< LOGO >

Project Name

Project Execution Plan

Prepared by

Date
Version

DOCUMENT CONTROL

Version

Release Date:

Distribution List

Name	Role	Company
	Business Sponsor	
	Project Manager	

Changes Forecast

Version nn is the first version released to (the client). This version is for review and input by all parties. At the end of this review process version 1.0 will be created for baselining. Baselining will occur as a result of the document sign-off being achieved.

Release Number	Date	Comment
0.1		First Draft

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Document Inquiries

These must be addressed to:

Contact

Associated Documents

Document Name	Version	Release Date

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DEFINITION

{One of the first milestones within any Project Management undertaking is the delivery of a Project Execution Plan (PEP) which details the overall approach and commitment between the Client and the Project. This details what the Project Manager will deliver, and how it will be delivered.

In some cases, for example if we are managing suppliers on behalf of the client, this may need to incorporate other third parties. In these cases, some consideration may need to be made to determine whether separate subordinate PEP's are required for each of these suppliers.

In summary, a PEP documents the overall project expectations including objectives, constraints and deliverable's. It includes references to the personnel identified to be involved and their respective responsibilities. It will also present the management and reporting initiatives in terms of meeting schedules, content and distribution lists, and finally it presents examples of the project processes used, who is responsible for their maintenance and where they will be stored.}

*{The Definition sections describe the project in terms of how it came to be, and **what** will be achieved.}*

1.1 Project Background and Overview

{A description of the engagement, the Client, the business requirement and the origins of the engagement (tender number, correspondence, etc). Refer to any Client documentation available.}

1.2 Business Objectives

{Refer to any KPI's previously created and provided by the Client. If none are available these need to be discussed and agreed with the Client to ensure the goal(s) are achieved. These objectives are enabled by the project but are to be achieved by the business. Describe objectives in terms relevant to the business requirement. These may be introduced beginning as follows:}

The primary objective of the (project name) project is:

1.3 Project Objectives

{Specific project objectives that have been discussed and agreed with the Client and the project team to support the business objectives outlined above. These objectives must be achieved by the project. Objectives should be SMART, ie. Specific, Measurable, Attainable, Realistic and Timebound.
Project objectives must include, at least, cost, schedule and quality measures. This may include the following:}

The specific project objectives are:

- Support the business objectives.
- Manage the project within time, cost and scope constraints as defined by this document.

1.4 Constraints

{Factors that will limit the project management team's options, e.g. predefined budget, imposed dates, key events or major milestones}

1.5 Scope

{The complete list of products and services to be provided by the project whose full and satisfactory delivery marks completion of the project. Including:

- *what and who (ie: branches, functions) is included*
- *how the quality aspects will be managed*

Note that any engagement is preceeded by a period of discussion where a number of options will be considered. This is why it is important to provide a definitive statement about what is (and is not) included in the engagement.}

1.6 Scope Inclusions

{Describe any specific inclusions to the scope. Anything not explicitly included is implicitly excluded.}

1.7 Scope Exclusions

The following items are not to be included in the scope:

{Describe any specific exclusions from the scope where known. Anything not explicitly included is implicitly excluded.}

1.8 Assumptions

{Factors that for planning purposes are treated as true, real or certain. Assumptions genrally involve a degree of risk and will normally be output from risk identification.}

The following assumptions are to be made:

1.9 Project Deliverables

{A description of the major deliverable's. Each deliverable must be identifiable from the scope and must be linked to a task (or activity) within the project schedule and may be linked to a payment schedule previously provided under the Terms of Reference of the project assignment.}

The deliverables of the Project are:

1.10 Project Completion

{State how the formal acceptance of project deliverables and project completion will be achieved and who is provide the formal acceptance. This includes reviewing work products and results to ensure all were completed correctly and satisfactorily. This may include reference to a review meeting to be held with the client at the end of the engagement. During this meeting you would obtain final acceptance from the client that the engagement is complete.}

Each deliverable will undergo review as soon as possible after delivery by the Business Sponsor. This will reduce the effort required for acceptance as the project comes to an end. It will also ensure that any issues with a specific deliverable are addressed expeditiously.

