

DataWorks Global Inc.

# Issue Management Plan

DataWorks Security Optimization Initiative

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# Issue Management Plan

## Purpose

The purpose of the Issue Management Plan is to provide a structured approach to identify, document, assess, and resolve issues that may arise during the project. Effective issue management ensures that problems are promptly addressed and do not compromise the project's objectives, schedule, or budget.

## Issue Identification and Documentation

### 1. Issue Reporting:

- Any team member, stakeholder, or vendor can report an issue.
- Issues are reported using an Issue Report Form detailing:
  - Description of the issue.
  - Impact on project scope, schedule, resources, or quality.
  - Initial assessment of severity and urgency.
- The Project Manager receives all issue reports and enters them into the Issue Log.

### 2. Issue Log Structure:

- Issue ID: Unique identifier for each issue.
- Date Logged: Date the issue was reported.
- Description: Summary of the issue.
- Reported By: Name of the person reporting the issue.
- Severity: Severity level (e.g., Critical, High, Medium, Low).
- Urgency: Urgency level (e.g., Immediate, High, Medium, Low).
- Impact Assessment: Summary of the issue's impact on the project.
- Status: Status (e.g., Open, In Progress, Resolved, Closed).
- Resolution: Summary of actions taken to resolve the issue.
- Assigned To: Person responsible for resolving the issue.

## Issue Prioritization

Issues are prioritized based on Severity and Urgency to ensure that critical issues are resolved first. The Project Manager evaluates each issue as follows:

- Severity Levels:
  - Critical: Severe impact on project objectives, deadlines, or regulatory requirements; immediate resolution needed.
  - High: Significant impact but does not immediately compromise project success; requires prompt action.
  - Medium: Moderate impact; can be addressed within planned timelines without major disruption.
  - Low: Minor impact on the project; can be addressed with minimal disruption.
- Urgency Levels:
  - Immediate: Needs resolution within 24 hours; critical to project success.

- High: Requires action within 2–3 days.
- Medium: Can be resolved within a week.
- Low: Can be resolved at any time before project completion.

## Issue Assessment and Analysis

Once an issue is documented, the Project Manager and relevant team members perform an Impact Assessment to determine:

How the issue affects project scope, timeline, resources, or budget.

Potential causes of the issue, such as process gaps, resource constraints, or technical challenges.

Possible solutions and workarounds, including short-term fixes or full resolution.

## Issue Resolution Process

1. Assignment and Tracking:
  - The Project Manager assigns each issue to a team member based on expertise and availability.
  - Each assigned team member is responsible for tracking progress, implementing solutions, and updating the Issue Log.
2. Resolution Approaches:
  - Root Cause Analysis: Identify and address the root cause to prevent recurrence.
  - Workaround: Implement a temporary solution if the full resolution is delayed or complex.
  - Contingency Plan: Develop and execute contingency plans for critical issues impacting timelines or deliverables.
3. Escalation Path:
  - If an issue cannot be resolved within its assigned timeframe, or if it poses significant risks, the Project Manager escalates it to higher authority (e.g., IT Security Manager or CIO).
  - Escalated issues are reviewed in Weekly Project Meetings or, for critical issues, in an Ad Hoc Meeting.
4. Resolution Validation:
  - Once resolved, the Project Manager verifies that the solution is effective and does not introduce new issues.
  - Validation may include testing, stakeholder review, or a brief retrospective to identify improvements.

## Issue Log Example

Issue ID	Date Logged	Description	Reported By	Severity	Urgency	Impact Assessment	Status	Resolution	Assigned To
ISS-001	11/13/2024	Delay in VPN setup for secure connectivity	Network Engineer	High	High	May delay network configuration completion	In Progress	Adjust resource allocation	Network Engineer
ISS-002	11/15/2024	MFA not working for external users	IT Security Manager	Critical	Immediate	Non-compliance with security policy	Open		Azure Security Engineer

## Communication and Reporting

**Weekly Issue Review:** Review of all open and high-priority issues during weekly project meetings, providing updates and assigning further actions as needed.

**Escalation Notifications:** Immediate notification to relevant stakeholders if a critical issue is escalated.

**Monthly Issue Summary:** Monthly summary of resolved issues, impact, and lessons learned, shared with all stakeholders.

## Roles and Responsibilities

Role	Responsibility
Project Manager	Manages the Issue Log, assigns issues, and coordinates resolution efforts.
Issue Owner	Team member assigned to resolve the issue, responsible for tracking progress and updates.
Stakeholders	Provide input or resources for issue resolution if requested.
Escalation Authorities	IT Security Manager, CIO – review and provide direction for escalated issues.

## Issue Resolution Metrics

**Average Resolution Time:** Measures the time taken to resolve issues, ensuring they are handled efficiently.

**Number of Open Issues:** Tracks unresolved issues to prevent backlog buildup.

**Escalation Rate:** Measures the frequency of issues requiring escalation, which may indicate underlying risks or constraints.

**Recurrent Issue Frequency:** Tracks the number of recurring issues to identify process gaps or areas for improvement.

## Continuous Improvement

**Retrospective:** At the end of the project, conduct a retrospective to review issue trends, root causes, and resolutions.

**Lessons Learned:** Document key lessons to improve issue management processes in future projects, ensuring continual improvement in issue identification, prioritization, and resolution.