MUX Issues

Issues

An Issue is a point or matter in question or dispute, or a point of matter that is not settled and is under discussion or over which there are opposing views or disagreements". Simply put, an Issue is a Risk that has occurred.

Add an Issue

1. To add Issue(s) click **Add** (⊕)
   - Confirm the **All Issues** View displays
   - Enter Name (required). The Issue saves 'blue'
   - Click or tab to enter the rest of the fields OR
   - Click **Details** and enter fields using the form and Close (x)

St...	Name *	Description	Category Type	Status *	Assigned To *	Priority *	Target Resolution Date	Resolved By
	SME Shortage		Resource Availability	Open	Calderon, Mindy	Low	Nov 29, 2023	
	Ran over Budget			Open	Calderon, Mindy	Low	Dec 27, 2023	

St...	Name *	Description	Category Type	Status *	Assigned To *	Priority *	Target Resolution Date	Resolved By
⚠				Open	Calderon, Mindy	Low	Dec 4, 2023	
	Upcoming elections		rce Availability	Open	Calderon, Mindy	Low	Nov 29, 2023	
				Open	Calderon, Mindy	Low	Dec 27, 2023	

Upcoming elections (ISS00002)

Details | To Dos | Conversations

⚙ Configure

Name *
Upcoming elections

Category Type

Status *
Open

Priority *
● Low

Assigned To *
Calderon, Mindy

Target Resolution Date
Dec 4, 2023

Description

Resolved By

Resolved Date

Defaults to OPEN.
Change to WORK IN PROGRESS when a Resource is assigned to perform Assessment.
Change to RESOLVED when ready for review with IT and Sponsor.
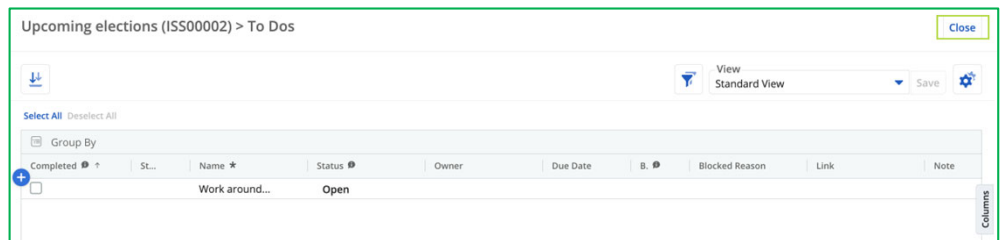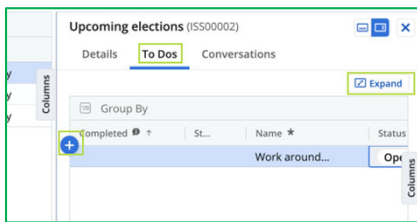Change to CLOSED when approval is complete.

Status *		
Open		
Open		
Open	Calderon, Mindy	Low

NOTE:
- **Details is not available unless the Issue is saved**
- **Do not update the Impact Date. Leave empty.**
- **Update the Target Resolution Date**
- **Check the 'Hints' to help define the fields**
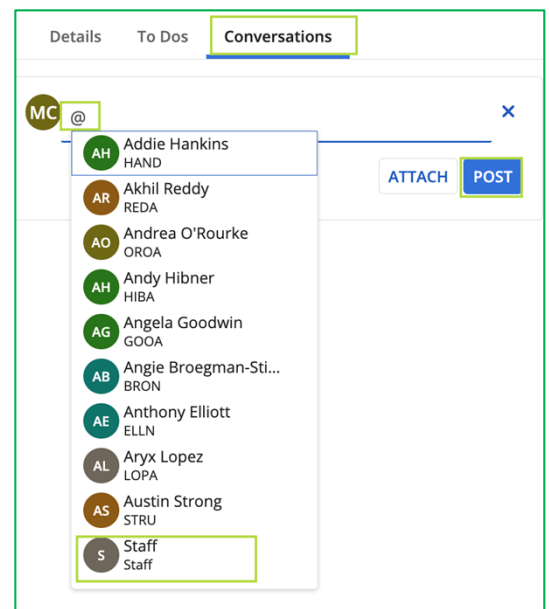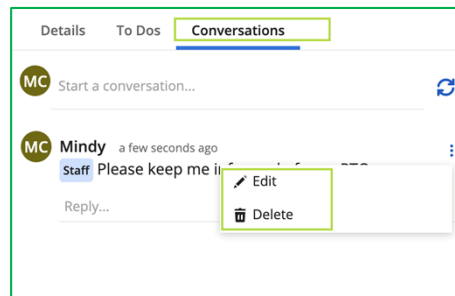
MUX Issues

Add Issue(s) to cont.

2. To add **To Dos**
   - Display the **Details** for the selected Issue
   - Click **Add** (➕)
   - Enter Name (required) and populate the rest of the fields
   - Use Expand to enlarge the To Do window
   - In the To Do window you can add To Dos, add/remove Columns (via Configure) and use the Details fly-out

3. To add **Conversations**
   - Display the **Details** for the selected Issue
   - Click **Add** (➕)
   - Click 'Start a conversation…' and click 'POST' when done
     - To 'tag', use the '@' and select resource(s)
     - Use 'ATTACH' to attach documents
     - Click 'Reply' to reply to the thread
     - Click 'Actions' (⋮)
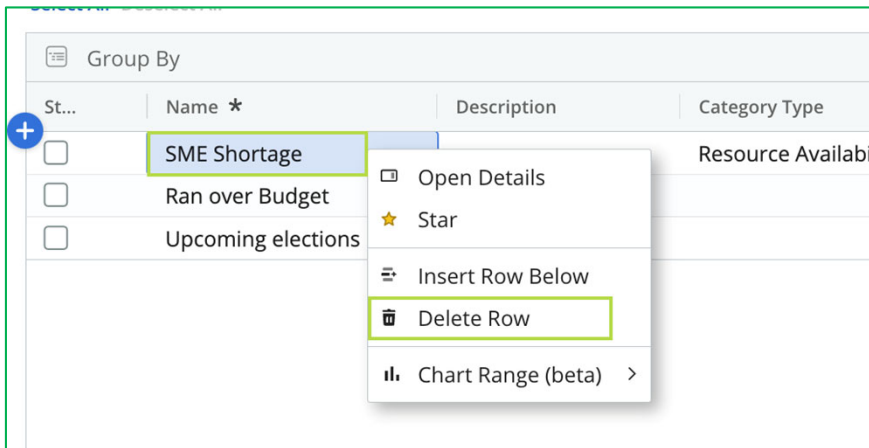   - Click (x) to close window

MUX Issues

Delete Issue(s)

There are two (2) ways to delete Issues

- Using Delete Row
- Using Select Item

1. To delete an Issue using Delete Row
   - Right-click on the Issue you wish to delete
   - Select Delete Row

2. To delete an Issue using Select
   - Click the checkbox(s) to the right of the Issue(s) you with to delete
   - Click **Delete** located above the Grid
     - A Confirmation window displays
   - Click **Delete**
     - There is no 'Undo'