

## **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 2003. 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

*Insert Project Name*

Issue Report

Date: 31 January 2013

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

---

## **2 Table of Contents**

	<b>Page</b>
<b>1 Issue Report History</b>	<b>1</b>
1.1 Document Location	1
1.2 Revision History	
1.3 Approvals	
1.4 Distribution	
<b>2 Table of Contents</b>	
<b>3 Issue Identifier</b>	
<b>4 Issue Type</b>	
<b>5 Date Raised</b>	
<b>6 Raised By</b>	
<b>7 Issue Report Author</b>	
<b>8 Issue Description</b>	
<b>9 Impact Analysis</b>	
<b>10 Recommendation</b>	
<b>11 Priority</b>	
<b>12 Severity</b>	
<b>13 Decision</b>	
<b>14 Approved By</b>	
<b>15 Decision date</b>	
<b>16 Closure Date</b>	

---

### **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**

[Describing 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, grant concession)]

---

**14 Approved By**

[Who made the decision?]

---

**15 Decision Date**

[The date of the decision and the decision-maker]

---

**16 Closure Date**

[The date that the issue was closed]