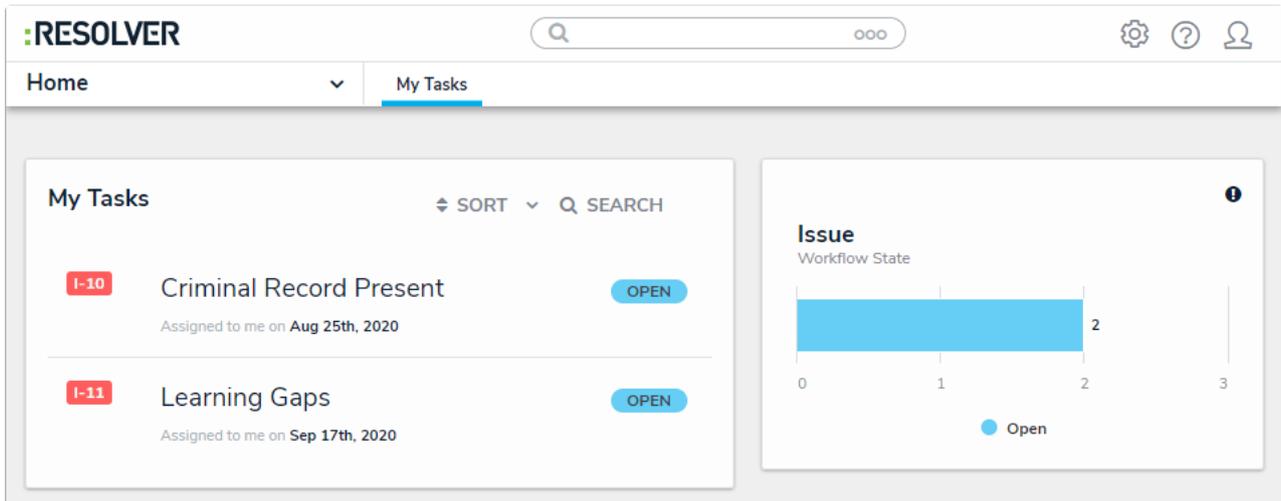


# Review an Issue

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.



*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.

**RESOLVER** [Search] [Settings] [Help] [User]

Applications [Dropdown]

Issue Status: **Open**

## Issue Overview I-11

Record all key information related to an identified issue.

**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 | **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.	<span style="color: green;">●</span> Low		Open <span>×</span>

[Q 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.