# 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

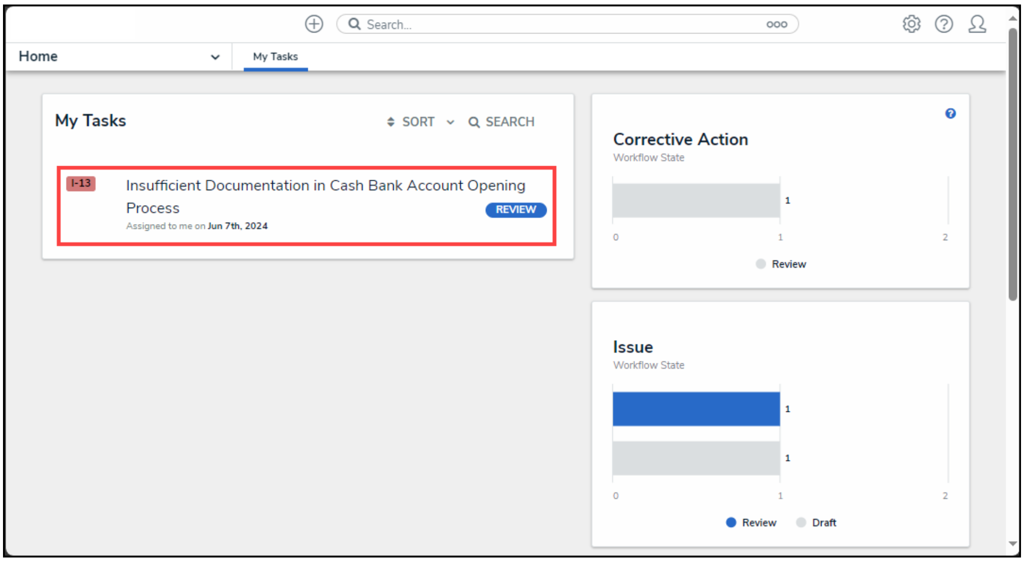
The user account used to log into Resolver must be added to the Internal Audit Lead user group.