2 APPROACH

*{**How** and **when** you will achieve what you stated in the project definition section.}*

2.1 Project Strategy

{Describe approach to project including any standard or innovative methodologies to be used and relevant details of the methodologies.}

2.2 The Project Schedule

{Include details of the timeframe supported by a Project Schedule. A summary schedule in Gantt Chart form is attached in an appendix and referred to in this section.
In the schedule, you must identify the following:

- *Activities/tasks*
- *Resources*
- *Duration in days*
- *Expected start date*
- *Expected completion date*
- *Dependencies*
- *Milestones*
- *Audits*
- *Constraints*

From developing the schedule the following will become apparent:

- *Resource Levelling*
- *Critical Path*
- *Any early or late start and finish dates*
- *Time Line (eg Gantt chart)*
- *Milestones (description of) (include details in Milestone section)*
- *Release cycle (if appropriate) (include details in Release Cycle section}*

Appendix A provides a summary schedule in Gantt Chart form for the Project. The full schedule is available from the Project Manager.

2.2.1 Milestones

{Include details of the key milestones. This will be supported by the Project Schedule and may be linked to a payment schedule previously provided under the Terms of Reference of the project assignment.}

The following milestones have been adopted for the implementation of the Project:

Milestone	Date

2.2.2 Release Cycle

(If appropriate)

3 PROJECT COSTS / BUDGET

{A cost estimate and budget for all areas of the project that you are responsible for should be included here. This should include all project costs identified, e.g. client and external project team resources, project office, equipment, hardware, software, training, rental/lease, purchase and maintenance costs, and contingency. Include details of any significant cost assumptions, e.g. forex.

The client may wish to see the expenditure broken down by Year, Quarter, Month or even week in order to budget their cashflow.

A payment schedule and payment terms and conditions would have been agreed in the Terms of Reference document completed at the beginning of the engagement. The payment schedule should be agreed with the client prior to the engagement and may relate to either the milestones or deliverable's. Any changes to the payment schedule and terms and conditions should be made as a change to the Terms of Reference document.}

4 PROJECT MANAGEMENT PLAN

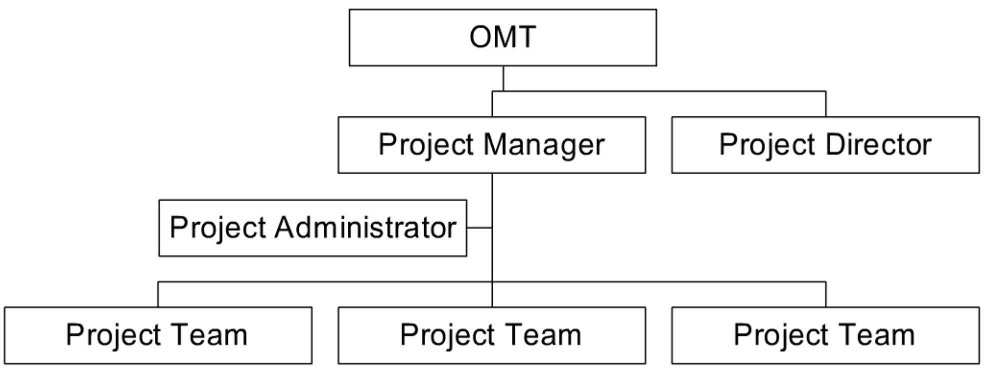
{Outline the structure of the project team, the roles and responsibilities of individuals, method of reporting, procedures for dealing with change controls, issues and risks.}

4.1 Project Structure

4.1.1 Organisation Chart

{Include an organisational chart with lines of reporting/authority both direct and matrix for the management of the project. A typical project structure is likely to be established as shown below.

There may be a requirement to include external parties (ie: vendors, suppliers, service agents) as well as sub-project teams.}



4.2 Meeting Structure

{It is preferable that the critical meetings (ie: Steering Group, Project Management) have been incorporated into the project plan so attendees have scheduled their time appropriately to ensure attendance. Identify in this section the frequency, attendees, chair and purposes of review meetings. This would typically include:}

4.2.1 OMT Meeting

This meeting helps to ensure that the project direction is congruent with the business direction, timing and goals. It enables issues beyond the influence or control of the Project Manager to be addressed in a timely manner. Between Steering Group meetings, issues requiring addressing will be escalated to the Business Sponsor.

