

PRODUCT GUIDE

RESOLVE

Issues and Snags



GD
PROGRESSIVE
SOFTWARE
SOLUTIONS

PRODUCT GUIDE

RESOLVE

A highly flexible workflow and process toolkit that can be tailored to your unique requirements.

Empower your teams to work more effectively with RESOLVE

Current Module Availability

Risk and control

Issue and Snag management

Product and service cessation

Change Management

Knowledge capture

Resource management

Help desk ticketing

Task management

Supplier communications

Custom Modules

Issue and Snag Management

RESOLVE is designed to support multiple business processes and one area which it has proved effective is Issue and Snag Management. This module, like all others works seamlessly with the full range of RESOLVE modules.

The Snag and Issue module is used for management and resolution of problems, opportunities or concerns relating to something which has **already** occurred. The Snag and Issue module compliments the Risk module.

These breakdown into 3 further categorisations:

- Liability, meaning an issue has occurred that has a monetary impact or causes a programme delay
- Benefit, meaning an issue has arisen that may require the client to do further work of which the cost will be covered by the customer
- Fault/Incident, technology led issues that have been discovered by an engineer in the field

Templates to get you started – customised to fit your requirements

A catalogue of existing Issue fields is available, alternatively the ticket can be configured with a specific set of fields to cover different aspects of an issue. Our RESOLVE delivery team then configure the templates specific to your requirements, such as localised data fields and field values.

Example fields:

- Cause and effect descriptions
- Level of issue (on a specific scale)
- Type of response
- Action and recovery plans
- Resolution costs
- Supplier details if relevant
- Escalation route and communications details as required
- If it's a fault, then specifics on the system(s) or asset(s) that are linked with it.

Issues have a specific status workflow and a set of associated users (Issue Owner, Issue Originator, Assignee).

All the benefits of bespoke, with the ease of off-the-shelf

Issues are often integrated into wider processes involving Change and Risk, so it is possible in RESOLVE to link



together tickets which are from different module types. In many cases, users want business rules defined in RESOLVE to dictate that an Issue cannot be closed without, for example, a new Change ticket being created.

Anytime, anyplace, anywhere – instant access to key information

Ticket relationship management provides an extra level of process analytics, allowing a user who implements a change ticket to drill back through the history of every associated ticket and view the complete history trail.

Inter-relationships

Issue and Snag management modules can be stand alone or be utilised more effectively in conjunction with modules such as Risk, Actions, Lessons Learned, Assumptions and Dependencies.

For more information contact us on info@graphicaldata.co.uk