

projectName

**Delivery control pack  
Exception report**

PHASE 2: FEASIBILITY AND FOUNDATIONS  
PHASE 3: EXPLORATION, ENGINEERING AND DEPLOYMENT

# Purpose of this document

Document template version 0.5

* Record situations that threaten the successful delivery of project deliverables.
* Describe the situation, possible hazards, possible solutions and recommendations.
* Facilitate the speedy resolution of the exception; ideally within 48 hours.

# Document workflow

**DSDM handbook 20.5 Dealing with Issues; 21.6 Escalation in DSDM projects  
Appendix C 3.6.2 Change Control Records**

* Workflow depends on level of exception. Complete the relevant exception level information below. Do not delete the blank levels as these may be required should the exception require to be escalated further.
* If an exception needs to escalate levels consolidate information within this single document and use the revision history to record amendments, so that the information is not split across multiple sources.

# Level 1: Team exception

Examples: Daily and weekly planning, who does what, low-level functional and non-functional requirements, approach to delivering results.

|  |  |  |  |
| --- | --- | --- | --- |
| RACI | Role | Name | Date |
| Responsible | Solutions development team |  | yyyy-mm-dd |
| Accountable | Team leader |  |  |

# Level 2: Project exception

Examples: Approach, phasing, increments strategy, high-level functional and nonfunctional requirements, intermediate results, resources, technical architecture and guidelines.

|  |  |  |  |
| --- | --- | --- | --- |
| RACI | Role | Name | Date |
| Responsible | Team leader |  | yyyy-mm-dd |
| Accountable | Project manager |  |  |

# Level 3: Steering (PST or BTB) exception

Examples: Project scope (goals and high-level results), time, budget, high-level resources, other management constraints.

|  |  |  |  |
| --- | --- | --- | --- |
| RACI | Role | Name | Date |
| Responsible | Project manager |  | yyyy-mm-dd |
| Accountable | Business sponsor |  |  |

# Revision history

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Version | Reason for change | Status | Date |
|  | 0.1.0 | Initial draft | Draft | yyyy-mm-dd |
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|  |  |  |  |  |

# 1. Current situation

***Explanation of the issue, what caused it, and the potential impact on the project if it is not addressed.***

Current situation…

# 2. Alternatives

***This should set out all of the identified alternatives for dealing with the issue with their cost, time, functionality, quality and risk implications.***

***Doing nothing should always be included as an option as this is the baseline against which the other alternatives will be measured.***

***If the issue is serious enough cancelling the project should also be included as an alternative.***

Alternatives…

# 3. Recommendations

***This should identify the team’s recommend option from the above list.***

Recommendations…

# 4. Outcome

***This section should be added following the initial identification and escalation of the issue with the decision made. If the decision is to escalate the issue further this should be added until a decision is made.***

Outcome…

# 5. Resolution

***Following the decision the impact needs to be fed back into the project objectives, plan, budget, and risk log. Once this has been done the report can be completed and the issue closed.***

Resolution…