A status report including the financial position is tabled allowing a detailed review of the position of the project to take place. **Note:** ***No proxies or substitutes are typically allowed for this meeting.***

The purpose of these meetings is to:

- Review and update outstanding action points.
- Monitor overall progress against plans.
- Problem and issue management resolution.
- Understand current project status.
- Review and resolve escalated issues.
- Approve reasonable plan variations where these impact milestones or costs.

4.2.2 Project Management Meeting

This meeting is primarily a forum for ensuring the attendees have an accurate, common view of project progress and significant project topics.

A clear agenda is provided prior to the meeting to maintain focus and maximise effectiveness. Succinct minutes in the form of action points are to be documented and distributed to attendees and for onward distribution to their own team members.

The purpose of these meetings is to:

- Review and update outstanding action points.
- Monitor overall progress against plans.
- Resolve problem and issues.
- Review current project status.
- Escalate issues which can’t be resolved by the project team; and
- Report requested plan variations and change control items.

4.2.3 Project Teams Meeting

The purpose of these meetings is the same as for the Project Management meeting above but as related to each sub-project.

4.3 Roles and Responsibilities

{Include details of the client resources assigned to the engagement. Include a description of the responsibilities for each role and the person assigned and where sourced from, i.e. client or other supplier. Include any additional resource details, e.g. constraints on percentage availability and/or timeframe availability.

A definition of responsibilities must be included for at least the following roles:

- *Business Sponsor*
- *Project Manager*
- *Project Steering Committee*
- *Project Administrator*
- *Project Teams*

4.3.1 Business Sponsor

The responsibilities of the Business Sponsor will be final accountability for the Project. The Business Sponsor will provide support in organisational and contractual matters and matters of principle, without playing an operational role in the Project:

- Formally authorises the Project establishment.
- Defines the Project goals and objectives.
- Authorises the Project Execution Plan.
- Resolves escalated issues.
- Approves and authorises the Project plan and variations.
- Submits Project Status Report monthly to Steering Group.
- Authorises final acceptance of the outcomes.
- Approves and authorises the Project budget and variations.
- Has final accountability for the Project.

Nominee: tba

4.3.2 Project Manager

The responsibilities of the Project Manager will be:

- Day to day responsibility for management of all Project activities.
- Prepare and implement the Project Execution Plan.
- Prepare Project status reports.
- Be accountable to the Project Sponsor for the success of the Project in terms of timetable, costs and achievement of objectives.
- Re-appraise Project priorities and scheduled activities, and subsequently develop and recommend changes to the Project Plan.
- Oversee the production and maintenance of all Project plans.
- Monitor and update progress of the Project against the Plan.
- Identify, process and resolve issues through the Issues Management Procedure.
- Identify and action project changes through the Change Management Procedure.
- Monitor and address project risks through the Risk Management Procedure.
- Preparation of Management Meetings Agendas and Minutes

Nominee: tba

4.3.3 Project Administrator

Accountable for administering the day to day workload of a project:

- Prepares and distributes agenda for Operational Management Team meetings, Project Review Meetings and other meetings, as determined at the time
- Attends Operational Management Team meetings and Project Review Meetings and produces minutes, including an Action Point Summary Sheet
- Logs and distributes Problem Reports, Software Change Controls and maintains Issue/Risk Registers in conjunction with Project Manager
- Sets up and maintains Project Library

- Monitors records and reports to the Project Manager the progress of the project against plan
- General project administration activities
- Ensures Project facilities are available as required for the project team, including computer resources, secretarial assistance, stationery supplies, etc
- Develops and refines project processes as required
- Provides project infrastructure templates, for eg. agenda's, meetings, minutes, etc
- Liaises with the Finance department - Identifies capital expense cost components
- Pursues issues as requested by the Project Manager
- Pursues and monitors ALL actions from meetings

Nominee: tba

4.3.4 *{Include other critical project team roles and responsibilities.}*

4.4 Communication Plan

{Describe the plan to communicate the project progress within the project team and to a wider audience.

{Identify the type and frequency of reporting:

- *Describe what will be reported weekly and who to.*
- *Describe what will be reported monthly and who to.*
- *What will be reported to a wider audience and who this wider audience is.*

All members of the project team are required to keep their Team Leader informed of any matter that may impact on the quality, timing or cost of the project. Urgent matters must be raised promptly, routine matters must be raised at the next team meeting. Specific "Issues" requiring action or decisions outside the project team members' normal authority, need to be registered with the Project Administrator.

