on how to complete

***(Note: following completion of the Issue Register the pages beyond this point can be deleted)***

## Purpose

The purpose of the issue register is to capture and maintain information on all the issues that are being formally managed. The issue register should be monitored by the project manager on a regular basis.

## Composition

The composition of the issue register will be defined in the change control approach. For each entry in the issue register, the following should be recorded:

* **Issue identifier** Provides a unique reference for every issue entered into the issue register. It will typically be a numeric or alphanumeric value
* **Issue type** Defines the type of issue being recorded, namely:
  + request for change
  + off-specification
  + problem/concern
* **Date raised** The date on which the issue was originally raised
* **Raised by** The name of the individual or team who raised the issue
* **Issue report author** The name of the individual or team who created the issue report
* **Issue description** Describes the issue, its cause and impact
* **Priority** This should be given in terms of the project’s chosen categories. Priority should be re-evaluated after impact analysis
* **Severity** This should be given in terms of the project’s chosen scale. Severity will indicate what level of management is required to make a decision on the issue
* **Status** The current status of the issue and the date of the last update
* **Closure date** The date the issue was closed.

## Derivation

The issue register is derived in the following way:

* Entries are initially made on the issue register when a new issue is raised.
* The issue register is updated as the issue is progressed. When the issue has been resolved, the entry in the issue register is closed.

## Format and presentation

The format of the issue register will be defined in the change control approach. It can take a number of formats, including:

* a document, spreadsheet or database
* a stand-alone register or a carry-forward in the minutes of progress review meetings
* an entry in a project management tool
* a part of an integrated project register for all risks, actions, decisions, assumptions, issues, lessons, etc.

## Quality criteria

The following quality criteria apply to an issue register:

* The status indicates whether action has been taken.
* The issues are uniquely identified, including information about which product they refer to.
* A process is defined by which the issue register is to be updated.
* Entries on the issue register that, upon examination, are in fact risks, are transferred to the risk register and the entries annotated accordingly.
* Access to the issue register is controlled and the register is kept in a safe place.