

# Review an Issue

Last Modified on 04/05/2023 5:14 pm EDT

Issue Owners and their delegates are responsible for ensuring Issues are assigned appropriate Corrective Action. Once an Issue Owner has reviewed an Issue, it's sent to the [Risk Team](#) for further review.

The screenshot shows the Resolver software interface. At the top, there is a header with the 'RESOLVER' logo, a search bar, and user navigation icons. Below the header, a navigation bar has 'Home' and 'My Tasks' options, with 'My Tasks' being the active tab. The main area is divided into two sections: 'My Tasks' on the left and 'Issue' on the right. The 'My Tasks' section contains two items: 'Criminal Record Present' (assigned on Aug 25th, 2020) and 'Learning Gaps' (assigned on Sep 17th, 2020), each with an 'OPEN' button. The 'Issue' section displays a progress bar titled 'Workflow State' with values from 0 to 3, where the bar is at position 2, labeled 'Open'. There is also a small info icon in the top right corner of the 'Issue' section.

*Assigned issues on the My Tasks page.*

## To review an issue:

1. Log into an account from the **Issue Owner & Delegate** user group to display the **My Tasks** page.
2. Click an Issue to display the **Issue** form and view the **Details** section.

**Inadequate documentation / records** I-1 REVIEW ▼

<b>Details</b>	Relationship Graph	History	Communications	
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### Issue Details

**Description**

The control may be being performed, but there is inadequate documentation or evidence that this is occurring regularly

**Priority**

● Urgent

**Issue Owner**

Q Start typing to find Use...

**Issue Type**

Documentation Issue

**Due Date**

Calendar January 25, 2019

**Issue Resolution Date**

Calendar January 30, 2019

*The Issue Details tab.*

3. **Optional:** Click the header bar to edit the **Issue Name** (e.g., Inadequate documentation/records).
4. In the **Issue Details** section, edit the following fields, as needed:
  - **Description:** Enter a description of the Issue.
  - **Priority:** Select the priority level from Low, Medium, High, or Urgent.
  - **Issue Owner:** Begin typing usernames, then select the relevant user.
  - **Issue Delegate:** Begin typing usernames, then select the relevant user.
  - **Issue Type:** Select an available Issue type.
  - **Due Date:** Select the Issue's due date from the calendar dropdown.
  - **Issue Resolution Date:** Select the date that the Issue was resolved.
5. In the **Manage Issue** section, edit the following fields, as needed:
  - **Date Identified:** Select the date the Issue was identified from the calendar

dropdown.

- **Identified By:** Select the team or user who identified the Issue.
- **Recommendation:** Enter the steps the organization should take to remediate the Issue.
- **Management Response:** Enter a summary of management's action to remediate the issue.
- **Supporting Attachments:** Drag files to this box or click to select file/add a weblink.

6. **Optional:** In the **Corrective Actions** section, click **Add Existing Corrective Actions**, then type its name in the search bar to select it.
7. **Optional:** To create a new corrective action from scratch, click **+ Create New** and fill in the required fields. Read more here: [Review a Corrective Action](#).

The screenshot shows a table titled "Corrective Actions" with columns for Unique ID, Name, Description, Priority, Expected Completion Date, and Workflow State. The table contains two rows of data. Row 1 (CA-4) has a "Low" priority and is due on December 17, 2019. Row 2 (CA-3) has a "Medium" priority and is due on December 30, 2020. Both rows have an "Overdue" status indicated by a yellow circle. At the bottom of the table, there are buttons for "ADD EXISTING CORRECTIVE ACTIONS" and "+ CREATE NEW".

Corrective Actions		Related Data				
Unique ID	Name	Description	Priority	Expected Completion Date	Workflow State	
CA-4	Action Plan 004	Tom ne iudico putent, vident facilisi at mel. Evertitur constituam ne eos, at novum liber assueverit sed. Error rationibus sea ea. Facete iisque id nec. Mei eu vitae discere, ex alia utroque maluisset his, mollis suscipit id mel.	● Low	December 17, 2019	● Overdue	X
CA-3	Action Plan 003	Has quem blandit splendide in. Sed ea corpora moderatius consecetuer, per at homero nostrum. Et duo consulatu argumentum, mel eros imperdier assentior ut. Vim facilis nominavi invidunt an, ludus virtute propriae usu te, pri assum debitis invenire cu. Sea ut vitae definitiones, verear vituperatoribus usu ne. Ex usu inimicus definitiones.	● Medium	December 30, 2020	● Overdue	X

[ADD EXISTING CORRECTIVE ACTIONS](#)    [+ CREATE NEW](#)

*The Corrective Actions section.*

8. If needed, **Click Remediation Required** to send the Issue to the risk team for review, otherwise you can click **Close Issue**.