4.4.1 Weekly Project Status Reporting

Generally the Project Manager will produce a weekly Status Report. This report will be distributed to all team members and to the Steering Committee.

It will include at least the following:

- Project Name, date and author of the Report.
- Summary of progress against plan
  - ie: scope, resources, time
- Progress against milestones
  - milestone / deliverable name
  - planned date (baseline)
  - current completion date (actual / expected)
  - comments / current status
- Key Risk Management
- Key Issues Summary
- Key Change Controls Summary

- Project Costs – Budget vs actual
- Comments / Decisions Required

4.4.2 Monthly Status Reporting

Generally the Project Manager will be expected to produce summary status reports on a monthly basis. The distribution of this report should be agreed with the Business Sponsor. The distribution may be greater than, but will at least be, the Operational Management Team.

4.4.3 Communication Plan

Details may not be developed on first release of the PEP but should be developed early in the project, as follows:}

A communication plan will be established and appended to this PEP within two weeks of PEP signoff. Formal communication will be the responsibility of the Business Sponsor and the Project Manager.

4.5 Document Management

{It is preferable, especially in very large projects, to have a physical project library as well as a Deliverable's Document register. Some form of electronic library normally accompanies a physical library and is set up on the clients' network.

The purpose of the physical library is to hold all hard copies of documentation including agendas, minutes, change controls, issues records, reports (including progress reports), contracts, project plans, discussion papers, analysis documents, and any other documentation of a significant nature produced by the project. The Project Administrator has sole responsibility for maintaining documents in the physical library. Each team member is responsible for ensuring that all relevant documents are provided to the Project Administrator in hard copy for filing.

The purpose of the electronic library is to enable users to create and maintain documents as well as to access documents that have been created by other components of the project. In other words, it represents as closely as possible a complete history of the project being undertaken.

The deliverable's document register normally tracks the projects major deliverable documents. It allows project management to understand for example the status of a document, its version number, if someone is in the process of updating it, or if it is complete and has Steering Committee signoff.}

4.6 Risk Management

{The client has normally identified the risks that the project may face quite early in the process. These must be recorded and managed as an inherent part of the project…
The description could read:}

An initial assessment of risk associated with this Project is provided in Appendix B.

This will be reviewed with the Project Control Group at the project commencement. The risk assessment will be modified accordingly.

The risk assessment will be regularly reviewed and updated by the Project Manager. A review will always occur before each Steering Group Meeting. The current risk assessment will be reported to the Steering Group.

The costs associated with the project risks have not been factored directly into the project costs (fixed or estimate). However, the project budget includes an item for risk contingency and this is directly related to the project risk assessment.

The Risk Management process is documented in Appendix B.

4.7 Change Management

{The purpose of a change control system is to manage and track any changes and their associated costs outside of, or different to, the agreed project scope and requirements and may impact any deliverable, system, or project plan. It is also the mechanism to use to track changes that are within the scope, ie: system changes to forms or reports..

The change control system should be described in the PEP, with a copy of the form, and explicit instructions for it's completion, included in the appendices.

The description could read:}

The change control system is designed to allow (company) the flexibility to incorporate agreed changes to the project scope while retaining control over costs and time frames. Change control will become effective when the baseline for the project is established. The aim is to baseline all plans within 2 weeks of PEP sign-off.

All changes that have the potential to impact the project end-date will be reviewed against other project priorities / deliverables to identify potential trade-offs. The objective of this review is to protect the project end-date.

Change Control Procedures are the mechanism whereby any prospective change in any baseline document (Project Execution Plan, system specifications, baselined project schedules (gantt charts) or process) is passed through a formal assessment and authorisation process.

The Change Control Procedures to be followed are detailed in Appendix C.

4.8 Issues Management

{The purpose of Issues Management is to track all issues, questions, concerns and problems arising from any meetings (either formal or informal) to ensure their timely resolution. The resolution of issues raised may mean invoking the Change Control process.

The issues system should be described in the PEP, with a copy of the form, and explicit instructions for its completion, included in the appendices.

