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| --- | --- | --- | --- | --- | --- |
| Project: | | | List owner: | | |
| ID | Issue Description | Action and Status | Entry Date | Owner | Due Date |
| ex | New textbook unavailable from the publisher | Select & order alternate text for fall term. As of 7/7/15, evaluating 3 books | 6/25/15 | John S. | 8/10/15 |
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# Issue and Action Item List Instructions

Try to prevent issues by using good risk management techniques. However, prevention is not always possible. Use this Issue and Action Item List to manage issues and action items that come up during the project. Review this list frequently with the project team. Especially make sure that each item has the name of owner who will take charge of it and a date for when the action is due. That really helps focus the action. If all else fails, take a “date for a date,” but never leave an action item without agreeing on an owner, next step, and due date.

When items are closed or no longer relevant, remove them from this list or transfer them to a separate section for inactive items so that the active items are not obscured by clutter.

Sometimes the team needs outside help to resolve issues. Promptly escalate these issues to your sponsor, using the process below. Don’t hesitate to escalate – it is usually better to escalate too quickly than it is to wait too long. Escalation is a normal part of running projects in a busy environment, and one of the critical functions of a sponsor is to help you resolve issues.



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