

Issue Management Summary

Last Modified on 02/14/2025 11:04 am EST

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.