

Software support issue logs and reports

[Mandatory]

During the life of the software users may raise support requests based on issues encountered while using the software. A support issue log is used to track such requests and includes details of the requester, date raised, details of the issue, analysis of the issue and action required, issue classification based on impact and resolution status of the issue (open or closed). Support reports can then be generated showing a summary of issues raised during a period of time and their status which can be used to assess the effectiveness of the support process. Support Issue logs and reports can be documented through a suitable help desk tool

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