Project Issue Management

Identifying and Resolving Problems

In the life cycle of any project, there will almost always be unexpected problems and questions that crop up. When these issues arise, you must be ready to deal with them – or they can potentially affect the project's outcome.

Since most issues are, by their nature, unexpected, how do you make sure you'll be able to deal with them quickly and effectively? Ideally, you need an issue resolution process in place before you start your project – to make sure that you stay on schedule and meet your objectives.

Issue management is the process of identifying and resolving issues. Problems with staff or suppliers, technical failures, material shortages – these might all have a negative impact on your project. If the issue goes unresolved, you risk creating unnecessary conflicts, delays, or even failure to produce your deliverable.