## Related Information/Setup

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

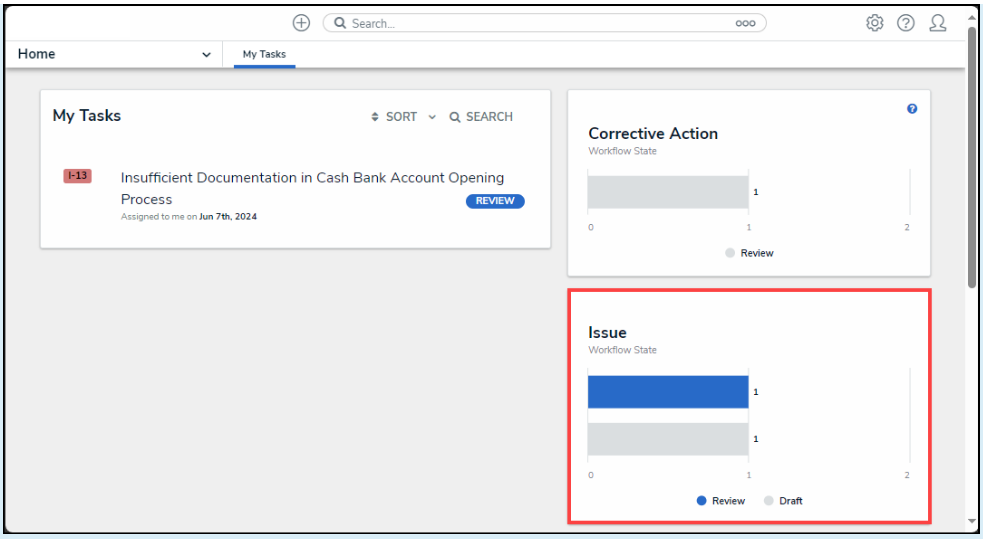
## Navigation

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




*My Tasks*

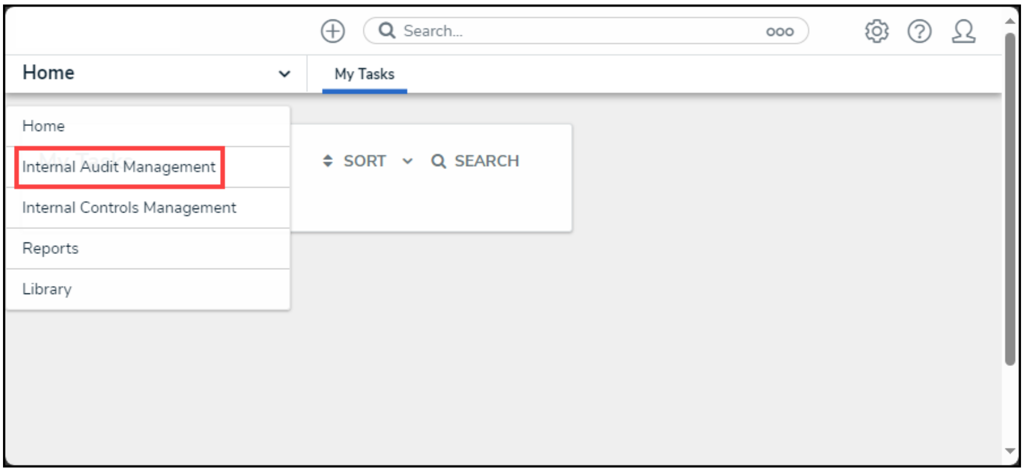
> ***Note:***
> *Click on the* **Issues** *bar chart to view all issues that require attention in the* ***My Tasks*** *section.*




