Issue Management and Escalation Plan

The Issue Management and Escalation Plan provide a means to identify, track and resolve project issues throughout the life of the project ensuring effective communication of these issues with all stakeholders.

An issue is defined as any point of controversy, debate, problem, or concern that will adversely affect the success of the project.

Issues can be identified at any level of the organization and should be resolved at the lowest possible level. An issue that cannot be resolved at a particular level of the organization must be escalated to ensure the issue is brought to the attention of appropriate parties.

This procedure promotes visibility of long-standing unresolved issues as well as maintaining a historical record of issues that occurred and the associated resolution.

The Project Manager (PM) is responsible for creating and maintaining issues related to information for the project.

Issue Management and Escalation Process

The following table summarizes the steps in the process to manage issues:

Step	Action
1	Identify and Document Issues
2	Review of Issues
3	Communication of Issues
4	Escalate Issues
5	Issue Resolution

Step 1 – Identify and Document Issues

- Project Manager, team members or any other stakeholders can raise issues at any time. This can be via verbal dialogue or email.
- Issues that cannot be immediately resolved within the project team must be entered onto an Issue/Decisions Log on the Teams site.
- All issues are assigned an owner who is responsible to resolve and update the issue on a regular basis.
- All issues are assigned a target resolution date.

Step 2 - Review of Issues

- Address open issues during the scheduled project/organizational meeting or as necessary. Review and identify new issues for resolution since the last meeting.
- Review open issues that have passed their targeted resolution date. Monitor, review and address new or existing issues for possible escalation to the appropriate level.
- Update discussions made regarding each issue in the Issues/Decisions Log.
- The owner of the issue will document and report the status of the issue within the project Teams' site.
- Issues will be updated weekly or as activities occur to ensure all stakeholders are aware of the progress and status of the issue.

Step 3 - Communication of Issues

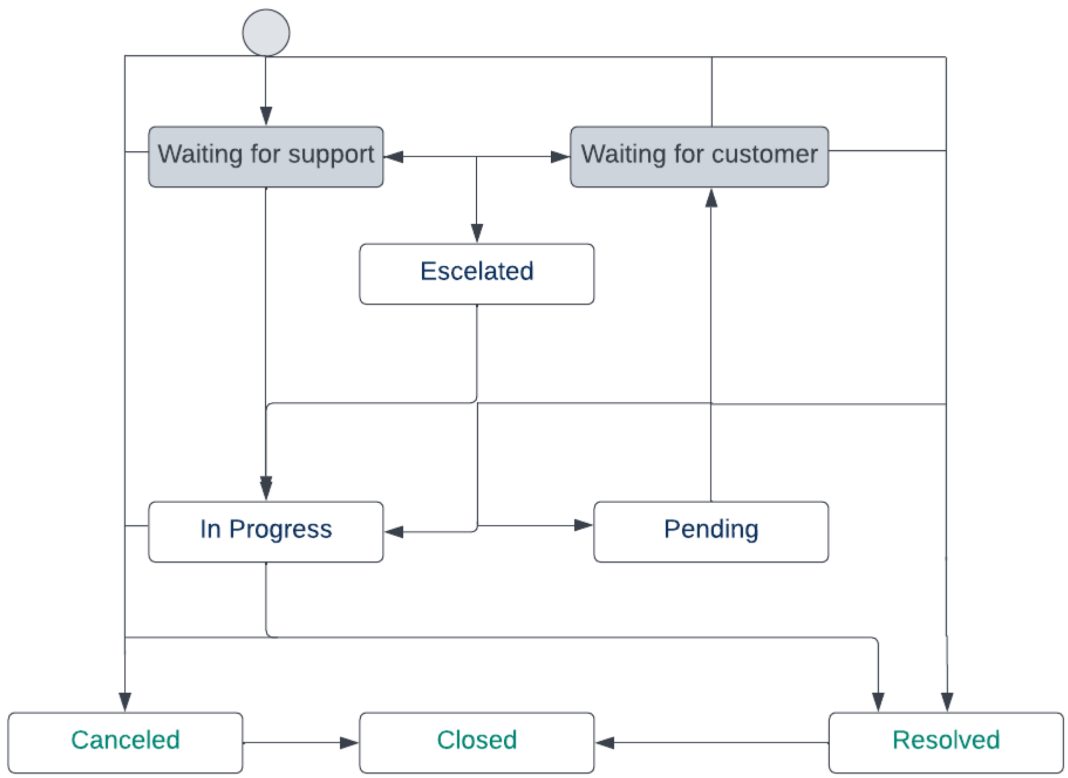
- The Project Manager will report on issues until they are closed.
- The Project Manager will share the status of the issues with the team members on a regular basis, as well as the Project Steering Committee.

