

# PRINCE2™- Issue Report

<b>Project Name:</b>			
<b>Date:</b>		<b>Release:</b>	Draft/Final
<b>Author:</b>			
<b>Owner:</b>			
<b>Client:</b>			
<b>Document Number:</b>			

Note: This document is only valid on the day it was printed

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## Revision History

Date of next revision:

Revision Date	Previous Revision Date	Summary of Changes	Changes Marked

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## Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

Name	Signature	Title	Date of Issue	Version

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## Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

## Overview

**Purpose** An Issue Report is a report containing the description, impact assessment and recommendations for a request for change, off-specification or a problem/concern. It is only created for those issues that need to be handled formally.

The report is initially created when capturing the issue, and updated both after the issue has been examined and when proposals are identified for issue resolution. The Issue Report is later amended further in order to record what option was decided upon, and finally updated when the implementation has been verified and the issue is closed.

**Contents** *The Issue Report should cover the following topics.*  
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Note: this is a default template format, please check with the Configuration Management Strategy for precise format and composition requirements

**Advice** *The Issue Report is derived from the: Highlight Report(s), Checkpoint Report(s) and End Stage Report(s); Stage Plan together with actual values and events; Users and supplier teams working on the project; The application of quality controls; Observation and experience of the processes; Quality Register, Risk Register and Lessons Log; and Completed Work Packages.*

*The Issue Report can take a number of formats, including: Document, spreadsheet or database; Entry in a project management tool.*

*Not all entries in the Issue Register will need a separately documented Issue Report.*

*The following quality criteria should be observed:*

- The issue stated is clear and unambiguous
- A detailed impact analysis has occurred
- All implications have been considered
- The issue has been examined for its effect on the tolerances
- The issue has been correctly registered on the Issue Register
- Decisions are accurately and unambiguously described.

**Issue Report**

Issue ID <sup>1</sup>		Issue Type <sup>2</sup>	
Date Raised		Raised by <sup>3</sup>	
Issue Report Author <sup>4</sup>			
Issue Description <sup>5</sup>			
Impact Analysis <sup>6</sup>			
Recommendation <sup>7</sup>			
Priority <sup>8</sup>			
Severity <sup>9</sup>			
Decision <sup>10</sup>			
Decision Date		Approved By <sup>11</sup>	
Closure Date <sup>12</sup>			

<sup>1</sup> As shown in the Issue Register (provides the unique reference for every Issue Report)

<sup>2</sup> Defines the type of Issue being recorded, namely: request for change; off-specification or problem/concern

<sup>3</sup> The name of the individual or team who raised the issue

<sup>4</sup> The name of the individual or team who created the Issue Report

<sup>5</sup> A statement describing the issue in terms of its cause and impact

<sup>6</sup> A detailed analysis of the likely impact of the issue. This may include, for example, a list of products impacted.

<sup>7</sup> A description of what the Project Manager believes should be done to resolve the issue (and why)

<sup>8</sup> This should be given in terms of the project's chosen scale. It should be re-evaluated after impact analysis

<sup>9</sup> 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.

<sup>10</sup> The decision made: Accept, Reject, Defer or Grant Concession)

<sup>11</sup> A record of who made the decision

<sup>12</sup> The date that the issue was closed

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