*Bar Chart*

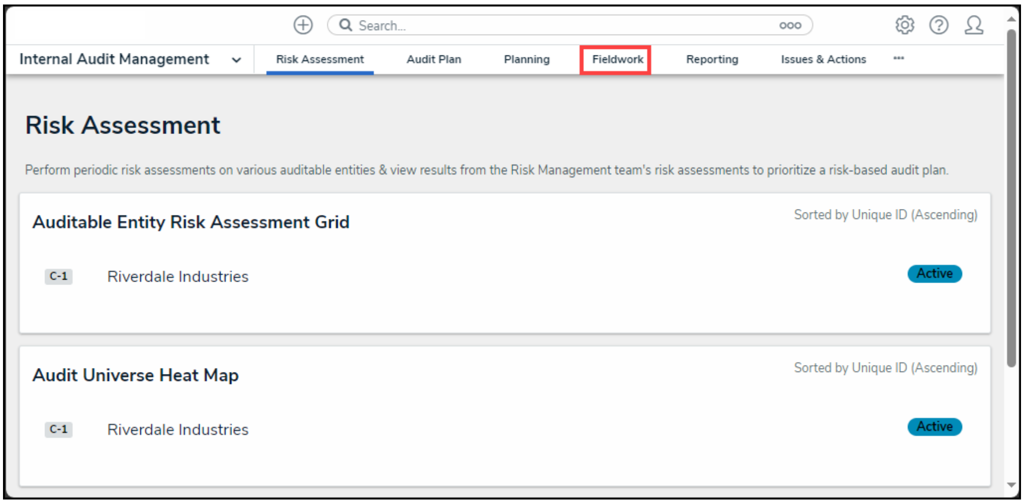
## Alternate Navigation

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



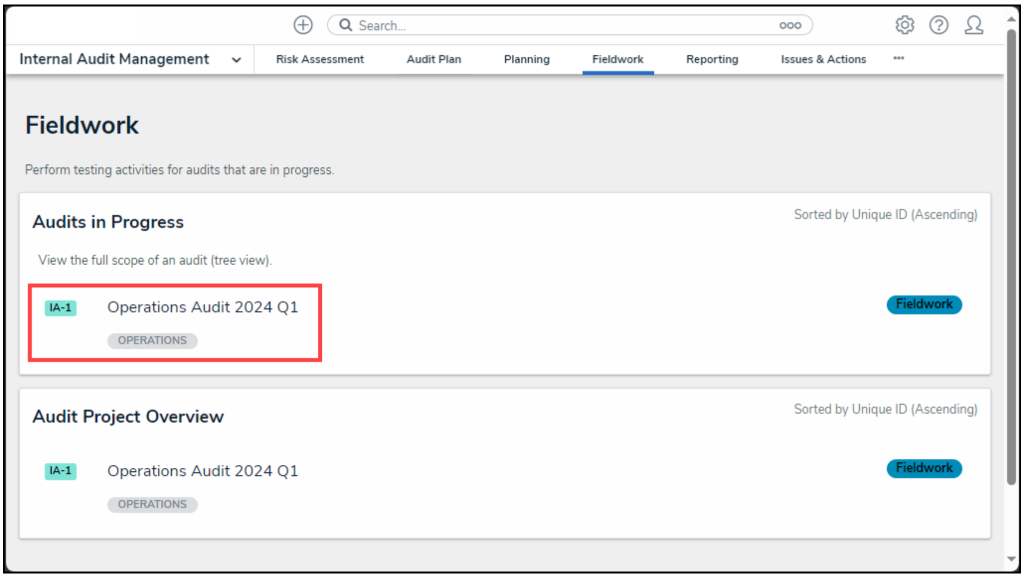

*Home Dropdown*

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



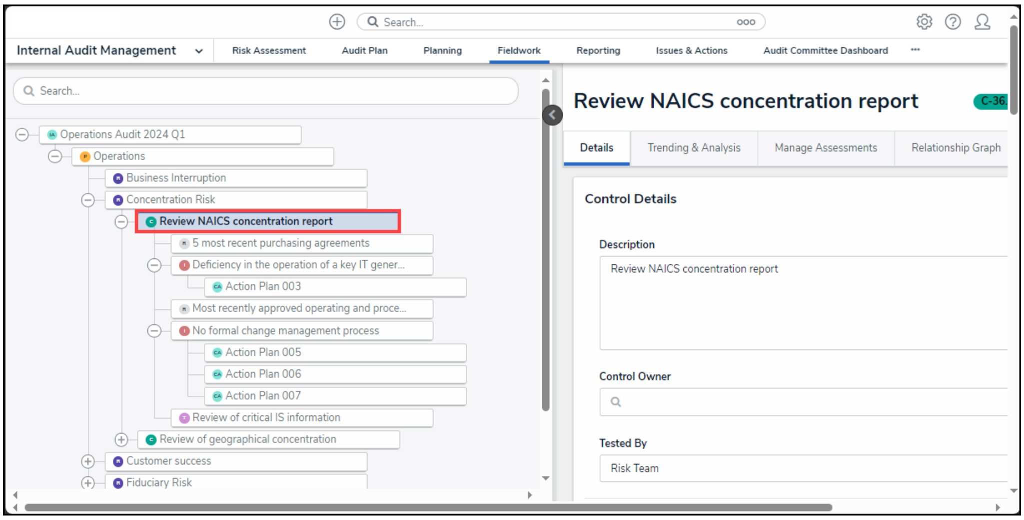

*Fieldwork Tab*

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.



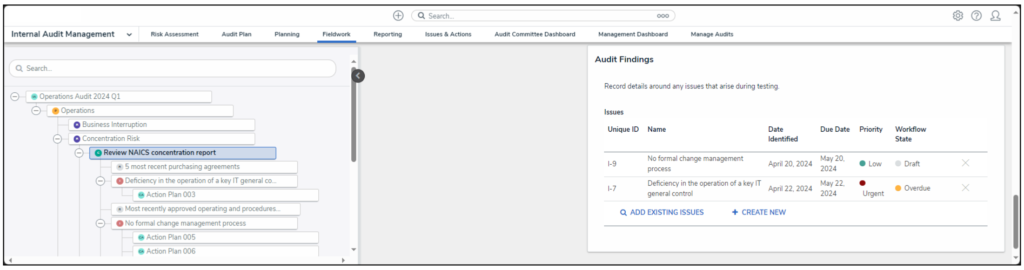

*Internal Audit Report*

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.



