

How to use:

Note: This template was created with Microsoft Word. Follow the prompts (in [...] brackets).

Instructions

1. When the template is complete, the document can be printed and approved.
2. Prior to printing, you should delete all [...] prompt text.
3. Save the document by selecting the "Save As" command. You must specify your own directory for your project.

Quality criteria

Once the document is complete check it against the quality criteria below. (Note: these quality criteria are taken from *Managing Successful Projects with PRINCE2 (Axelos Limited. (2017). Managing Successful Projects with PRINCE2 (6th Edition). London: The Stationery Office Ltd.)*).

- 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 in the issue register.
- Decisions are accurately and unambiguously described.

Issue report

Project:

Release:

Date:

Author:

Owner:

Client:

Document Ref:

Version No:

1 Document history

1.1 Document location

This document is only valid on the day it was printed. The source of the document will be found at this location – *[insert project folder structure]*

1.2 Revision history

Date of this revision:

Date of next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	

1.3 Approvals

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

2 Issue Identifier

[As shown in the issue register (provides a unique reference for every issue report).]

4 Issue type

[Defines the type of issue being recorded, namely:

- request for change
- off-specification
- problem/concern]

5 Date raised

[The date on which the issue was originally raised.]

6 Raised by

[The name of the individual or team who raised the issue.]

7 Issue report author

[The name of the individual or team who created the issue report.]

8 Issue description

[Describes the issue in terms of its cause and impact.]

9 Impact analysis

[A detailed analysis of the likely impact of the issue. This may include, for example, a list of products impacted.]

10 Recommendation

[A description of what the project manager believes should be done to resolve the issue (and why).]

11 Priority

[This should be given in terms of the project's chosen scale. The priority should be re-evaluated after impact analysis.]

12 Severity

[This should be given in terms of the project's chosen scale. The severity will indicate what level of management is required to make a decision on the issue.]

13 Decision

[The decision made (accept, reject, defer, grant concession).]

14 Approved by

[A record of who made the decision.]

15 Decision date

[The date of the decision.]

16 Closure date

[The date that the issue was closed.]