

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: Module:

Main Menu: Component:

Reporting Person:

Subject Title:

Issue Details:
max 100 chrs

Attachments: max 5 uploads allowed

CANCEL **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
									View

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

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. (Download)	2. (Download)	3. (Download)
Issue Raised By/ On:		Reporting Person:	

Query/ Issue Resolution

Resolution Category:



Resolution Details:

max 1500 chrs

Attachments:

max 5 uploads allowed

CANCEL

SUBMIT