**HOW TO USE THIS TEMPLATE:**

### Introduction

The template reflects the steps set out in the PRINCE2 Method and is designed to prompt the Project Manag­er and help in the creation of the Issue Report. There is also a Product Description for the Issue Report at Appendix A of the PRINCE2 Manual.

Loading the file

This template has been produced using Microsoft Word 2003. To use it, load up the file directly from the directory and starting from page 1 follow the prompts (in [...] brackets).

Deleting the [....] text

When the template is complete, the Issue Report can be printed and ap­proved.

Prior to printing, you should delete all [....] prompt text.

Saving the Issue Report document under its own name

Save the Issue Report document by selecting the “SAVE-AS” command; this will avoid overwriting the standard template. You must specify your own Project Directory.

Once your Issue Report is complete check the document against the following Quality Criteria:

* The issue stated is clear and unambiguous
* A detailed impact analysis has occurred
* All implications have been considered
* The issue has been examined for its effect on the tolerances
* The issue has been correctly registered on the Issue Register
* Decisions are accurately and unambiguously described

PROJECT DOCUMENTATION

**ISSUE REPORT**

|  |  |
| --- | --- |
| **Project:** |  |
| Release: |  |
| Date: |  |
| Period Covered: |  |
|  |  |
| **PRINCE2** |  |
|  |  |
| Author: |  |
| Owner: |  |
| Client: |  |
| Document Ref: |  |
| Version No: |  |

# 1 Issue Report History

## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found at this location – *[insert folder structure]*

## 1.2 Revision History

**Date of this revision:**

**Date of next revision:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision date** | **Previous revision date** | **Summary of Changes** | **Changes marked** |
|  |  | First issue |  |

## 1.3 Approvals

This document requires the following approvals.

Signed approval forms should be filed appropriately in the project filing system.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
|  |  |  |  |  |

## 1.4 Distribution

This document has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Date of Issue** | **Version** |
|  |  |  |  |

# 2 Table of Contents

**Page**

### 1 Issue Report History 1

1.1 Document Location 1

1.2 Revision History

1.3 Approvals

1.4 Distribution

### 2 Table of Contents

### 3 Issue Identifier

### 4 Issue Type

### 5 Date Raised

### 6 Raised By

### 7 Issue Report Author

### 8 Issue Description

### 9 Impact Analysis

### 10 Recommendation

### 11 Priority

### 12 Severity

### 13 Decision

### 14 Approved By

### 15 Decision date

### 16 Closure Date

## 3 Issue Identifier

[As shown in the Issue Register (provides a unique reference for every Issue Report)]

## 4 Issue Type

[The type of issue being recorded, i.e.

* Request for change
* Off-specification
* Problem/concern]

## 5 Date Raised

[Date on which the issue was originally raised]

## 6 Raised By

[Name of the individual or team who raised issue]

## 7 Issue Report Author

[Name of the individual or team who created the Issue Report]

## 8 Issue Description

[A statement describing the issue in terms of its cause and impact ]

## 9 Impact Analysis

[A detailed analysis of the likely impact of the issue. This may include, for example, a list of products impacted]

## 10 Recommendation

[Describing what the Project Manager believes should be done to resolve the issue (and why)]

## 11 Priority

[In terms of the project’s chosen scale. The priority should be re-evaluated after impact analysis]

## 12 Severity

[In terms of the project’s chosen scale. The severity will indicate what level of management is required to make a decision on the issue]

## 13 Decision

[The decision made (accept, reject, defer, grant concession)]

## 14 Approved By

[Who made the decision?]

## 15 Decision Date

[The date of the decision and the decision-maker]

## 16 Closure Date

[The date that the issue was closed]