# Issue Tracking Checklist

## Checklist helps ensure that issues are properly tracked, prioritized, and resolved in a systematic way.

1. **Identify Issues**
   1. Capture any problems or obstacles that arise during the project.
   2. Ensure all team members are encouraged to report issues.
   3. Document issues immediately as they are identified.
2. **Log Issues**
   1. Use an issue tracking tool or spreadsheet to record each issue.
   2. Include key details: issue description, date identified, severity, and reporter.
   3. Assign a unique ID for easy tracking and referencing.
3. **Prioritize Issues**
   1. Assess the impact and urgency of each issue.
   2. Categorize issues based on severity (low, medium, high).
   3. Prioritize critical issues that could impact project objectives, deadlines, or budget.
4. **Assign Ownership**
   1. Designate an issue owner responsible for managing and resolving the issue.
   2. Ensure the owner has the authority and resources to address the issue.
   3. Communicate the issue assignment to all relevant stakeholders.
5. **Investigate and Analyze**
   1. Conduct a root cause analysis to understand the issue's origin.
   2. Identify possible solutions or workarounds.
   3. Involve subject matter experts if necessary to diagnose the issue.
6. **Develop Resolution Plan**
   1. Outline a clear action plan to resolve the issue.
   2. Set deadlines for each step of the resolution process.
   3. Ensure necessary resources are available to implement the solution.
7. **Implement Resolution**
   1. Execute the agreed-upon solution to resolve the issue.
   2. Monitor the effectiveness of the resolution.
   3. Escalate the issue if initial efforts to resolve it are unsuccessful.
8. **Track Issue Status**
   1. Update the issue tracking log regularly with status changes (e.g., open, in progress, resolved, closed).
   2. Monitor issue progress until fully resolved.
   3. Communicate status updates to stakeholders regularly.
9. **Validate Resolution**
   1. Confirm that the issue is completely resolved and no further action is needed.
   2. Ensure the solution has not caused any new issues or side effects.
   3. Close the issue formally in the tracking system.
10. **Document and Learn**
    1. Record the final outcome, including what was done to resolve the issue.
    2. Capture lessons learned for future projects.
    3. Use issue data to improve future issue management processes.

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