

Issue log

What is the Issue log and what is its purpose

Project communication is one of the key factors of success. Openness and sharing of problems and issues is one of the principles of modern project management. **The Issue log is a list of pending issues and problems which must be resolved during the implementation process.** The Issue log presents issues and activities, which must be taken to resolve the the issues, that have arisen beyond the extent of the planned work. These pending issues must be recorded, and a priority of their resolution must be set, along with the responsible person and deadline. The course of resolving the issues is described by different statuses reflecting the actual state of affairs.

When is the document prepared

The existence and use of the document is presented to the project team during the kick-off meeting. This document is used by individual members of the team to record pending issues and problems they have encountered.

Who participates in the preparation process

All members of the project team write in the Issue log. The project manager looks after the Issue log and allocates individual issues that must be resolved. The project manager also makes sure that the issues are resolved in time to their satisfaction and that the contracting authority is informed. It is advisable to share the Issue log with the entire team so that all members of the team can see the actual status of the issues, as the issues often affect their tasks.

When is the document used

The document is used in the **planning and implementation phases of the project** during project management. It is used every time there is an unexpected event or problems requiring action.

It is also used as a supporting document for ongoing and final evaluation. The document provides an overview of issues that have arisen during the implementation of the project and how they have been resolved. It is also a good source for learning how to deal with issues when implementing similar projects in the future.

Process of preparing the document

1. Fill in the project header.
2. Allocate a unique ID to the new task, name, description, contracting authority and date of ordering.
3. Define the impact of the problem and determine the problem priority. When determining the priority consider, in particular, impacts on the time schedule, budget, extent and quality.
4. Allocate a solution to the person responsible for performance, and in cooperation with this person define the action necessary and the performance deadline. The person responsible and the deadline are essential for successful resolution of the problem.
5. Update the task status and add new tasks.

6. Do not delete tasks, use status. This will help to keep a continuity and progress overview.

Note

It is advisable to use the Issue log in such a way that it is accessible to the whole project team. Therefore, online tools like Google Docs are recommended.

Example of a completed form

Issue log

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| Project name: | Further teacher training in order to improve the quality of language lessons |
| Last update: | 25/05/2012 |

| ID | Name | Problem description | Impact | Contracting authority | Date of ordering | Necessary action | Assigned to | Deadline | Closing date | Status | Priority |
|----|---|--|---|-----------------------|------------------|---|----------------------------|------------|--------------|-----------|----------|
| 1 | Staffing | A missing team member for research. | For implementation of surveys, the whole project is delayed | Project manager | 12/04/2012 | To hire an external specialist | Human Resources Department | 20/05/2012 | 12/06/2012 | completed | high |
| 2 | Specification of technical requirements | The authorised team member is not able to process documentation in the quality required. | The process of inputting calls for tender on HW is threatened | Project manager | 15/04/2012 | Finding an external company for processing | Karel Novák | 01/06/2012 | | ongoing | medium |
| 3 | Organisation of team meetings | Too many meetings every day | Kept away from actual implementation | Tomáš Hanák | 15/05/2012 | To coordinate all meetings to take place on Mondays | Alena Malá | 01/06/2012 | | new | low |
| 4 | To determine a survey date | It is necessary to determine a survey date in relation to the time schedule. | It is impossible to determine a time schedule | Project manager | 15/05/2012 | Must be resolved in relation to ID1 | Project manager | 01/06/2012 | | pending | high |

