

HOW TO USE THIS TEMPLATE:

Introduction

The template reflects the steps set out in the PRINCE2® Method and is designed to prompt the Project Manager and help in the creation of the Issue Report. There is also a Product Description for the Issue Report at Appendix A of the PRINCE2 Manual.

Loading the file

This template has been produced using Microsoft Word. To use it, load up the file directly from the directory and starting from page 1 follow the prompts (in [...] brackets).

Deleting the [...] text

When the template is complete, the Issue Report can be printed and approved.

Prior to printing, you should delete all [...] prompt text.

Saving the Issue Report document under its own name

Save the Issue Report document by selecting the “SAVE-AS” command; this will avoid overwriting the standard template. You must specify your own Project Directory.

Once your Issue Report is complete check the document against the following Quality Criteria:

- 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

PROJECT DOCUMENTATION

ISSUE REPORT

Project:

Release:

Date:

Period Covered:

PRINCE2

Author:

Owner:

Client:

Document Ref:

Version No:

1 Issue Report 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 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

This document requires the following approvals.

Signed approval forms should be filed appropriately in the project filing system.

| Name | Signature | Title | Date of Issue | Version |
|------|-----------|-------|---------------|---------|
| | | | | |

1.4 Distribution

This document has been distributed to:

| Name | Title | Date of Issue | Version |
|------|-------|---------------|---------|
| | | | |

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3 Issue identifier

[As shown in the Issue Register (provides a unique reference for every Issue Report)]

4 Issue type

[The type of issue being recorded, i.e.

- Request for change
- Off-specification
- Problem/concern]

5 Date raised

[Date on which the issue was originally raised]

6 Raised by

[Name of the individual or team who raised issue]

7 Issue report author

[Name of the individual or team who created the Issue Report]

8 Issue description

[A statement describing 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

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

12 Severity

[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, or 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]