



NOWECO

Northwest Controlling Corporation Ltd.

Enterprise Issue Register™



Enterprise Issue Management Software

WHY HAVE AN ISSUE REGISTER

The issue register is the central record in issue management. It contains details of all issues identified during the issue management process. The issue register includes all information to answer the following questions:

- ◆ **What are the issues?** The issue register has to include all detail on an issue including its description, categorisation and specification.
- ◆ **Who is responsible?** This question is about roles and responsibilities. An issue register will contain information about the issue recorder, the issue owner, and the issue contact. This can be one and the same person or three different people.
- ◆ **When?** The issue register includes dates of when the issue was identified or last reviewed.
- ◆ **How much?** An essential part of the issue register is issue assessment. The issue assessment is about assessing the urgency of an issue to occur and the consequences in case of a issue occurring. To provide detailed cost information the issue register will put action benefits against issue costs and treatment costs. What remains are retained issue costs.
- ◆ **What are the actions?** Though treatments are usually not part of the risk register itself, it will have links to treatments for each single risk. Treatments are the mean to mitigate the risk.

Why would any organisation want Enterprise Issue Register™?

Enterprise Issue Register™ is able to support issue management efforts as it provides:

- ◆ A tool for managing and mitigating issues
- ◆ Documentation of the urgency and impact of identified issues, and easy monitoring of any major issues to reduce urgency and/or impact
- ◆ Assistance in identifying mitigation actions and the means by which those actions may be evaluated by cost and effectiveness, and the monitoring of those actions until completed
- ◆ Evidence for interested parties such as project owner, senior management, steering committee, that a valid issue management framework is in place to reduce project or organisational exposures
- ◆ A mechanism to easily communicate issue management issues and seek involvement and action by people who are best able to reduce the urgency and/or impact of issues.

QUALITATIVE ISSUE ASSESSMENT

Enterprise Issue Register™ supports issue assessments and provides the ability to record and sort data by issue category, area at issue, location, department, division, issue owner, issue contact, action owner, action type and responsible party. A higher level of analysis is available using issue type, area at issue type, issue group and division group. A issue may be associated with an industry standard, law or regulation.

ISSUE INFORMATION

Issue information in Enterprise Issue Register™ is contained in four sections - issue data, action, analysis, and history:

- ◆ **Issue data:** The issue data section contains all information about the issue. This is at first the issue name and its description. Further it includes information about the qualitative assessment of urgency, impact, potential loss, and rating.
- ◆ **Actions:** The action section contains information about the response to an issue. These include information about the effect of the action in terms of reducing urgency or impact. Action costs and benefits are added to later allow a profound analysis of the effectiveness of the actions.
- ◆ **Analysis:** The analysis section provides comprehensive information on issue assessment, effects of actions, remaining issue ratings, action completions, and status. And of course are calculation is made to show the financial impact.
- ◆ **History:** The history section collects information of what happened to an issue during the issue management process.
- Enterprise Issue Register™ supports these steps as it collects all data required in the issue management process. And it allows to report all data being sorted or filtered as required by the user.

RISK ALERTS

Enterprise Issue Register™ provides issue review and action due reminders by task list, or email to issue and action owners. There are many ways to slice and dice the information to produce snapshot reports of top issues, to monitor action progress and to audit the effectiveness of the register itself.

CHARTS AND REPORTS

The software includes a Reporting Wizard and a Charting Wizard with powerful graphical charting capabilities. Enterprise Issue Register™ provides detailed reports and statistics on issues, actions, costs and benefits. You decide the information you want in a report and how you want it sorted, grouped, sliced and diced.

Enterprise Issue Register™ monitors itself with aggregated data relating to issue categories and actions, the number of issues relating to each category, active issues, high issues, critical issues, issue reviews due and overdue, actions due and overdue, actions in progress and completed, issue and action contacts and owners.

TECHNOLOGY

Enterprise Issue Register™ is a web-enabled multi-user Microsoft .NET application using SQL Server relational database supporting hundreds of decision makers across the enterprise. It uses Microsoft Windows single sign-on authentication, Role Based Security for issue management in context, and Internationalisation. You can start with a small system and add more uses as you deploy the system enterprise-wide. It may be integrated with Incom's Enterprise Incident Register™ or Enterprise Risk Register®. Incom provides user and technical training and support, software maintenance and upgrades.

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