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| Program Risk & Issue Management Plan |
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Contents

[1 Introduction 3](#_Toc327532146)

[2 Risk Management 3](#_Toc327532147)

[2.1 Roles and Responsibilities 3](#_Toc327532148)

[2.2 Tools 4](#_Toc327532149)

[2.3 Process 4](#_Toc327532150)

[2.4 Functions/Features 4](#_Toc327532151)

[2.5 Reporting 5](#_Toc327532152)

[3 Issue Management 5](#_Toc327532153)

[3.1 Tools 5](#_Toc327532154)

[3.2 Process 5](#_Toc327532155)

[3.3 Functions/Features 6](#_Toc327532156)

[3.4 Reporting 6](#_Toc327532157)

[4 Document History 7](#_Toc327532158)

# Introduction

The scope of the Program Risk and Issue Management Plan covers the process for issue and risk identification and tracking at the Program level and its individual projects. Typically, the detailed Risk and Issue Management Plans are located on the Program SharePoint site.

The Program will enter the risks and issues escalated to the Program Risk and Issue log site.

# Risk Management

## Roles and Responsibilities

Table 1 displays the roles and responsibilities for the Program / project risk management.

| Role | Responsibilities |
| --- | --- |
| **Management Team**Executive Sponsor, Program Manager, Project Manager | * Assists with the risk escalation process and risk mitigation plans, as required
* Owns the risk management process
 |
| **Risk Manager**Program Manager | * Monitors risk records for trends, SLAs and coaching opportunities
* Performs overall management of the risk management process, including risk management documentation, forms and training
* Generates reports to communicate the status of risk resolution at the program level
* Organizes and facilitates scheduled risk review meetings with the management team as needed
* Mentors and trains project team members on the risk management process
* Supports project managers, as needed
 |
| **Project Manager** | * Is accountable for resolving all risks within the project team
* Assists with the risk escalation process, as required
* Assists the risk manager with coaching team members, as needed
 |
| **Owner** | * Assigned to watch for triggers and manage the risk response if the risk occurs
 |
| **Team Member** | * Proactively identifies and raises risk
* Participates in defining potential risk strategies and resolutions
 |

Table 1. Risk management roles and responsibilities for projects.

## Tools

SharePoint is the tool used to log risks and issues for the Program and its projects. The link to the risk log on the Program SharePoint site:

[<link>](https://vashare.virginia.gov/sites/vita4/VITAMITAProgram/Lists/Risk%20Log/AllItems.aspx)

Please contact the SharePoint Administrator for access requests.

Risks impacting the Program must be also entered and maintained in the Risk Log on the Program SharePoint site.

## Process

The following outlines the process for risk tracking at the Program level:

* Project Managers and team members are requested to enter and maintain risks in the SharePoint Risk log.
* All project-level risks should be managed within the team with oversight by the project manager.
* Program-level risks will be managed by the risk manager, who is responsible for ensuring appropriate program visibility. Program-level risks are those assigned at the program level or those that have been escalated to the program level for assistance in resolution.
* Refer to the Functions/Features section for details on the key attributes of the risk request form in SharePoint.
* Risks impacting the Program must also be logged on the Program SharePoint site Risk Log.

## Functions/Features

The key attributes of the risk request form in the SharePoint site are as follows:

|  |  |
| --- | --- |
| Record | Attribute |
| Risk ID | A sequential number that uniquely identifies the risk record (system generated). |
| Category | Area impacted by the risk (includes projects). |
| Title | Brief description of risk. |
| Status | Status of risk (Active, Closed, Hold). |
| Description | Detailed description of the risk. |
| Response | Additional information on how the risk is being worked. |

## Reporting

Key risks are reported and reviewed weekly in the Program Review Meeting and presentation. Updates on risks logged in the Risk log are provided in the weekly Program Meeting.

Risks reported on the project’s weekly status dashboard must be logged in the risk log first. The top 5 key risks reported in the CTP Monthly Status Report should be consistent with risks recorded in the Risk Log on SharePoint.

# Issue Management

## Tools

SharePoint is the tool used to log risks and issues for the Program and its projects. The link to the issue log on the Program SharePoint site:

[<link>](https://vashare.virginia.gov/sites/vita4/VITAMITAProgram/Lists/Issue%20Log/AllItems.aspx)

Please contact the SharePoint Administrator for access requests.

Issues impacting the Program must be also entered and maintained in the Issue Log on the Program SharePoint site.

## Process

The following outlines the process for issue tracking at the Program level:

* Project Managers and team members are requested to enter and maintain issues in the SharePoint Issue log.
* All project-level issues should be managed within the team with oversight by the project manager.
* Program-level issues will be managed by the issue manager, who is responsible for ensuring appropriate program visibility. Program-level issues are those assigned at the program level or those that have been escalated to the program level for assistance in resolution.
* Refer to the Functions/Features section for details on the key attributes of the issue request form in SharePoint.
* Issues impacting the Program must also be logged on the Program SharePoint site Issue Log and reference the Program Risk & Issue Management Plan for process details.

## Functions/Features

The key attributes of the issue form in the SharePoint site are as follows:

|  |  |
| --- | --- |
| Record | Attribute |
| Issue ID | A sequential number that uniquely identifies the issue record (system generated). |
| Category | Area impacted by the issue (includes projects). |
| Title | Brief description of issue. |
| Status | Status of issue (Active, Closed, Hold). |
| Description | Detailed description of the issue. |
| Resolution | Additional information on how the issue will be resolved. |

## Reporting

Key issues are reported and reviewed weekly in the Program Review Meeting and presentation. Updates on issues logged in the Issue log are provided in the weekly Program Meeting.

Issues reported on the project’s weekly status dashboard must be logged in the issue log first.

# Document History

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Summary of Changes** |
| 1.0 |  |  | Initial draft |
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