ISSUE MANAGEMENT HANDBOOK

Athena Infonomics

November 2018

ATHENA INFONOMICS

Version 1.0

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+91 8939910313		November 23, 2018	1.0	November 23, 2018	**NA**

Document Statistics

Type of Information	Document Data
Title	Issue Management Handbook
Document Revision #	NA
Last date document was updated	November 23, 2018
Total number of pages	9
Document Filename	Issue Management Handbook v1.0
Document Owner	Don Devprakash
Document Approver	Vijay Bhalaki

Document Change Approvals

Version Number	Revision Date	Nature of Change	Date Approved

Document Distribution and Review

The Operations Team shall distribute this document to the Approver (Vijay Bhalaki) when it is first created and as changes or updates are made. This document will be reviewed and updated at the request of the Document Owners / Relevant Stake Holders.

Latest Version of This Document

The latest version of this document can be accessed from the company's manual and polices distribution online portal.

Purpose of Handbook[1]

The Issue Management Handbook (IMH) outlines the process for identification, submission, tracking, resolution, and verification of issue at all levels in the Company. The company regularly identifies, analyses, and corrects adverse trends, and promotes continuous feedback and performance improvement. The IMH is designed to guide the staff on issues pertaining to day-to-day operations and is an extension of current polices of the Company.

Objectives of Issue Management Process

The IMH seeks to achieve the following objectives:

- Prevention of issues by regularly collating feedback from staff
- Streamlining and faster resolution of issues
- Ensuring accountability of staff in terms of raising, managing and resolving issues
- Improving overall productivity and working relationship among staff
- Ensure proper record keeping towards tracking the efficiency of issue management in the Company

Issue Management Procedure

Steps for issue submission, verification, tracking, resolution and recording is shown below. Refer process flow shown in Figure 1, 2 and 3.

Submit Issue Form (IT / HR / Grievance Form)

After identifying an issue, the staff completes an Issue Form (IF) (see Appendix 1) after discussing the issue informally with another staff (buddy/ manager or mentor as s/he deems appropriate). The Issue Form should be submitted within 24 hours of issue identification by the concerned staff through the Company's in-house online platform (Zoho at present) or in hard copy format if the on-line platform is not accessible. Based on the nature of the issue, the platform will automatically identify the escalation point and assign the issue for management. As the objective is to resolve issue irrespective of the originator, the Company encourages staff members to raise issues on behalf of fellow staff members if the concerned staff is unable or unwilling to raise the issue.

Issue category	Example
IT (IT Form):	Minor fixes (e.g., drivers, software update, etc.), Hardware (e.g., replacement of battery, computer processing speed etc.)
Project/Interpersonal (HR Form):	Project staffing, Interpersonal issues among colleagues, managers etc.
Grievances (Grievance Form):	Employer rights and privileges, Policy deviations, mental harassment, etc.

[1] Issues pertaining to Sexual Harassment at Workplace will be addressed separately by the Vishakha Committee and associated guidelines stipulated by the national, state and local laws.

Log Issue Form:

Upon submission of the Issue Form, the concerned staff will be provided with a Ticket Number (Log reference) that can be used for future tracking and correspondences.

Level 1: IT Engineer / Administrative Manager / HR Manager:

The **IT Engineer / Administrative Manager / HR Manager** shall review the Issue Form and investigate the issue, which may involve consulting other individual(s), such as the fellow staff, project manager and possibly entities outside the project/departments. Based on the findings from the consultations and investigations, the **IT Engineer / Administrative Manager / HR Manager** shall recommend a course of action. If the issue is unresolved, it is escalated to Level 2. The online platform will update the status of the Issue Form and ensure it is forwarded to Level 2. While the system will automatically escalate the issue to the next level upon expiry of the stipulated window for resolution, in extreme cases the **IT Engineer / Administrative Manager / HR Manager** can escalate the issue to a higher level based on the urgency of resolution after informing the concerned staff at intermediate levels.

Level 2: IT Manager / Location Head or the Director (as the case may be):

The **IT Manager / Head of Operations / Directo**r shall review the Issue Form, its status, recommendation provided by Level 1, gather additional information through formal and informal channels and determine the appropriate resolution for it. If the issue is unresolved, it will be forwarded to Level 3 with a set of recommendations / type of actions. The online platform will update the status of the Issue Form and ensure it is forwarded to Level 3.