The description could read:}

Problems/Issues will be identified and reported, monitored and controlled, actioned and resolved via the Project Issues Register, maintained by the Project Administrator. This will record all key dependencies and issues, which may potentially impact the successful completion of the project. The Project Manager will escalate issues / problems where appropriate.

The Issues Management process is documented in Appendix D.

While the Project Issues Register will be under the control of the Project Manager, all members of the team and users are able to register issues. Problems/Issues can be raised directly with the Project Manager either verbally or in writing (including Email). Problems/Issues can also be raised via Project Team meetings. The Issues Register will be reviewed at the Project Team meetings and reported in Project Status Reports."

4.9 Escalation Procedures

{The description could read:}

Action points not progressed by the agreed completion date and which have a time or cost impact on the project, will automatically be escalated through the project hierarchy. Where issues remain unresolved within the project structure, the Project Manager will escalate the issue to the Project Sponsor as appropriate.

DOCUMENT SIGN-OFF

The above document has been reviewed and accepted as the formal Project Execution Plan for the (project name) Project.

……………...….......

Name
Business Sponsor
Company Name

…../…../…..

……………...….......
Name
Project Manager
Company Name

…../…../….

……………...….......
Name
Role
Company Name

…../…../….

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Name
Role
Company Name

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Name
Role
Company Name

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APPENDIX A – PROJECT GANTT CHART

1. Project Gantt Chart

APPENDIX B – PROJECT RISK MANAGEMENT PROCEDURE

1. Risk Form

{At least the following must be recorded for each risk identified:

- *Category*
- *Risk Name*
- *Date identified*
- *Risk number*
- *Functional area the risk relates to*
- *Which member of the project team or Steering Committee has overall responsibility for the risk*
- *Critical milestone which will impact the risks severity*
- *Status*
- *Whether the risk is ACTIVE or INACTIVE*
- *Cost impact*
- *Project impact*
- *Performance impact*
- *Probability (%) of the risk occurring*

Each time the risks are reviewed the risk must be updated with the following:

- *Risk status*
- *Date and description*
- *Risk exposure rationale*
- *Mitigating action*
- *Who, what, when, completed on*
- Bottom line status}

RISK FORM

PROJECT:

RISK TITLE: **RISK NUMBER:**

Status Date:		**Risk State:** (Active)	
		Risk Probability: (%)	
Impact: (High/Med./Low)		**Cost Impact:**	
Functional Area:		**Schedule Impact:**	
Responsible Person:		**Performance Impact:**	
Critical Milestone:		**Key Cost Component :**	

Risk Status:

- Status

Risk Exposure Rationale:

- Rationale

Risk Response / Actions:

Description	Who	Complete	Ongoing/ Outstanding

Bottom Line Status:

- Bottom line

RISK ASSESSMENT SUMMARY AS AT

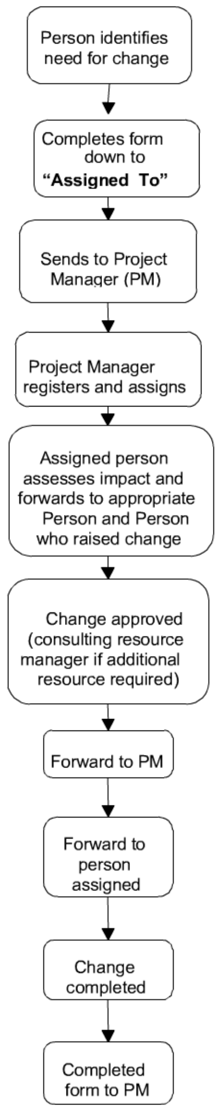
Risk No.	Risk Description	Date Risk Negated	Probability (P)	Performance Impact (I)p	Cost Impact (I)$	Schedule Impact (I)S	Cost Exposure (P)*(I)$	Comments

APPENDIX C – PROJECT CHANGE CONTROL PROCEDURE

1. Change Management

The Change Control process is used to manage any change that may occur to an agreed plan. The agreed plan is documented and agreed within the Project Execution Plan for the Project. The agreed plan will include a baseline schedule and budget.

2. Change Control Process



3. Reporting

The Project Manager will maintain a Change Control register for the project. This will be distributed with the Project Status Report.

