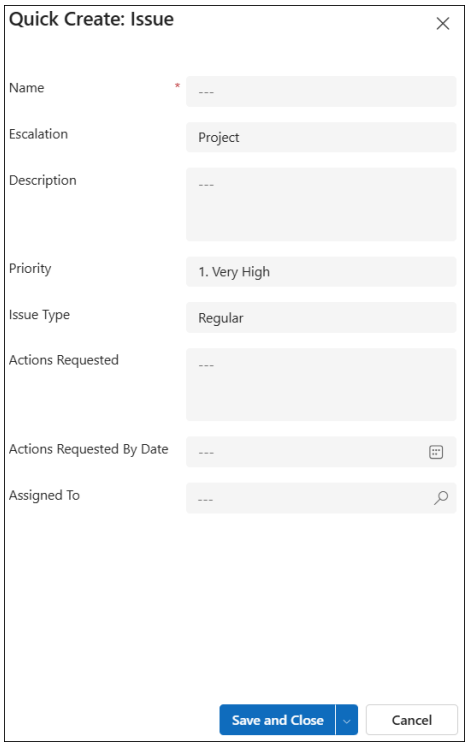
Portfolio & Program Issues

Project Management Context

An issue is an unplanned event or previously identified risk that has occurred and is likely to have an impact on the objectives of a project, portfolio, or program. Issues will often have a negative effect on scope, schedule, and/or quality. By assigning an issue to an individual in BrightWork 365 and closely monitoring its status, the issue's effects can be greatly mitigated.

Quick Create Form

To begin the process of creating a new issue via a Quick Create form, in the Issues tab click **New Issue**, fill in the field values, and click **Save and Close** or **Save & Create New**.



Quick Create Fields

Name: Name of the issue.

Escalation: Specify if the issue is to be set at the project, program, or portfolio level.

Description: Description of the issue.

Priority: The priority level of the issue.

Issue Type: The type of issue that is being logged.

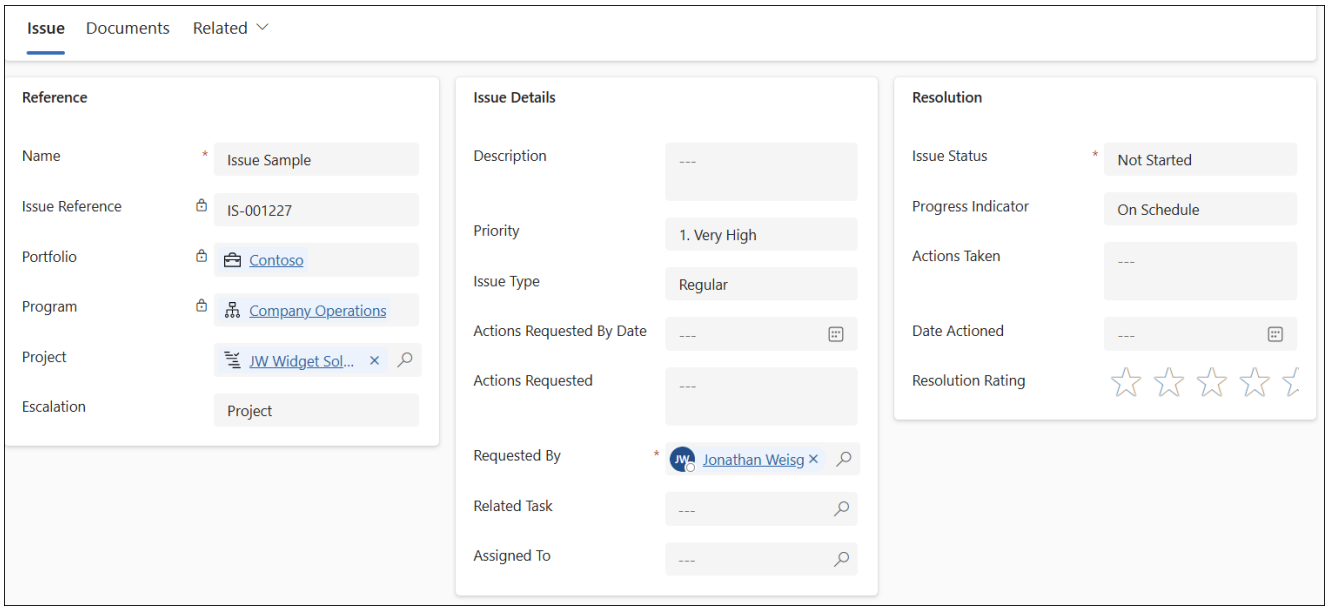
Actions Requested: The actions that are requested of the issue assignee.

Actions Requested By Date: The date by which the requested actions should be completed.

Assigned To: The person assigned to the issue.

Additional Full Form Fields

After an issue is initially created with the Quick Create form, you can expose the full Issue form to add more details by clicking on the **Name** of the issue in the **Issues** tab.



Reference

Issue Reference: Automatically assigned unique identifier for the issue.

Portfolio: The portfolio the issue is associated with.

Program: The program the issue is associated with.

Project: The project the issue is associated with.

Escalation: Specify if the issue is to be set at the project, program, or portfolio level.

Issue Details

Requested By: The person requesting the actions to be taken for addressing the issue.

Related Task: If applicable, choose the Gantt task related to the issue.

Resolution

Issue Status: The current status of the issue.

Progress Indicator: Specify if the issue resolution is on schedule, late, or in danger of being late.

Actions Taken: Actions taken to address the issue.

Date Actioned: The date actions were taken to address the issue.

Resolution Rating: Rating given to the issue resolution.