**Introduction:**

Every project, including the municipality’s mSCOA project should have an issue log. Key decisions made during the execution of the project should be captured in the project issue log. The issue log forms part of the ‘project knowledge’ which is captured and documented for future use and understanding of the project implementation rationale. Internal- and external auditors use the issue logs during their respective audits.

Issues differ from risks in their very nature. A **risk** refers to **a *future uncertain outcome***, which is mitigated and managed to reduce the possible negative impact it could have. An **issue** refers to ***something that is happening at the present time***, and needs key decisions in terms of approach and resolution. Once the decisions have been implemented, the issue is closed and recorded for future reference, and the project implementation moves on:

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|  | ***What is the difference between a risk and an issue?***  ***Example 1:***  Risk – Will the municipality’s general ledger be capable of accommodating all seven (7) of the mSCOA segments?  *Issue – The municipality’s existing general ledger can only accommodate four (4) of the mSCOA segments. How will we change our general ledger to accommodate all seven (7) of the mSCOA segments?*  ***Example 2:***  Risk – Will the municipality be able to integrate the human resources (HR) system with the core financials as required by the mSCOA Regulations (compliant)?  *Issue – During the system’s testing today we realised the HR system does not integrate with the core financials. How should we integrate the HR system with the core financials to meet the mSCOA requirements (compliance)?* |

In many cases, risks are addressed by key decisions of the project team (issue resolution). The success of the action which was taken, determines the outcome of the project (in other words was the risk successfully mitigated?). This is however, not always the case.

# **XXXX** (insert name) **Municipality**

# **mSCOA Project Issue LOG for 2015/16** (insert relevant year)**:**

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| --- | --- | --- | --- | --- | --- | --- |
| **Issue No.** | **Description of issue** | **Impacting factors/ Considerations** | **Decision** | **Taken by** | **Date** | **Implementation Results** |
| 1. |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |
| 3. |  |  |  |  |  |  |
| 5. |  |  |  |  |  |  |
| 6. |  |  |  |  |  |  |
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| ***Legend/ guidance to complete the ‘project issue log’:*** | |
| **Description of Issue** | List/ capture the issue (you are dealing with) in this column. |
| **Impacting factors/ Considerations** | List all factors which have an impact on the decision and which were considered before the final decision was taken. Also consider future implications of the current decision. |
| **Decision** | Capture the decision as it was taken to address the issue. Provide a reference/ link to the ‘*minutes of the meeting’* during which the decision was taken. |
| **Taken by** | Document *who took the decision*. It could be:   1. an individual (mention their capacity to take the decision); 2. the project team; 3. the steering committee; or 4. other committee (include its name). |
| **Date** | Provide the date on which the decision was taken. |
| **Implementation Results** | Record the results achieved by implementing this decision. Update the risk register as implementation progress (if relevant). |