4. Change Control Form Guide

{As per the following example, the controlling document must include at least the following:

- *Name of the initiator*
- *Date raised*
- *Type of change (defined according to the project needs)*
- *Change Control number (assigned by Project Administrator/Manager)*
- *Description of the change required and attachment of any supporting material*
- *Importance of the requirement*
  - *Before Go Live = the change is critical to the success of the project. The project cannot progress until it has been made and the project definitely cannot 'go live' without it, ie: it is a showstopper!*
  - *After Go Live = this is a must have however it can wait until 'go live' has been achieved, ie: it is not a showstopper!*
  - *Nice to Have = the change is on the wish list and is not a necessity even after 'go live'.*
- *The related issue number if one exists*
- *Signoff that the request has been logged*
- *Signoff that the Project Manager has reviewed the request*
- *Signoff that the authority has been given to progress estimation of the change*
- *Responsibility history*
  - *what actions have been taken by whom and when*
  - *next action required, the priority of it, who must do it and when*
  - *include cost when appropriate*
  - *this area can also record any remedial action required as a result of actions taken*
- *Impact assessment summary including time, resources and cost*
- *Signoff that the authority has been given to proceed with the change as requested, analysed, and costed}*

The following is a guide to filling out the Change Control form in section 5 of this Appendix.

FIELD	DESCRIPTION
Project Change Control Number	The sequential number for this change (assigned by the Project Manager).
Change Name	Name of change.
Raised By	The name of the person raising the Change Control.
Date	The date the change was raised.
Type	*Criteria depend on the project and should be defined here. Could be Hardware / Software / Network / New Feature / Resource.*

Description of Change	Describe the change and the reason required. This should identify the impact of not getting the change. Available supporting documentation should be attached.
Assigned to	The name of the person assigned to make an assessment of the impact and complete the change control.
Date	The date the change control was assigned.
Impact Statement	Describe the impact of the change in terms of cost, resource hours and change to the implementation completion date.
Authority to proceed	Name and Signature of Business Sponsor to signify approval to proceed.
Date	Date of approval.

CHANGE CONTROL FORM

Project	

Deliver To:	**Short Description**			**Change Request Reference**	
Prepared by:			**Date:**		
Phone/Fax:					
Impact:	High		Medium		Low
Required Dates:	Approval		Completion		
Status	OPEN	CLOSED	**Date Closed:**		

CHANGE DETAILS

A. DESCRIPTION
B. RATIONALE/ BUSINESS IMPACT

CHANGE IMPACT TO BE APPROVED

C. SCOPE:	
D. TIME:	
E. COST:	
	$

Request For Change Result:	***Approved***	***Rejected***	***Deferred***
Signed:		**Signed:**	
Business Sponsor		**Operational Management Team**	
Date:		**Date:**	
Change Completed Signoff:		**Date:**	**PM:**

CHANGE CONTROL REGISTER

Change Number	Change Short Description	Date Raised	Est Cost	Priority	Actions Taken	Assigned To	Assigned Date	Paid For
								$ -
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		Total	-					$ -

APPENDIX D - PROJECT ISSUES PROCEDURE

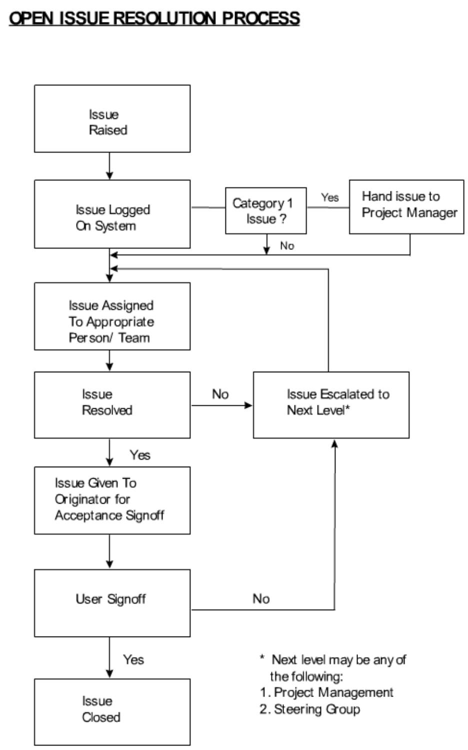
1. Issue Management

Throughout the course the Project, project members will identify concerns, questions or other items, which cannot be immediately resolved by discussion with the relevant member(s) of the project. Under these circumstances the “Issue Procedures” should be followed. These procedures are described below.