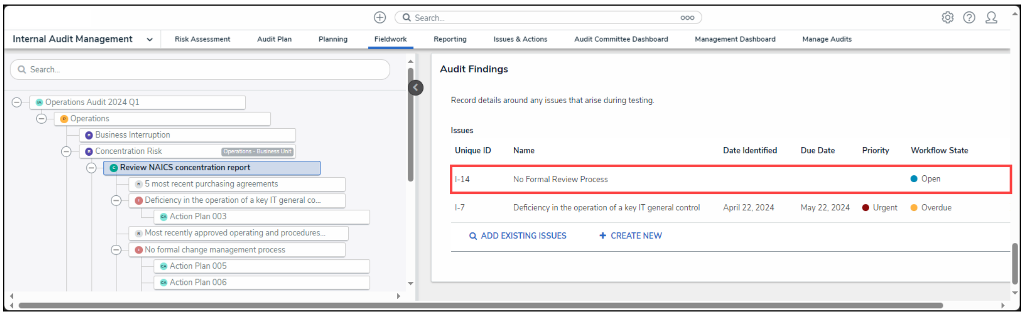

*Control Overview Pop-up*

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.



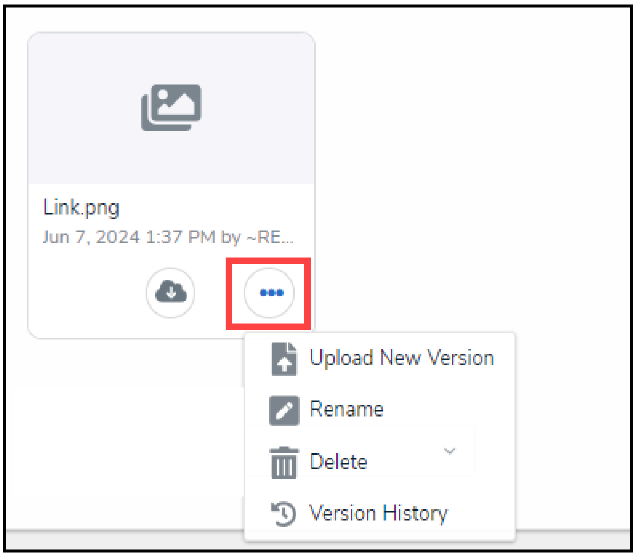

*Issue*

# 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.

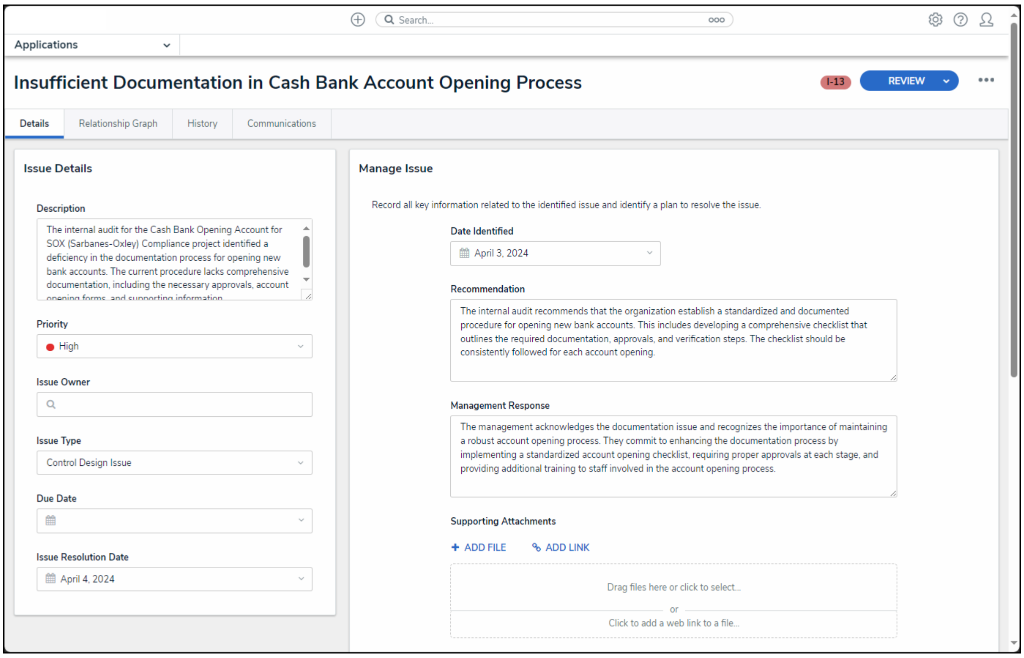
- Document Issue
- Control Design Issue
- Control Operation Issue
- Human Error

- **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.



