Closing an Issue

Last Modified on 06/10/2024 4:02 pm EDT

Overview

User can close an issue once it has been reviewed and resolved. An issue can only be closed once all connected corrective actions have been closed.

User Account Requirements

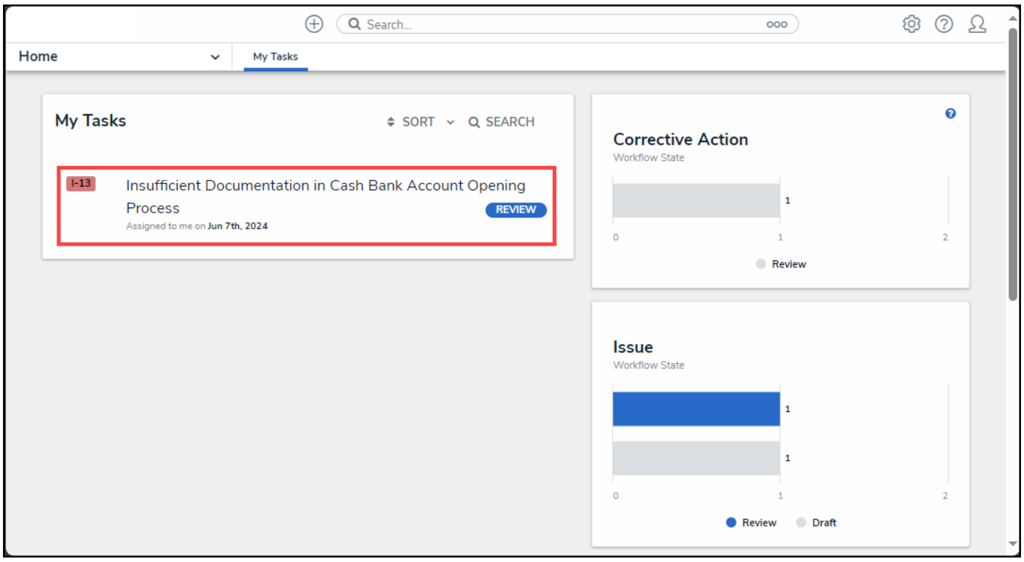
The user account used to log into Resolver must be added to the Internal Audit Lead user group.

Related Information/Setup

Please refer to the Closing a Corrective Action article for more information on closing a corrective action.

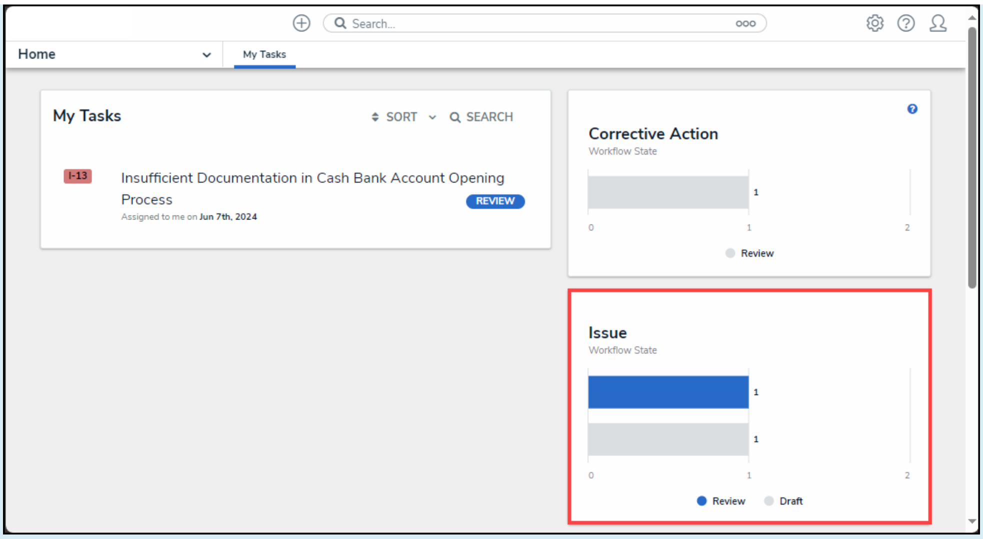
Navigation

- From the ***Home*** screen, click an issue with a review stage from the ***My Tasks*** section.