Level 3: The Director / Company's Internal Grievance Redressal Committee (IGRC):

Head of Operations / Director / Internal Grievance Redressal Committee (IGRC) will review the Issue Form and all supporting documents in detail. If required, one on one discussions, and detailed fact-finding exercise will be conducted, and a decision (in accordance to the relevant organization policies) will be made by the relevant individual/committee depending on the authority levels. The decision will result in either approval of the action(s), a request for modification to the recommended action(s), or cancellation of the issue (if it is regarded that the issue is insignificant or does not require action).

- If the Issue Form action is approved, the approver signs off the recommended action
- At any level, if modification is required, the Issue Form is sent back to Issue Owner at Level 1
- For cancellation, the reason for cancellation will be documented in the Issue Form
- The online software updates the IF with the new status at every stage.

Note: The staff cooperates with the relevant individual(s) to complete the recommended actions. The staff must make time and respond to any additional information required in a timely manner.

Level 4: Company's Board of Directors

If the issue is not resolved at Level 3, the same may be presented to the Company's Board of Director (called The Board, henceforth) by a non-board member of the Internal Grievance Redressal Committee. The member, IGRC will consult all staff involved from Level 1 and present the context, the issue, the action taken at every level along with timeline and challenges faced if any. The decision of the Board will be final.

Important Features:

The manual clearly outlines the workflow, escalation levels and accountability, user permission levels and provides real time update of issue faced by the staff:

Clear workflow	Who's responsible for what
Priority and accountability	Able to set deadlines for completion.
User permission levels	Data security / privacy feature
Real-time updates	You will be able to see the status of your issues in real-time

