

Issue Management Summary

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Issue Management Overview

Resolver's Issue Management module streamlines the identification, tracking, and resolution of issues across your organization. It serves as a centralized platform to manage all risk-related control gaps, audit findings, areas of non-compliance, and operational challenges, ensuring accountability and promoting continuous improvement.

Key Features

1. Centralized Issue Repository

Aggregate issues from multiple sources, including risk and control self-assessments, audit testing, compliance reviews and vendor assessments, for a holistic view of organizational challenges.

2. Automated Workflows

Automate issue escalation, prioritization, and remediation processes to ensure timely resolution and consistent accountability.

3. Capture and Report on Issue Categories

Define categories tailored to your organization's needs to simplify classification and enable your GRC teams to spot trends across the program.

4. Task Assignment and Collaboration

Assign tasks to team members, track progress, and facilitate real-time collaboration through integrated communication tools.

5. Root Cause Analysis

Identify underlying contributing factors, promoting the development of stronger controls for your organization.

6. Reporting and Dashboards

Generate operational reports and executive dashboards for real-time insights into issue trends, resolution statuses, and compliance gaps.

How It Works

1. Identify and Log Issues

Issues can be logged manually or automatically through system integrations or predefined triggers.

2. Analyse and Prioritize

Evaluate each issue based on its severity and impact to determine prioritization and allocate resources effectively.

3. Assign and Track Progress

Assign tasks and deadlines to relevant stakeholders, enabling a clear accountability structure and transparent status tracking.

4. **Remediate and Verify**

Implement corrective actions and verify their effectiveness before closing the issue.

5. **Continuous Monitoring**

Use trend analysis and historical data to prevent recurrence and improve risk management strategies.

Use Cases

- **Audit Findings Management:** Track and resolve issues identified during internal or external audits.
- **Compliance Violations:** Address breaches of regulatory or organizational policies with timely remediation.
- **Risk Treatment:** Integrate with risk and control self-assessments to address risks requiring mitigation.

Benefits

- **Enhanced Accountability:** Clear ownership and tracking for every issue.
- **Improved Decision-Making:** Data-driven insights for proactive risk and compliance management.
- **Streamlined Operations:** Reduce inefficiencies and delays in issue resolution.
- **Regulatory Preparedness:** Demonstrate compliance and risk management effectiveness during audits and assessments.