

Achievement of Market-Friendly Initiatives and Results Program
(AMIR 2.0 Program)
Funded by U.S. Agency for International Development

Jordan e-Government Programme's Issue Management Process

Final Report

**Deliverable for ICTI Component, Task No. 431.3.2
Contract No. 278-C-00-02-00201-00**

April 2002

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0 Document Control

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0.1 Document History

Version	Status	Date
0.1	Draft	31 March 2002

0.2 Changes From Last Issue

First Draft

0.3 Acknowledgements

N/A

0.4 Distribution List

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Mahmoud Ali Khasawneh	MoICT
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0.5 Referenced Documents

Number	Title	Reference	Note
	N/A		

0.6 Abbreviations

AMIR	Access to Microfinance & Improved Implementation of Policy Reform
JOG	Jordan e-Government Programme
MoICT	Ministry of Information, Technology and Communications (previously MoPC).
PMO	Programme Management Office
PO	Project Office

0.7 Glossary

N/A

1 Introduction

As programmes evolve through their life cycle, it is inevitable that differences will arise, or that the programme's direction will not match the programme's objectives. These differences are often called issues. When these differences occur, Programme Managers address these issues in a consistent, expedient manner from a programme perspective. Issues are unresolved concerns or expectations, managed just as any other process of a programme. Programme issues are generally identified by projects within the programme. Similarly, programme issues may surface from many of the programme management functions described within this architecture.

Programme issues typically include the following:

- Issues that affect more than one project within the programme
- Issues originating from the Programme Manager, Programme Office, or Steering Committee
- Issues that, if unresolved, may jeopardize a key programme milestone or deliverable
- Issues that are unresolved at the project level and have been escalated to the programme level

Project-specific issues should be managed and controlled at the project level.

The purpose of this document is to:

- Provide Programme/Project Managers with the information and tools to effectively identify and manage all programme/project issues.
- Increase the probability of the successful completion of all EDS / GOJ eGovernment projects.

2 Issue Tracking Process

OBJECTIVE

To describe the standard for producing an issue form, which is used to document and communicate a programme or project issue.

DEFINITIONS

Issue A concern raised by any stakeholder that needs to be addressed during the course of the programme/project. As issues are reviewed, they may become a risk and a risk plan may need to be developed and documented.

PROCEDURE

The Issue Form (Appendix A) is produced as a result of Issue Management, using the content standard listed below.

Topic	Content Standards	Required / Optional
Title	Brief title of the issue	Required
Proposed Priority (High, Medium, Low)	Determined by the person identifying the issue	Optional
Date Detected	Date the issue was detected	Required
Initiated by	Name of the person who identified and documented the issue	Required
Initiator's Phone Number	Phone number of the person who identified and documented the issue	Optional
Project/Programme Name	The official name of the project/programme	Optional
Project/Programme Manager	Name of the person responsible for the entire project/programme	Optional
Project/Programme Manager's Phone Number	Phone number of the person responsible for the entire project/programme	Optional
Description of Issue	A paragraph description of the issue	Required
Potential Impact Description	A paragraph description of the potential impact of the issue	Optional
Potential Knowledge Area Issue Impact	Identify the knowledge area which may be impacted by the issue; e.g. schedule, technical, scope, organization, subcontractor, quality, contract, human resources, communication, risk, cost, etc.	Optional

1. An issue can be identified by any of the stakeholders and it can as well be raised through many ways, e.g., meeting, conversation, email, telephone call, or Issue Form submitted.
2. After an issue is identified, document it by filling out the Issue Form.
3. Once an Issue Form is filled and/or an issue is identified, then log the issue in the Issue Log (Appendix B). At the time of entering issue in the Issue Log, some key information are recorded, i.e., Issue Owner, Target