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Figure 1

IT TICKETING WORK FLOW

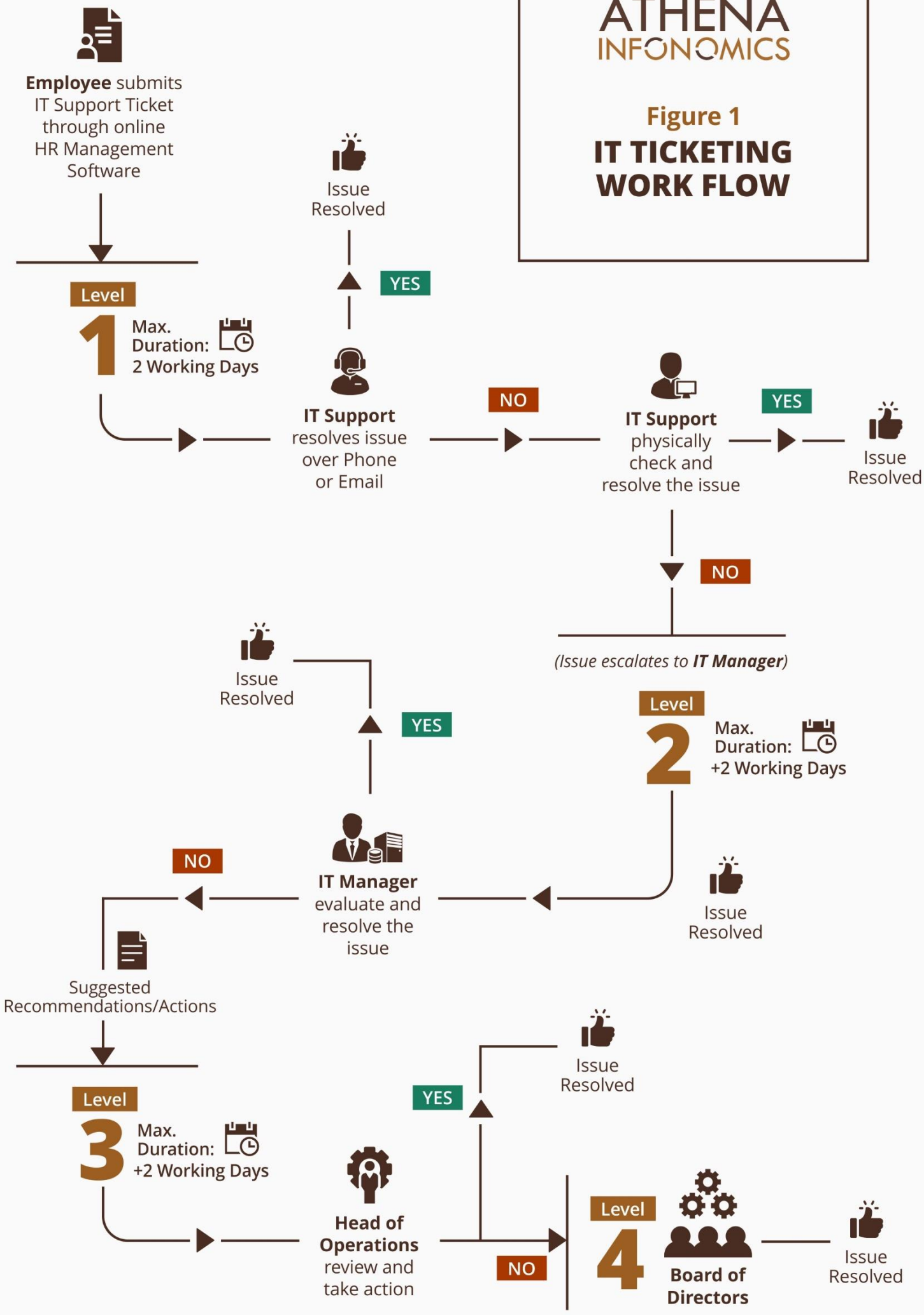

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Figure 2

HR TICKETING WORK FLOW