My Tasks

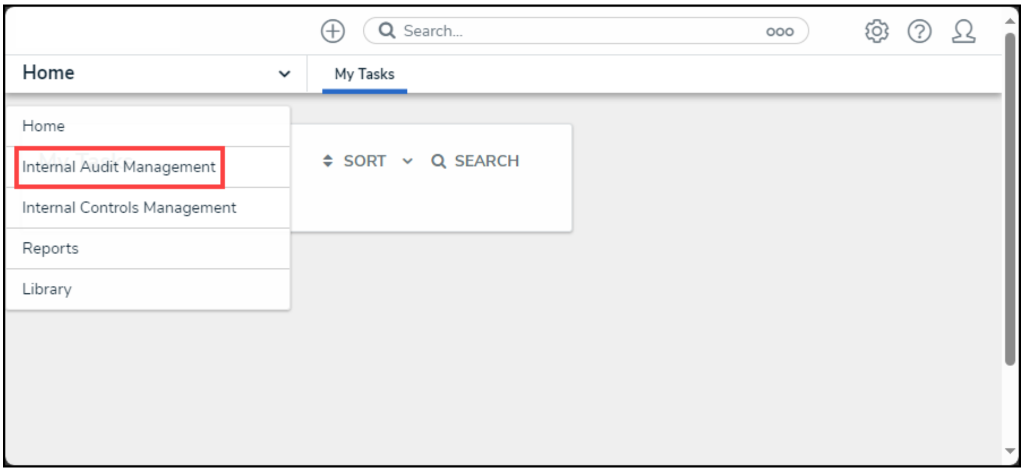
Note:
Click on the **Issues** *bar chart to view all issues that require attention in the* ***My Tasks*** *section.*