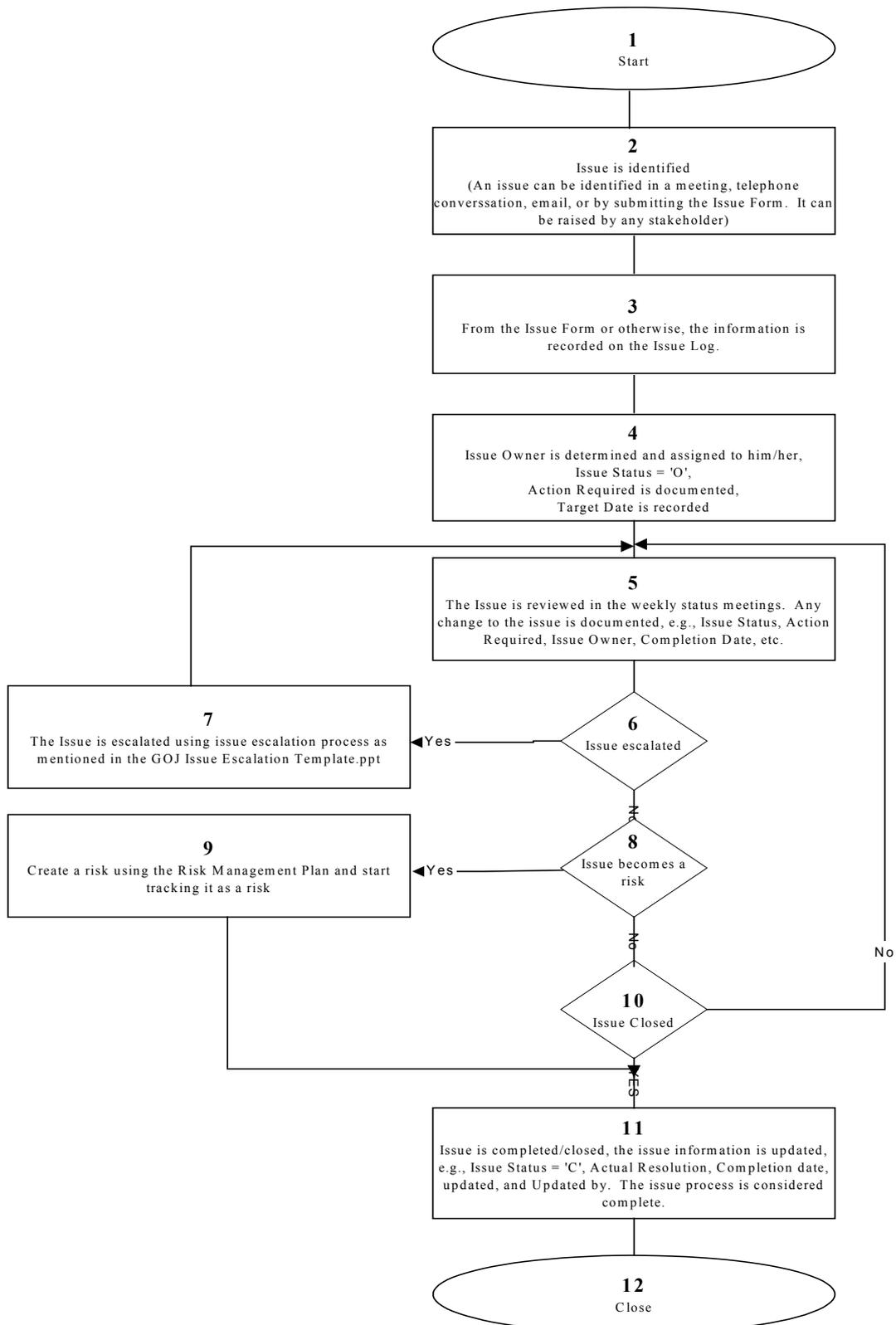
Completion Date, Action Required and Completion Date. These fields determine the course of action needed to resolve/tackle the issue.

4. An issue is managed until it is not resolved or closed. Project Manager or PMO may not be able to resolve some issues at their level. If it happens, the issue is escalated using the guidelines suggested in the GOJ Issue Escalation Template (Appendix D).
5. If an issue becomes a risk, then it is handled as risk - create a risk form, enter it in the risk log and track it as risk using the Risk Management process, document the disposition of the issue and close it.
6. If an issue is resolved then document the disposition and close it.

All the issues are reviewed in the weekly PMO Status Review meetings. Disposition of the issues is discussed and decided in the meeting.

3. Appendix A – Issue Management Process Flow Diagram

Issue Management Process Flow



4. Appendix B – Issue Form

Details of the Issue Form are:

File name: JOG Issue Form.doc
File location: //Poweredge_nt/eds/pmo/tmpl/draft
(On the MOICT Network)

5. Appendix C – Issue Log

Details of the Issue Form are:

File name: JOG Issue Log.doc
File location: //Poweredge_nt/eds/pmo/tmpl/draft
(On the MOICT Network)

6. Appendix D – Issue Escalation Process

Details of the Issue Escalation Process are:

File name: JOG Issue Escalation Template.ppt
File location: //Poweredge_nt/eds/pmo/tmpl/draft
(On the MOICT Network)