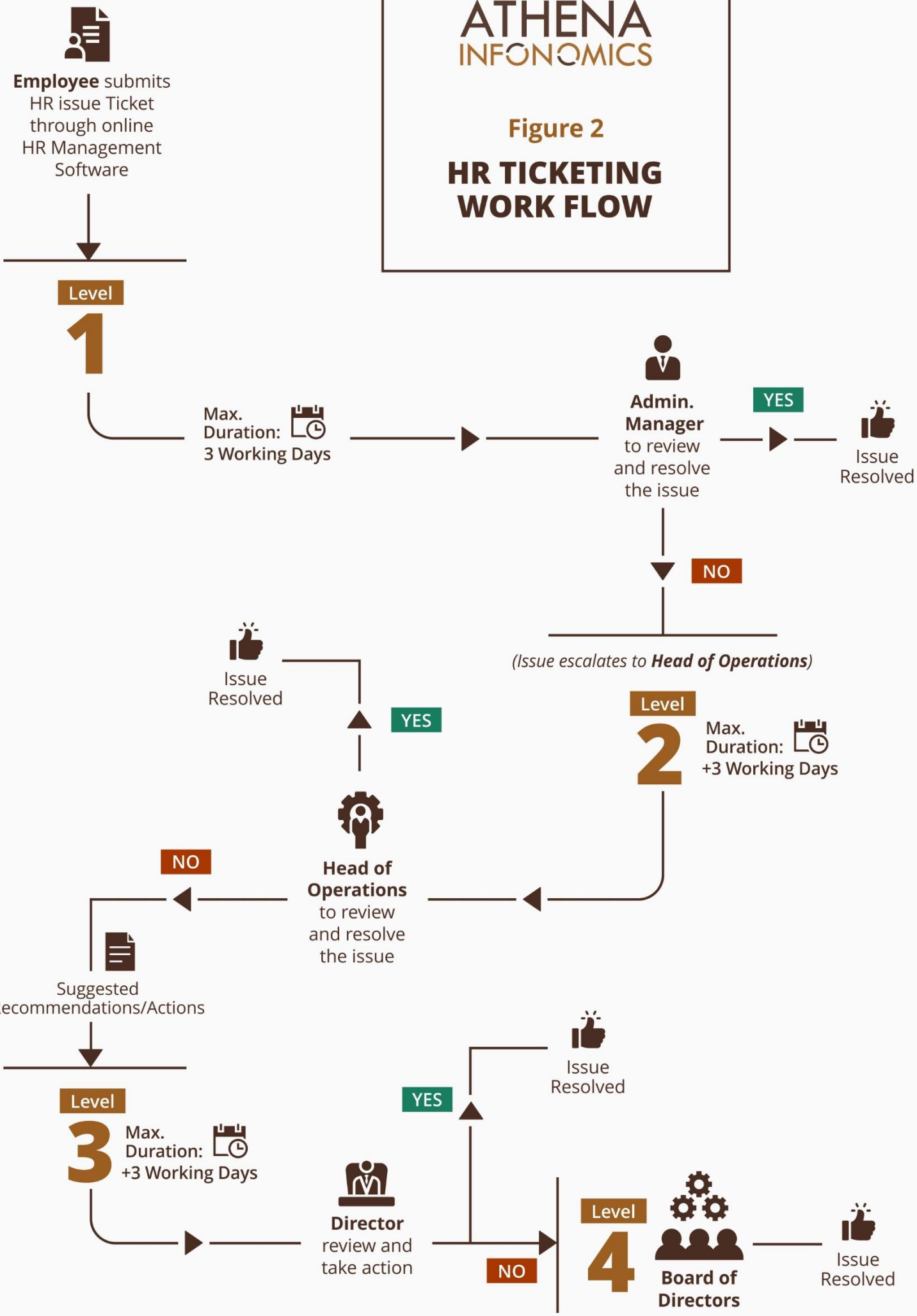

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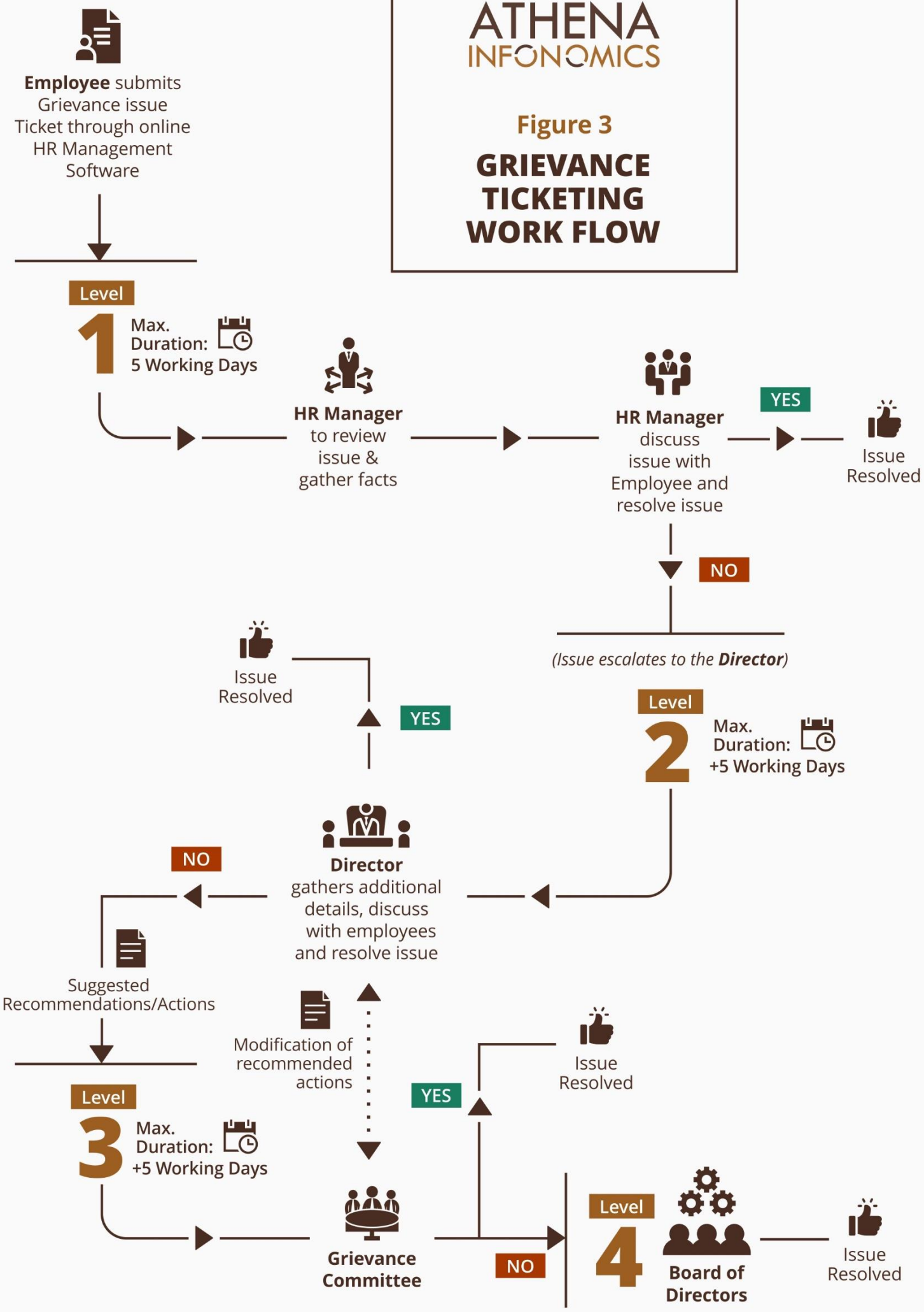
Figure 3

GRIEVANCE TICKETING WORK FLOW



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