Bar Chart

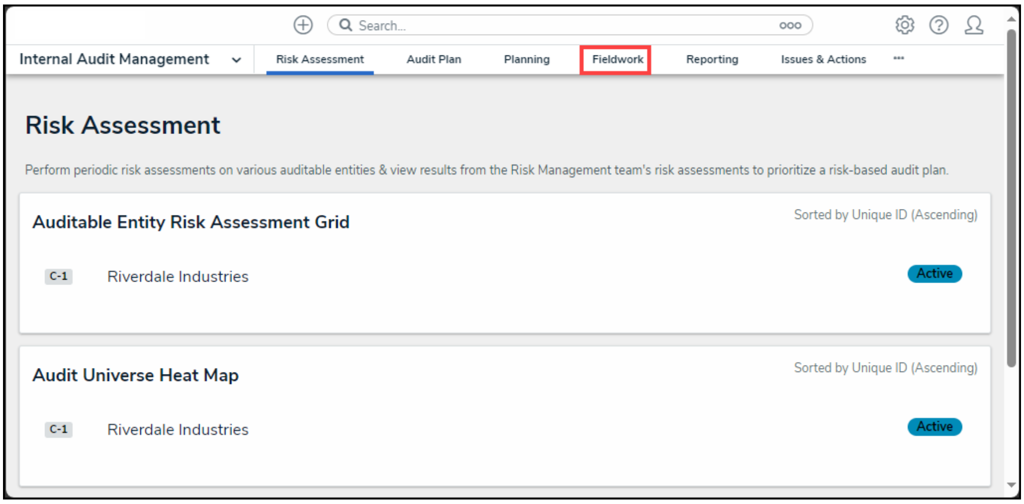
Alternate Navigation

1. From the ***Home*** screen, click the **Home** dropdown and select the **Internal Audit Management** link.



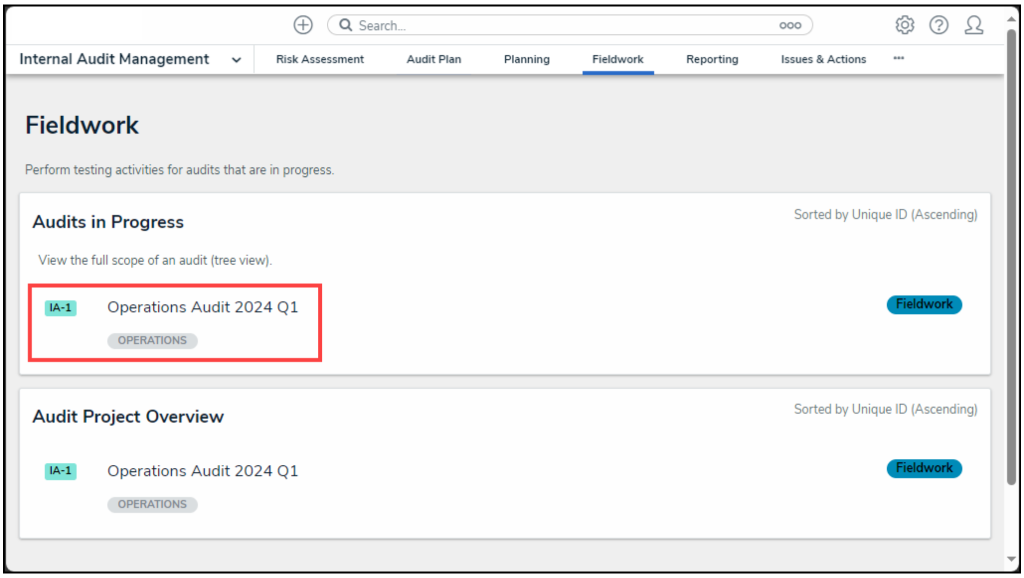
Home Dropdown

2. From the ***Risk Assessment*** screen, click on the **Fieldwork** tab.



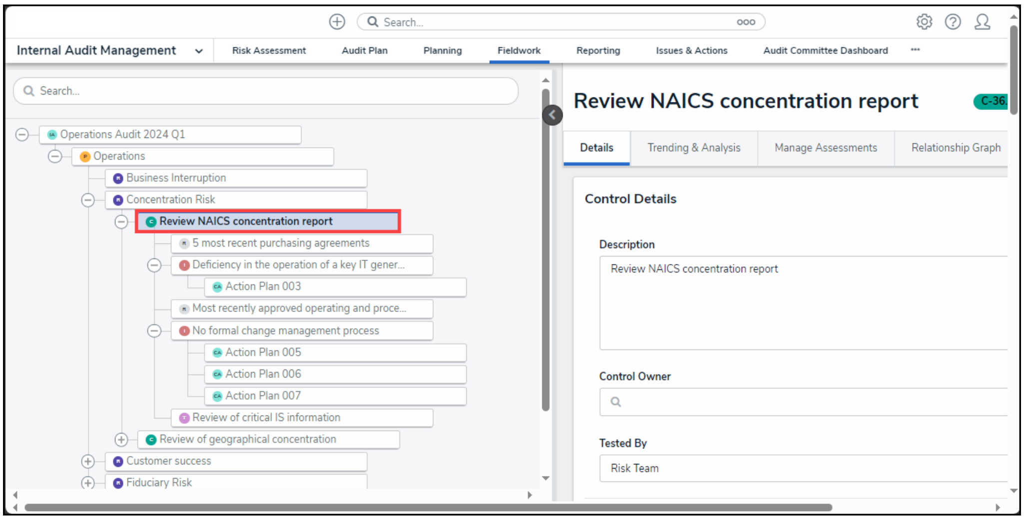
Fieldwork Tab

3. From the ***Fieldwork*** screen, click on the **Internal Audit** report name that contains the **Control Test** you want to perform from the ***Audits in Progress*** section.



