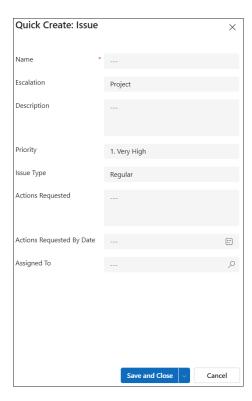
# **Portfolio & Program Issues**

## **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.

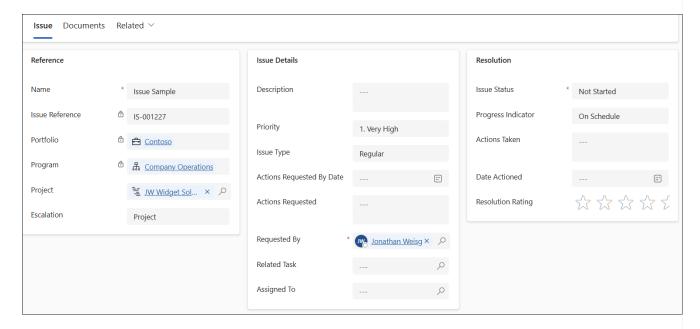
**Actions Requested:** The actions that are requested of the issue assignee.

**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.