



NCDIT Enterprise Project Management Office Phoenix Project Management System

Document Type	Phoenix Screen Aid
Title	Issues
Revision	1.0
Effective Date	10/19/26

1.0 SCOPE

This document assists with entering field-level information into the Issues screen in the EPMO Phoenix Project Management System. The purpose of entering this information is to elaborate upon the project and continue to properly manage it through to completion.

Issues are not required but are to be created and actively managed and maintained as a function of ongoing applied project management.

2.0 COMMON

- The Project Manager (PM) is responsible for all data entry and ensuring the project is completely represented in Phoenix and kept current.
- When unsure, consult with your Project Management Advisor (PMA) for any project related questions or data entry selections. Your PMA will periodically review this information and may recommend changes.
- The contents of this document cover the fields in the Issues screen. Other fields may contain information already populated from elsewhere within Phoenix and inherited here.
- Open your project at [NCDIT EPMO Project Governance & Oversight](#).
- Fields icons:

*	Required – no saving or advancing until data entry is satisfied.
🔒	Locked – no data entry is allowed.
▼	Dropdown – click on icon to select from list.
🔍	Search – click on icon to engage search function.
📅	Date – click on icon to engage calendar selection.
🔗	Go to Record – click icon to edit record.

- All other fields are text entry and have edit and length limitations based on purpose or a project's workflow phase.
- ALWAYS Save!

3.0 ISSUES DATA ENTRY

Project issues are current problems or obstacles that have already occurred and are affecting project progress, performance, or outcome. Unlike risks, which are potential future events, issues require immediate attention and resolution. They often involve technical defects, delays, resource shortages, or unexpected changes that disrupt planned activities, and they must be managed quickly to keep the project on track.

Thresholds for establishing an Issue or Key Issue are based on scope, schedule, or cost parameters and are similar to those outlined in a Change Request.

Category	Scope	Schedule Impact	Cost Impact
Issue	Low or Medium Low	<6 months	<5%
Key Issue	Medium to High	≥6 months	≥5%



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To create a new issue, select +New Issue.

3.1 General

Risk Associated	If a risk has been realized and is being promoted to an issue, the associated risk identifier is selected. This field is not required and is only used for an associated risk. Select from the associated risk from the list.
Issue Title	A concise formal name used to identify an issue that has been realized in a project. This is used to easily identify the issue. The Issue Title is editable and is limited to 60 characters.
Description	An explanation of the realized issue that is disrupting project progress or negatively affecting outcomes such as timeline, cost, scope, quality, or performance. Issues arise from technology dependencies, integration challenges, resource constraints, or changing business needs. Identifying and resolving issues quickly helps project teams execute reasonable and appropriate responses to effectively reduce impact and maintain alignment with project goals and deliverables. The Description is editable and is limited to 400 characters.
Responsible Party	The person accountable to the Project Manager and Business Owner for managing the issue, ideally neutralizing it, and minimizing its potential to reduce value to the Business Division. Select the Responsible Party from the list or contact your PMA to add a name. This field is editable.
Assigned To	The individual assigned to manage effort around the issue to maintain or minimize its active impact to the project, and to execute the Resolution Plan should its overall impact. This person is responsible for seeing the issue is ultimately closed or cancelled. Select the Assigned To from the list or contact your PMA to add a name. This field is editable.
Issue Status	Select the status from the provided list: • Active – The issue is open and requires attention to execute the Resolution Plan to either minimize or eliminate any negative impact to the project. • Postponed – The issue is accepted in its current state as neither posing increased negative impact nor being immediately resolved. The issue may be managed at a later time suitable to project needs. • Closed – All uncertainty has been removed by either an effectively executed Resolution Plan or organizational environmental variables have eliminated the issue. • Cancelled – Determinations have been made that the issue is no longer present and possess any threat or uncertainty to the project. This field should be actively maintained while the Issue is being managed. DO NOT use Cancelled if an Issue is entered in error. Rather, edit the Issue to what it should be or after selecting the Issue from the main list, select 'Delete Issue.'
Due Date	The date the issue is either expected to be cancelled or closed or has a sufficiently low influence that the Business Owner accepts it by downgrading it



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to a risk or determines there may be negligible negative impact on the Business Division.

Schedule Impact (Days)

The number of calendar days the project may be extended due to the issue. This time extension generally results in a Change Request that also includes budgetary adjustments. The issue Resolution Plan should be aggressively managed to not allow the realization of the Schedule Impact.

Enter the whole number calendar days, less fractional amounts.

Scope Impact

An evaluation to the level of significance a modification to stated project boundaries may be altered to both communicate new intent and continued delivery to stakeholder satisfaction.

- Low – The change will have negligible impact to goals, deliverables, and tasks, but should still be approved by stakeholders.
- Medium Low – The change will have noticeable impact to goals, deliverables, and tasks, and should be approved by stakeholders.
- Medium – The change will have manageable effect on goals, deliverables, and tasks, and must be approved by stakeholders.
- Medium High – The change will have significant disruption to goals, deliverables, and tasks, and must be approved by stakeholders.
- High – The change will have severe business repercussion to goals, deliverables, and tasks, and must be approved by stakeholders.

Cost Impact (\$)

The dollar amount the project budget may be increased due to the issue. This financial increase generally results in a Change Request that also includes schedule adjustments. The issue Resolution Plan should be aggressively managed to not allow the realization of the Cost Impact.

Enter the whole number dollar amount, less cents.

Resolution Plan

A prescribed set of actions the project will take to close or cancel the issue. It defines preventive steps, contingency measures, resource needs, and assigned responsibilities to ensure the issue is eliminated. The goal of the plan is to protect project scope, timeline, objectives, and deliverables by minimizing disruptions and ensuring the team has the necessary support to nullify any negative impact from the issue.

This Resolution Plan is editable and is limited to 4000 characters.

Action Taken

A description of the actual action taken to eliminate the issue and reduce it to either closed or cancelled. Data for this field should be entered at the time an Issue is being closed, and as a final step before adjusting status.

The Action Taken is editable and is limited to 4000 characters.

Created On

The date the issue was identified and entered into Phoenix.

This field is not editable.

Modified On

The last date of a change or update to the issue in Phoenix.

This field is not editable.



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4.0 CONTACT EPMO

- EPMO@nc.gov
- [Feedback](#)
- [NCDIT EPMO Project Governance & Oversight](#)