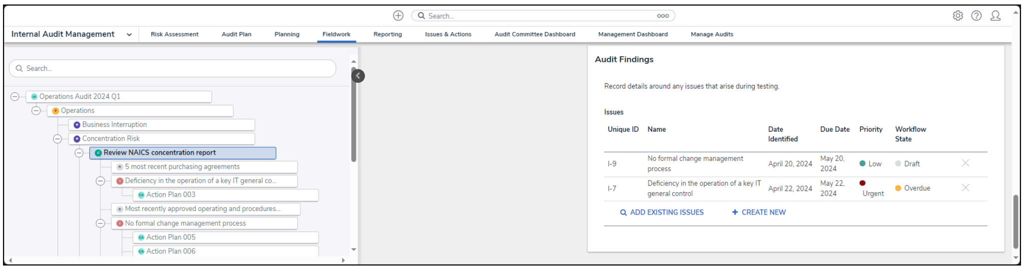
Internal Audit Report

4. From the ***Audit Project Overview*** screen, click on the **Expand** icon on the **Navigation Tree** to expand the nodes until you find the desired control.
5. Click the control to open the ***Control Details*** pop-up. Controls are indicated with a **C** icon next to the control name on the node.



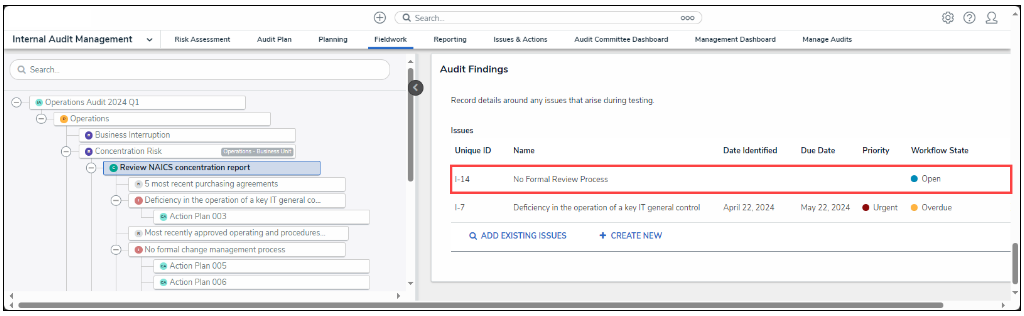
Control Overview Pop-up

6. From the ***Control Overview*** pop-up, scroll to the ***Audit Findings*** section.



Audit Findings Section

7. Click an **Issue** with an open workflow status from on the **Issues** table.

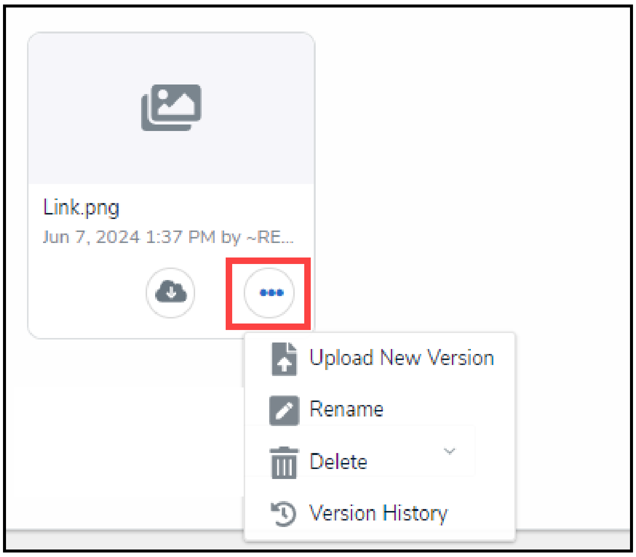


Issue

Closing an Issue

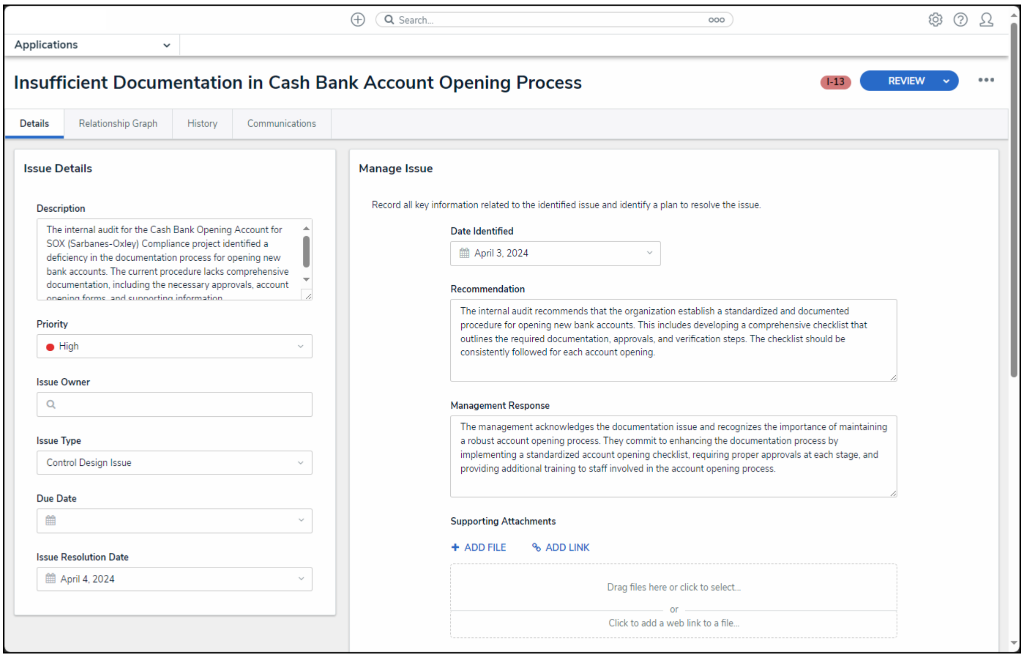
1. From the ***Issue Details*** tab, review the following fields:
   - **Description:** A description outlining the issue.
   - **Priority:** The issue's priority (Low, Medium, or High).
   - **Issue Owner:** The user or user group responsible for the issue.
   - **Issue Type:** The issue's type.

    - **Document Issue**
    - **Control Design Issue**
    - **Control Operation Issue**
    - **Human Error**
- **Due Date:** The date the issue should be resolved by.
- **Issue Resolution Date:** The date the issue was resolved.
- **Date Identified:** The date the issue was first identified.
- **Recommendations:** A free form text field that allows users to add any resolutions or recommendations.
- **Management Response:** A free form text field for managers to comment on the issue.
- **Supporting Attachments:** Files or web links that offer evidence to support the issue or issue resolution. Click the **More** icon on the uploaded file card to upload new version, rename, delete, or check version history.



