

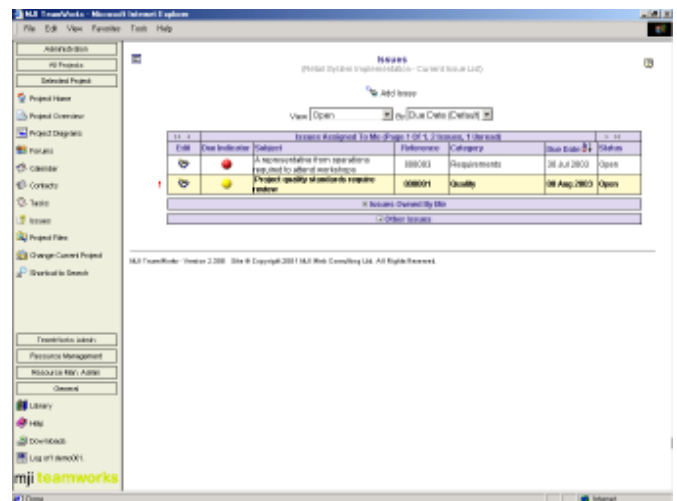
Introduction to the issue management module

The issue management module of MJI TeamWorks enables organisations to record, manage and allocate issues and ad-hoc work items. The issue management module can be used for project issue management, risk management, incident reporting and help desk tracking.

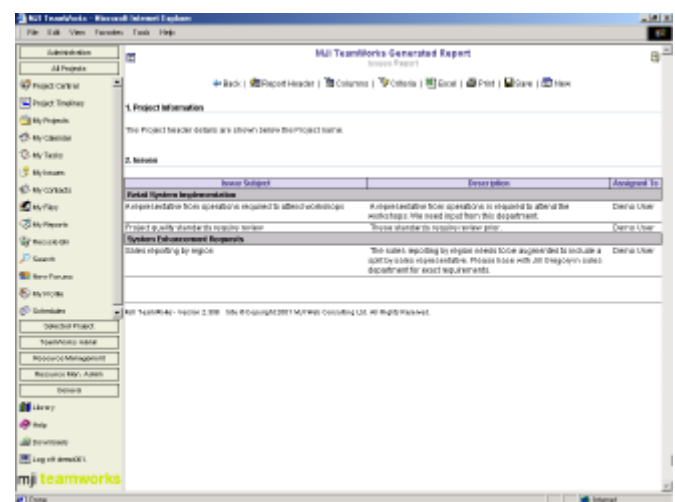
Project managers are provided with full visibility of issues across their projects - including status, due date and resolution. Resources are provided with a list of all issues they are allocated to or have raised.

Full auditing is undertaken of issues and all instances of issues are retained as they progress around the team. Supporting documents can be attached to issues. Issues can be converted to tasks and scheduled as part of the project.

- Centralised issue management
- Create and allocate issues to resources
- Escalate and re-assign issues
- Optional notification to assignees or issue owner of changes to issues
- Supporting documents and notes can be attached to issues
- Full traceability provided of changes to issues
- Track reasons for re-assignment or status change
- Provides an effective mechanism to ensure ad-hoc work items are assigned and managed
- Convert issues into tasks and schedule as part of a project
- Full audit trail provided of issue progress and current status



:: central issue tracking



:: wizard based reporting

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