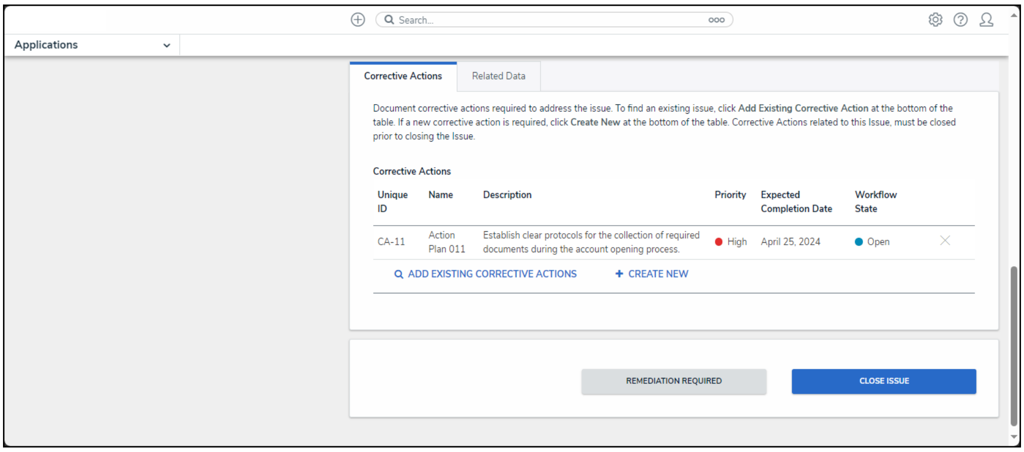

*More Icon*

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



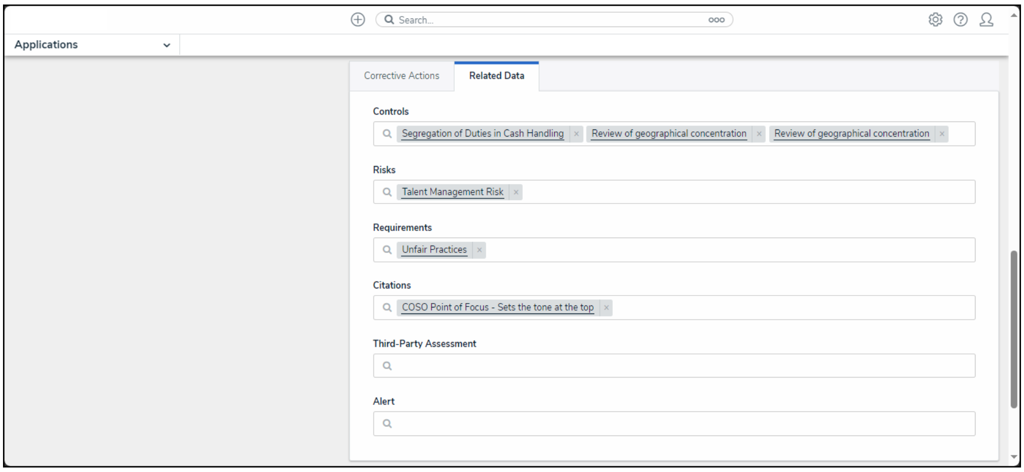

*Issue Details Tab*

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



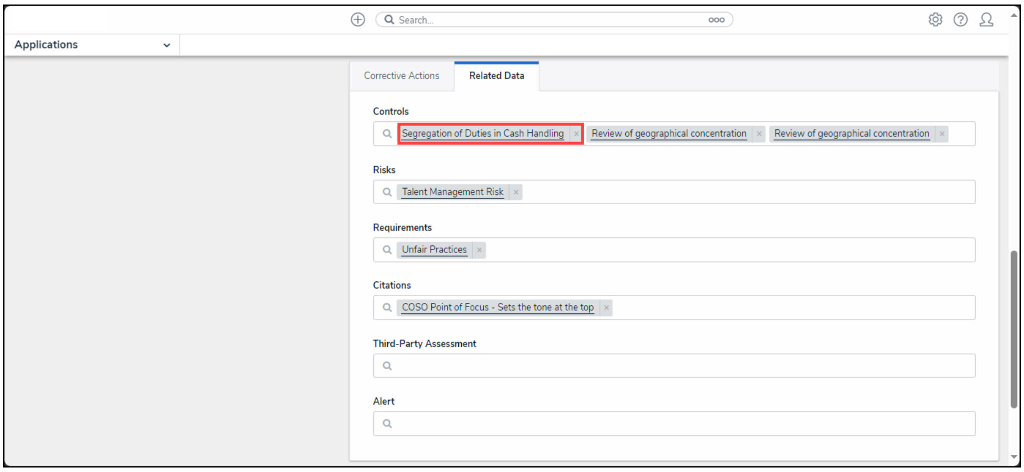

*Corrective Actions Tab*