2. Issue Procedure

Person	Action	Forms (and sections)
1. Any members of project (“issue originator”).	Identify issue, concern, query or opportunity. Discuss with person concerned. If not satisfactorily resolved, complete top half of Issues Form.	Initiate Issues Form (top section) and hand to Project Manager or Project Coordinator if appointed.
2. Project Manager	Enter Issue Form details into Project Issue Register. Assign action to person responsible for actioning or resolving issue.	Complete “Log Issue” and “Responsibility History” sections. Give original of Issue Form to person responsible for actioning or resolving.
3a. Issue Resolver 3b. Issue Resolver	Either (a) resolve issue; or (b) determine that you cannot resolve issue and describe reasons on an attachment.	(a) complete “Resolution” section of Issue Form. Deliver to Project Manager or Coordinator if appointed; [b] hand Issue Form (unamended) back to Project Manager or Coordinator if appointed with attachment.
4. Project Manager	If the issue is not resolved, repeat from step 2 logging the details. If the issue is resolved, log the details and ask the Issue Originator to sign off the issue.	Hand Issue Form (original) to issue originator. Complete the “Originator Acceptance” section of the form (if appropriate) and hand to Project Manager.

3. Open Issue Resolution Process



4. Reporting

All open issues are reported in the weekly Project Status Report.

Closed issues will be reported for one week after they have been closed and then removed from the report.

5. The Issues Form

{As per the following example, the controlling document must include at least the following:

- *Name of the initiator*
- *Date raised*
- *Type of issue*
- *Issue number (assigned by Project Administrator)*
- *Description of the issue*
- *Inclusion of any supporting material*
- *Related change request if there is one*
- *Record any associated issues where necessary to reduce duplication*
- *Impact on the project and the resulting cost if it is known*
  - ie: if the issue is not resolved within "X" amount of time the project will stop
- *Category (URGENT = 1 day, CRITICAL = 7 days, IMPORTANT = 30 days, ROUTINE = 60 days)*
- *Responsibility history*
  - *what actions have been taken by whom and when*
  - *next action required, the priority of it, who must do it and when*
  - *include cost when appropriate*
  - *remedial action required (if any) as a result of actions taken*
- *Confirmation that the issue has been logged (in the summary spreadsheet, helpdesk system or tracking database).*
- *Resolution*
  - *this must detail what has been decided or been done to resolve the issue, by whom and when.*
  - *Include any attachments where appropriate.*
- *Originator / Initiator Acceptance*
  - *ie: signoff that the initiator is happy the issue has been resolved.*
- *Confirmation that the issue is now closed in the tracking system.*

An Access Issues database is available and can be used to manage issues if required.}

In most cases the content of the Issues Form is self-explanatory. Fields that require further description are:

Field	Description
Type	The issue type to which the issue belongs: • Development • Acceptance Testing • Business Procedures • Implementation • Project Management
Category	Category is the degree of urgency attached to resolving the issue: • Category 1 - If no decision is made immediately then the critical path is affected and the project incurs delay; • Category 2 - Decision affects a critical path activity - if no decision is made within 1 week then the project incurs delay; • Category 3 - Decision affects either a float or critical path activity - if no decision is made within a month then the project incurs delay. (Note: If issues do not fall into Category 1 or Category 2 then they should be treated as Category 3.)

ISSUE FORM

Issue Number:

Originator Name: Date: / /

Short Description:

Issue Details:

Impact of Issue:

Assigned To:

Priority: (1) Immediate *1 day* (2) High *7 days* (3) Medium *30 days* (4) Low *60 days*

Issue Logged	*SIGNED*		Date: / /
Acceptance:	*SIGNED*		Date: / /
Issue Close Off	*SIGNED*		Date: / /

ISSUE RESOLUTION CHRONOLOGY

Date	Initial	Action

ISSUES REGISTER

No.	Issue Description	Originator	Priority (1,2,3,4)	Date Opened	Assigned to	Action Date	Current Action

Note:This Issues Register contains current issues only, with the agreed closed issues having been archived separately.