



CDC UNIFIED PROCESS CHECKLIST



ISSUE MANAGEMENT

Purpose

The purpose of this document is to provide a quick reference checklist for use by the project manager to ensure that all appropriate activities related to **Issue Management** have been addressed.

Activities Checklist

This section provides a checklist related to the practice of **Issue Management**. The checklist can be used to assure that the project has completed the activities related to effective **Issue Management**.

Issue Management Checklist (One Time Activities)	
	Is your approach to defining and managing issues defined?
	Have you identified the individual responsible for maintaining the issue log?
	Is the project team aware of how to submit issues that are impeding their progress toward completion of their activities?
	Is the issue log accessible to all project team members?
	Is the required data recorded with sufficient information to allow an understanding of the issues?
	Is the project schedule updated to reflect any resource, duration, and/or schedule impact from issues?
	Are the action steps specifically stated and expected resolution date realistic?

Issue Management Checklist (Ongoing/Iterative Activities)

- Review the Issue Management Log routinely as a part of your project status meetings.
- Review the Issue Management Log routinely with the project team and project sponsors, on a weekly basis or more frequently if needed.
- Ensure the issue log is accessible to all project team members.
- Record required data with sufficient information to allow understanding of the issues.
- Escalate issues to the appropriate channels when they are not resolved according to plan.
- Keep the Issue Management Log up-to-date.
- Update the project schedule to reflect any resource, duration, and/or schedule impact from issues.
- Specifically state the action steps and expected resolution date.
- When action steps and resolution dates are not achieved follow the issue escalation process according to plan.