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



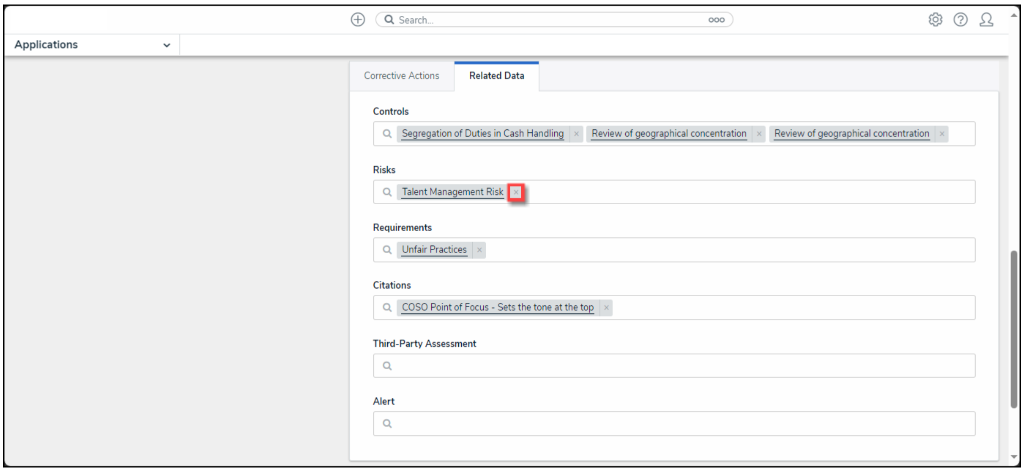

*Related Data Tab*

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



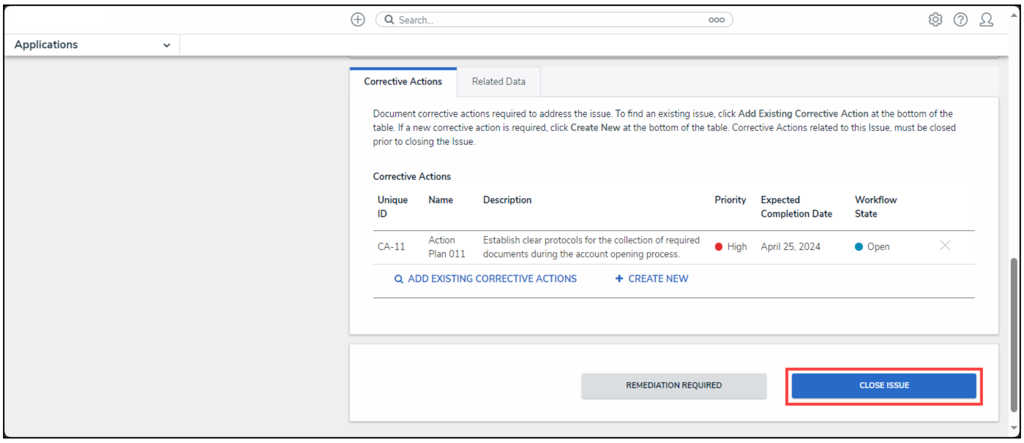

*Control Link*

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*