

# 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 interface. At the top, there is a navigation bar with the Resolver logo, a search bar, and icons for settings, help, and user profile. Below the navigation bar, there are tabs for 'Home' and 'My Tasks', with 'My Tasks' being the active tab. The main content area is divided into two panels. The left panel, titled 'My Tasks', contains a list of issues. The first issue is 'Criminal Record Present' (ID I-10), assigned on Aug 25th, 2020, with an 'OPEN' button. The second issue is 'Learning Gaps' (ID I-11), assigned on Sep 17th, 2020, also with an 'OPEN' button. The right panel, titled 'Issue', shows a 'Workflow State' chart. The chart has a horizontal axis from 0 to 3 and a vertical axis. A blue bar extends from 0 to 2, indicating the current state. A legend below the chart shows a blue dot next to the word 'Open'.

*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

Details

Relationship Graph

History

Communications

### 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**

🔍

**Issue Type**

Documentation Issue
▼

**Due Date**

📅
January 25, 2019
▼

**Issue Resolution Date**

📅
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](#).

Corrective Actions

Related Data

Document corrective actions required to address the issue. To find an existing issue, click **Add Existing Corrective Action** at the bottom of the table. If a new corrective action is required, click **Create New** at the bottom of the table. Corrective Actions related to this Issue, must be closed prior to closing the Issue.

**Corrective Actions**

Unique ID	Name	Description	Priority	Expected Completion Date	Workflow State
CA-4	Action Plan 004	Tom ne iudico putent, vidit 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.	<span style="color: green;">●</span> Low	December 17, 2019	<span style="color: orange;">●</span> Overdue <span style="float: right;">✕</span>
CA-3	Action Plan 003	Has quem blandit splendide in. Sed ea corpora moderatius consectetuer, per at homero nostrum. Et duo consulatu argumentum, mel eros imperdiet 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.	<span style="color: yellow;">●</span> Medium	December 30, 2020	<span style="color: orange;">●</span> Overdue <span style="float: right;">✕</span>

[Q 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**.