

# GRMA

Raise Issue

Track Issue

Resolve Issue

05.03.2025

# ISSUE MANAGEMENT WORKFLOW

## Role Mapping for raising and tracking Issue/ Query by Any User

### Role Mapping for 'Raising / Tracking Issue'

Mapping to specific tasks to be done through role mapping for 'Raising / Tracking Issue':

- Where User is mapped to specific role mapping, such user will be able to Raise Issue/ Query and as well as Track the Status of the same

Raise & Track Issue/ Query

Mapped to Raise & Track Issue/ Query under All Modules

# ISSUE MANAGEMENT WORKFLOW

## Role Mapping for specific tasks for defining 'Reporting Person'

### Role Mapping for 'Reporting Person'

Mapping to specific tasks to be done through role mapping for defining 'Reporting Person' (for issue resolving tasks only):

- Where User is mapped to specific Task that handles issues related to such module
- At the time of raising the Issue, selection of Reporting Person will be made based on the above mapping

#### Module specific Tasks

Resolver for All Application Issues	Mapped to Resolve all Main Menu Items under All Modules
Resolver for Common Admin Issues	Mapped to Resolve all Main Menu Items under Common Admin Module
Resolver for Governance Module Issues	Mapped to Resolve all Main Menu Items under Governance Module
Resolver for Risk Module Issues	Mapped to Resolve all Main Menu Items under Risk Module
Resolver for Compliance Module Issues	Mapped to Resolve all Main Menu Items under Compliance Module

# ISSUE MANAGEMENT WORKFLOW

## At User Level

### Add Query/ Issue

Any User can raise an Issue/ Query

Mention the following information:

- Select Importance: Urgent/ High/ Moderate/ Low
- Select Module: Common/ Gov/ Compliance/ Risk
- Select Main Menu: same from Role Management
- Select Component: same from Role Management
- Select Reporting Person: Based on Module selected
- Subject Title: Text (max 100 chrs)
- Issue Details: Text (1500 chrs)
- Attachments: upto max 5 allowed

### Add Query/ Issue

Importance:	<input type="text"/>	Module:	<input type="text"/>
Main Menu:	<input type="text"/>	Component:	<input type="text"/>
Reporting Person:	<input type="text"/>		
Subject Title:	<input type="text"/>		
	max 100 chrs		
Issue Details:	<input type="text"/>		
	max 1500 chrs		
Attachments:	<input type="text"/>		
	max 5 uploads allowed		
	<input type="button" value="CANCEL"/>	<input type="button" value="SUBMIT"/>	



- Tracking No. Generated, and status changed to 'Open'
- Send 'New Issue Raised' Notification to Reporting Person
- User Receives 'New Issue Raised' Confirmation
- When status changes to 'Closed', User Receives 'Issue Resolved' Notification

# ISSUE MANAGEMENT WORKFLOW

## At User Level

### Track Query/ Issue

The User can track the status of an Issue/ Query raised and View details of Resolution

List of All Issues Raised (by the User concerned) to be available:

- List Table exportable to Excel
- Table Contents searchable with filters
- Pagination to be available
- No. of list items shown under page selected

#### List of Headers required for Tabular Data:

- Tracking ID
- Subject Title
- Importance
- Module
- Main Menu
- Component
- Status
- Raised By/ On
- Resolved By/ On
- Action : [View](#)

Tracking ID	Subject Title	Importance	Module	Main Menu	Component	Status	Raised By/ On	Resolved By/ On	Action
									<a href="#">VIEW</a>

### View Query/ Issue Details

This format applicable to both User & Reporting Person

#### Details of Query/ Issue Raised:

Tracking ID:		Status:	
Importance:		Module:	
Main Menu:		Component:	
Subject Title:			
Issue Details:			
Attachments explaining Issue:	1. _____ (Download) 2. _____ (Download) 3. _____ (Download)		
Issue Raised By/ On:		Reporting Person:	

#### Details of Query/ Issue Resolved:

Resolution Category:			
Resolution Details:			
Attachments explaining resolution:	1. _____ (Download) 2. _____ (Download) 3. _____ (Download)		
Issue Resolved By/ On:		Reporting Person:	

# ISSUE MANAGEMENT WORKFLOW

## At Reporting Person Level

### Review Query/ Issue

The User can track the status of an Issue/ Query raised and View details of Resolution

List of All Issues Raised (by the User concerned) to be available:

- List Table exportable to Excel
- Table Contents searchable with filters
- Pagination to be available
- No. of list items shown under page selected
- For selected Issue if status is 'Open', fill in the following details:
  - Select Resolution Category: Issue fully resolved/ Issue wrongly reported
  - Issue Details: Text (1500 chrs)
  - Attachments: upto max 5 allowed
- For selected Issue if status is 'Closed', view format similar to User

#### List of Headers required for Tabular Data:

- Tracking ID
- Subject Title
- Importance
- Module
- Main Menu
- Component
- Status
- Raised By/ On
- Resolution Category
- Resolved By/ On
- Action : [View](#)



- Status against Tracking No. changed to 'Closed'
- Receive 'New Issue Raised' Notification by Reporting Person
- When status changes to 'Closed', Send User 'Issue Resolved' Notification

Tracking ID	Subject Title	Importance	Module	Main Menu	Component	Status	Raised By/ On	Resolution Category	Resolved By/ On	Action
										<a href="#">VIEW</a>

### View Query/ Issue Details

#### Details of Query/ Issue Raised:

Tracking ID:		Status:	
Importance:		Module:	
Main Menu:		Component:	
Subject Title:			
Issue Details:			
Attachments explaining Issue:	1. <a href="#">(Download)</a> 2. <a href="#">(Download)</a> 3. <a href="#">(Download)</a>		
Issue Raised By/ On:		Reporting Person:	

### Query/ Issue Resolution

Resolution Category:

Resolution Details:

Attachments:

max 5 uploads allowed

max 1500 chrs

CANCEL

SUBMIT