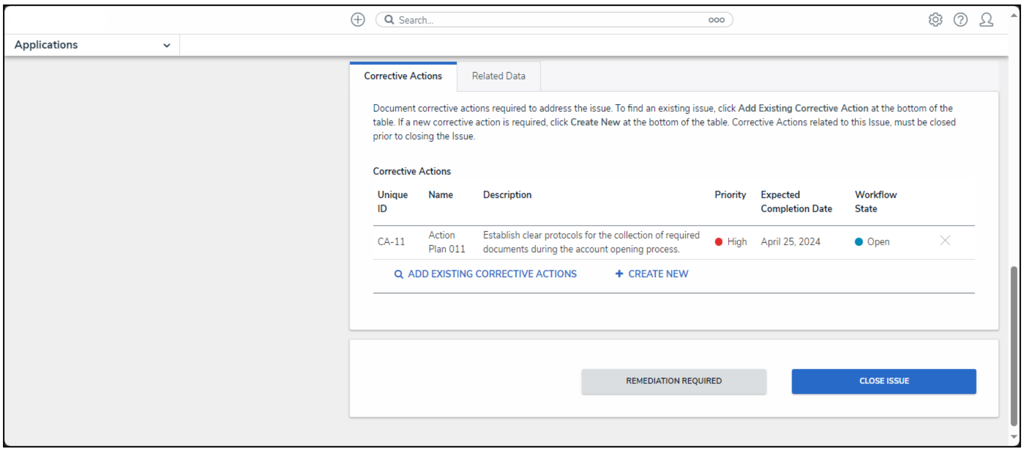
More Icon

- **Identified By:** The user or user group who initially identified the issue.



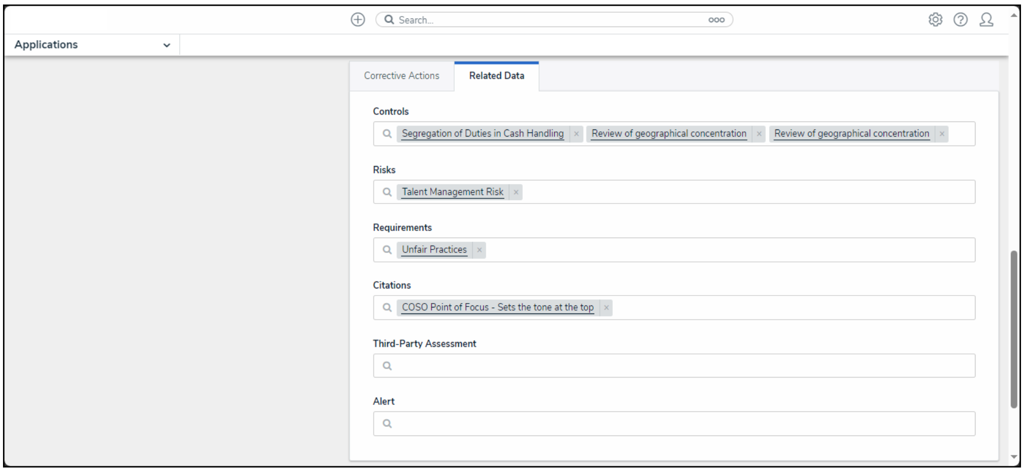
Issue Details Tab

2. Close all corrective actions list on the ***Corrective Actions*** tab.



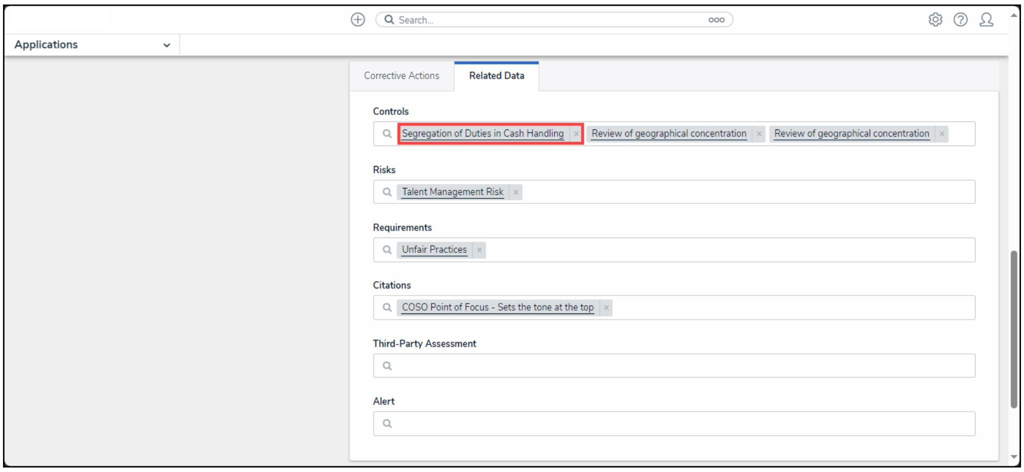
Corrective Actions Tab

3. Review all related data on the ***Related Data*** tab.
    - **Controls**
    - **Risks**
    - **Requirements**
    - **Citations**
    - **Third-Party Assessments**
    - **Alerts**



