

Review an Issue

Last Modified on 04/12/2022 1:52 pm EDT

Issue owners and their delegates are responsible for ensuring issues are assigned an appropriate corrective action. Once an issue owner has reviewed an issue, it's sent to the [Security Assessment Team](#) for further review.

The screenshot displays the RESOLVER application 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 two tabs: '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 two issues: 'Criminal Record Present' (ID I-10, assigned on Aug 25th, 2020) and 'Learning Gaps' (ID I-11, assigned on Sep 17th, 2020). Each issue has an 'OPEN' button. The right panel, titled 'Issue', shows a 'Workflow State' chart with a horizontal bar at level 2 on a scale from 0 to 3, and a legend indicating 'Open' with a blue dot.

Assigned issues on the My Tasks page.

To review an issue:

1. Log into an account added to the Issue Owner & Delegate user group to display the My Tasks page.
2. Click an issue to display the Issue Overview form.

The screenshot shows the 'Issue Overview' form in the RESOLVER application. The form is titled 'Issue Overview' and has a status of 'Open'. It contains several fields: 'Issue Name' (Learning Gaps), 'Description' (The staff does not know how to use the infrastructure and must be trained.), 'Issue Owner' (Issue Owner & Delegate (Limited User)), 'Issue Delegate' (Issue Owner & Delegate (Limited User)), 'Date Identified' (September 17, 2020), 'Identified By' (Risk Team), 'Due Date' (December 24, 2020), and 'Issue Type' (Human Error).

The Issue Overview form.

3. Edit the following fields, as needed:

- **Issue Name:** Enter a name for the issue.
- **Description:** Enter a description of the issue.
- **Issue Owner:** Begin typing usernames, then select the user who will be responsible for this issue.
- **Issue Delegate:** Begin typing usernames, then select the user who will be responsible for this issue in the event the issue owner is unavailable.
- **Date Identified:** Select the date the issue was identified from the calendar dropdown.
- **Identified By:** Select the team or user who identified the issue.
- **Due Date:** Select the issue's due date from the calendar dropdown.
- **Issue Type:** Select an available issue type.
- **Issue Resolution Date:** The date that the issue was resolved.
- **Priority:** Select the issue's priority.

- **Recommendation:** Type in the steps you believe the organization should take to remediate the issue.
 - **Management Response:** Enter a response summarizing management's action to remediate the issue.
4. In the **Corrective Actions** section, an existing corrective action can be added by clicking **Add Existing Corrective Actions**, typing its name in the search bar, and selecting it. To create a new corrective action from scratch, click **+ Create New** and fill in the required fields. See the [Review a Corrective Action](#) article for more detailed information on filling out this form.

Corrective Actions

If there are Corrective Actions related to this Issue, they must be closed prior to closing the Issue.

Corrective Actions

Unique ID	Name	Description	Priority	Expected Completion Date	Workflow State
CA-8	Performance Management	We will review the employee's performance and judge if he or she is a worthy addition to the team.	● Low		Open ✕

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

The Corrective Actions section.

5. **Optional:** Add [comments](#), as needed.
6. Click **Submit for Review** to send the issue to the risk team.