Project Issues Register

Template & Guide

*Version 1.2, April 2008*

This Guide is intended to be read in conjunction with the following template for the development of a Project Issues Register.

As such, the Guide should be removed from the front of your final document.

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What is a Project Issues Register?

The *Issues Register* records details of all the issues identified at the beginning and during the life of the project, the action taken to address each issue and the subsequent results.

It usually includes:

* a unique number;
* a description;
* who raised the issue;
* date reported;
* the person or group who is responsible for resolution;
* status, usually open, or closed;
* date resolved; and
* how resolved (eg. included as action in the project work plan and budget, documented in the *Risk Register*, or closed).

This Register should be maintained throughout the project and updated regularly, as existing issues are closed as a result of successful actions and new issues added as they are identified.

Why would you develop a Project Issues Register?

A *Project Issues Register* is developed to:

* provide a useful tool for managing and addressing the issues identified before and during the project;
* identify and document actions taken to address the identified issues and their subsequent resolution;
* provide the Project Sponsor, Steering Committee/senior management with a documented framework from which the status of issues can be reported;
* ensure the communication of issues to key stakeholders; and
* provide a mechanism for seeking and acting on feedback regarding project issues to encourage the involvement of the key stakeholders.

When would you develop a Project Issues Register?

* The *Issues Register* should be created at the start of the project.
* The frequency of issues reporting will vary depending on the size of the project.
* With very small projects this may consist of fortnightly consideration of any issues that could affect progress and/or a meeting with the Senior Manager/Project Sponsor.
* For larger projects the *Issues Register* forms an integral part of the project, as information for the Register is drawn from the project management processes in place for the project.

**What you need before you start:**

* An agreed *Project Business Plan* or *Project Proposal*
* Knowledge and understanding of the project.
* Knowledge and understanding of issues management and risk management.

**Other References you may need:**

* Corporate/Business Plan for the Department/Business Unit.
* *Tasmanian Government Project Management Guidelines*.
* Departmental Project Management Guidelines.

**What you will have when you are finished:**

A complete *Project Issues Register* that is ready for ongoing use and reporting of issue status to the Senior Manager, Project Sponsor or the Steering Committee, depending on the size of the project.

How to use this template

* The template consists of a simple table that reflects the nature of the information that is to be addressed.
* The completed *Issues Register* should be brief and to the point, so it conveys quickly the essential information.
* The column for ‘Cross Refs’ is optional; it can be used to cross reference related or dependant issues, activities in a project plan, or any other related document.

A number of **different text styles** have been used within the template, as follows:

* Text in blue italics is intended to provide a guide as to the kind of information that can be included in a section and to what types of projects it might be applicable. It should be deleted from the final document.
* Text in normal font is intended as examples.
* Text enclosed in <angle brackets> is intended to be replaced by whatever it is describing.
* This document has been formatted for duplex printing. If you intend to print single sided, you may need to delete some page breaks.**Checklist**

**Have you remembered to remove**:

* The versioning statement from the front cover of your document?
* This guide and checklist from the front of your document?

All blue italic instructional text and <prescriptive text enclosed in angle brackets> within the template?

<Project Title>

Issues Register as at <dd-mm-yyyy>

File No.:<n>

| IssueNo | Description | Raised By | Date | Responsible Officer | Priority | Actions & Progress Notes | Status | Date Resolved | Cross Refs |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Lack of Agency representation on Project Working Group | Working Group | 1-09-07 | Jane | High | Letter of invitation from Director to Agencies who are unrepresented | Open |  |  |
| 2 | Lack of registrants for next Forum | Project Manager | 1-11-07 | Senior Project Officer | Medium | Send out reminder via the List Server | Open |  | Risk 3.2 |
| 3 | How to show link between PM documents | Project Team member | 10-9-07 | Senior Project Officer | High | Matrix to be developed and published | Closed |  |  |
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