**Travel Advisor Web Application**

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Version: 1.2

* **Purpose:** In the life cycle of a project, there will almost always be unexpected problems and questions that crop up. When these issues arise, you have to be ready to deal with them – or they can potentially affect the project's outcome.

Since most issues are, by their nature, unexpected, how do you make sure you'll be able to deal with them quickly and effectively? Ideally, you need an issue resolution process in place before you start your project – to make sure that you stay on schedule, and meet your objectives.

Issue management is the process of identifying and resolving issues. Problems with staff or suppliers, technical failures, material shortages – these might all have a negative impact on your project. If the issue goes unresolved, you risk creating unnecessary conflicts, delays, or even failure to produce your deliverable.

* **Issue management participants:** All members are included in issue management meetings to provide a clear view and clear perspective to predict and analyze issues.

# Issue Management Sheet

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| Project Name: | |  | Travel Advisor Web Application |  |  |  | |  |
| ID | Current Status | Priority | Issue Description | Related Risk | Expected Resolution Date | Impact Summary | | Proposed  Solution |
| TAWA\_ISU1 | Open | Medium | Project scope isn’t clear due to the lack of communication with customer. |  | 04/05/2019 | Requirements and deliverables misunderstanding | | Communicate with the customer during the next meeting |
| TAWA\_ISU2 | Work In Progress | High | Lack of experience and knowledge in developing a whole project |  | 20/05/2019 | Development phase shall be postponed | | Team shall start self-studying and practice development |
| TAWA\_ISU3 | Closed | Low | Having Sunday and Monday OFF |  | 29/04/2019 | Lack of face-to-face communication | | Impact accepted |
| TAWA\_ISU4 | Open | Medium | Sudden interviews | TAWA\_Rsk7 | NA | Members’ concentration and commitment are affected | | Team members shall organize their time as much as possible in the next 2 weeks |