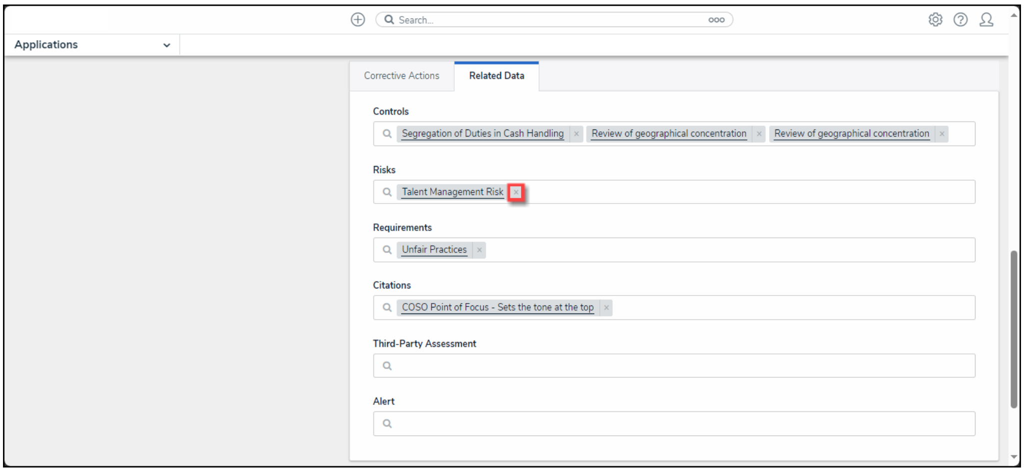
Related Data Tab

4. Click on the corresponding element for more details (e.g., Control).



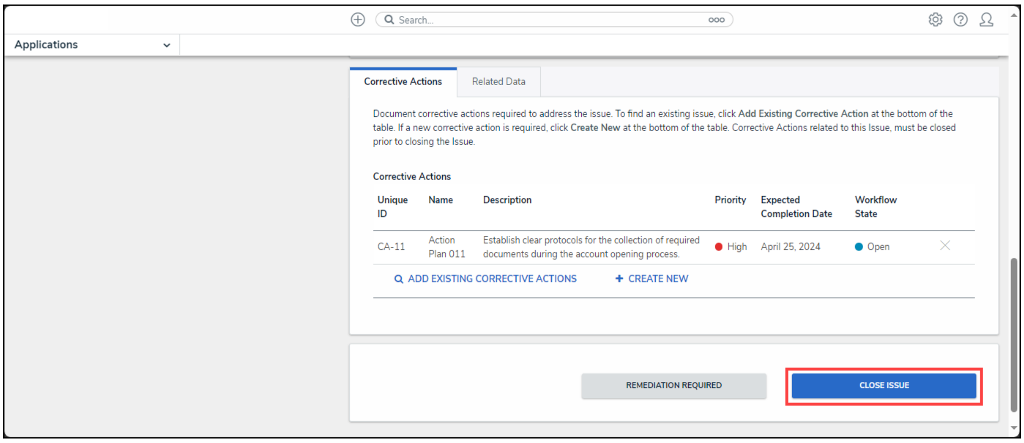
Control Link

5. Click the **X** icon next to an element to remove it from the issue.



X Icon

6. Click the **Close Issue** button to complete the issue.



Close Issue Button