# Document Information

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| **Project name:** | The name of your project |
| **Date:** | Date of the last approved version of this document |
| **Author:** | Normally, the name and title of the Project Manager |
| **Owner** | Normally, the Project Board members |
| **Document code:** | Configuration item record number for this document |
| **Version:** | Version of the document (e.g. v2.12) |

Note: this document may not be valid anymore. Please check the configuration management system for the latest approved version of the document.

# Approval

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| --- | --- |
| **Date** | **Name and Signature** |
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# Notes

Any extra information or concerns, or even an executive summary can go here. Leave empty if not needed.

# The Approach

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| --- | --- |
| **Procedure:** | What is the procedure for managing issues (including change requests)? |
| **Timing:** | How long do you expect each issue management step to take? |
| **Templates:** | Are you going to use any templates for submitting and tracking issues? |
| **Tools:** | Are you going to use a piece of software for issue management? |
| **Records:** | What are the fields in the Issue Register? |
| **Scales:** | How are you going to categorize issues? |
| **Reports:** | What reports are you going to have for issues? |
| **Responsibilities:** | What are the responsibilities related to managing issues? |

**- - - - PRINCE2® Templates - - - -**

A guide for this template, it’s latest version, and all other templates are available at [mplaza.pm/templates](https://mplaza.pm/templates)

Also, you may be interested in using our PRINCE2 eLearning Courses available at [mplaza.pm](https://mplaza.pm/)

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