# SOP: Issue Management

**Configuration Management**

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**Purpose**

How to manage PMO and Project level issues on daily basis?

**Audience**

* PMO head
* HoDs
* PMTs
* Top management

**Guidelines**

1. An issue is event which has occurred.
2. An issue is a roadblock on today’s work or this week’s work or activities related to current milestone. If it is not removed within the given time then it will impact minimum one project objectives like cost, CDD, quality, scope.
3. Issues are identified as impediments in the daily stand-up meeting (DSUM). They are assigned to the owner with a deadline/due date & time to resolve.
4. Normally it is self-assigned by the actioner and he/she need to commit the date and time. But if that does not happen automatically then PM or PMO head shall do the assignment.
5. If issue is related to a project then PM must register the issue in the PWA against the project.
6. If Issue is related to PMO then PMO Head should registered the issue in TEAM-PMO project.
7. If issue can be managed by owner within the “agreed” due date then PM should do the follow up and nothing else
8. If issue should be owned by the PM then PM must do so before xyz department/PMTs through this back to PMO.
9. If issue cannot be resolved by PM and it need to be escalated then it shall be escalated to PMO Head.
10. If PMO Head cannot resolve the risk issue within given time then he should escalate to next higher level or call an emergency meeting to solve the problem.
11. No issue shall be discussed over email/ phone call/ stand-up meeting, if it is not in issue register
12. Every issue must be documented with possible alternative solutions.

**Inputs**

1. Updates from everyday stand-up meeting
2. Updates from action register
3. Update from stakeholders over email, phone, one-on-on meeting

**Steps**

1. For project related issues.
   1. Access your project website and click “Issue”
   2. Create a new issue or update the status of existing issue
2. For PMO related issues.
   1. PMO Head should Access TEAM-PMO project and click “Issue”
   2. Create a new issue or update the status of existing issue
3. Status, Category, Priority of the issue should be assessed correctly before entering in the system.
4. Enter the issue related details like title, description after well thinking.
5. Owner of the issue should be PM
6. Issue can be assigned to anybody but because of licensing concerns it can be assigned to limited person. It is suggested that you assigned it to yourself.
7. PM should to do the follow-ups with the responsible stakeholder to take the action and ensure resolution within due date.

**Exit Criteria**

1. Issue is registered with resolution and issue owner is assigned.

**Validation**

1. Check the age of issue in “Issue Register” from PowerBI. Issues should not be pending for unusually longer duration