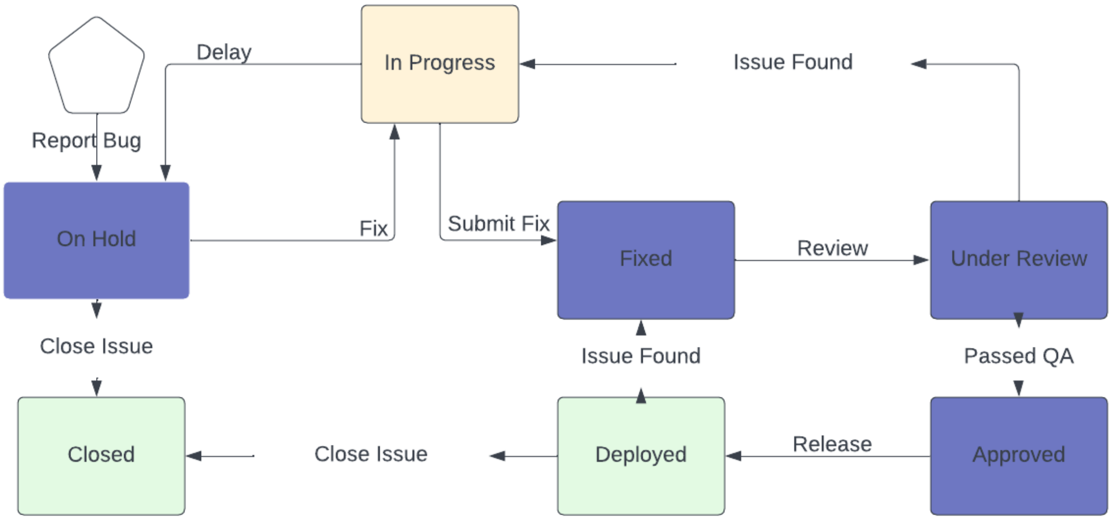
Step 4 - Escalate Issues

- Determine whether the issue needs to be escalated according to the project's escalation path.
- Criteria for escalation include:
  - Issues that affect more than one project
  - Issues that, if left unresolved, may jeopardize a key milestone or deliverable
  - Issues of high priority that are not being resolved in a timely manner
- If an escalation is considered necessary, update the Status (to Escalated) and the Resolution/Status Comments of the Issue within the Issues/Decisions Log
- Communicate to the originator and the person originally assigned to resolve the issue that it has been escalated.
- In the event an issue needs to be escalated, it will be escalated according to the following escalation path:
  - Project Manager
  - ITS Delivery Manager and Project Director
  - Project Steering Committee
  - Executive Team

Step 5 – Issue Resolution

- Once the issue has been resolved, communicate the resolution to the originator, issue owner, and appropriate escalated levels.
- Update the Issue/Decisions Log for the Issue, setting the Status (to closed), the Date Closed, Resolution Comments, and note the variance between the Resolution Target Date and the actual Date Closed.




In Progress
Delay
Issue Found
Report Bug
On Hold
Fix
Submit Fix
Fixed
Review
Under Review
Close Issue
Issue Found
Passed QA
Closed
Close Issue
Deployed
Release
Approved