

## **Abstract**

The Issue Management Database (IMD) is an internal project conceived to improve the internal processes of the organization I am working in. When implemented the database will improve the efficiency of the process. It will achieve significant cost benefits by providing better information to all the parties concerned.

The Issue Management Database will manage the issues that come to the Organizational Impact group of the Business Integration Department for resolution. The issues are raised by various parties and are registered for further action. New/pending issues are tabled in meetings that are held with the purpose of resolving the issues. The meetings devise actions that resolve the issues. These actions are tracked to completion and subsequent quality review.

The Issue Management Database will support the above process cutting down on paper usage, providing better access to information and improving the efficiency + effectiveness of the management process.