PROJECT ISSUE ESCALATION FORM
Project Management and Construction Division Form
(Insert or attach additional information if it helps clarify the request)

Project Name:	
Project Number:	

Submitted By:	**Date:**	
Project Manager:	**Date:**	
Project Manager Signature:		

Summary Description of Project Issue Being Escalated:

Requested Response/Actions	**By Date:**
1.	
2.	
3.	

Project Element(s) Adversely Impacted

☐ **Scope**	☐ **Quality**	☐ **Communication**
☐ **Budget**	☐ **Procurement**	☐ **Resources**
☐ **Schedule**	☐ **Risk**	☐ **Other**

Other Comments:

Escalation Notice Review and Comments by Responsible Division Manager

Comments:

Reviewed By:	**Date:**
Reviewer Signature:	

Project Management and Construction Division Manager Review and Comments

Comments:

Reviewed By:	**Date:**
Reviewer Signature:	

Project Programming and Change Control Committee Review and Comments
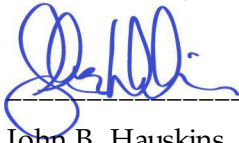
Comments:

Reviewed By:	**Date:**
Reviewer Signature:	

(Please Return to PM&C Administration)

PROJECT MANAGEMENT PROCEDURE BULLETIN

		Bulletin

Title:	Effective Date:	Division:
Project Issue Escalation Form Procedure	**March 26, 2013**	**All**
Purpose: **To Outline the Standard Procedure and Steps to Follow for Completing the Project Issue Escalation Form**	Authorized Signature: 3-26-2013 _____ John B. Hauskins, P.E. Transportation Director	MARICOPA COUNTY MCDOT TRANSPORTATION Right Road Right Time Right Cost

Procedure Statement:

The Project Team should make every effort to resolve issues within the team or involve one or more Division Managers prior to submitting this form. The team should not delay unnecessarily to elevate an issue that could be resolved with higher level assistance and avoid impacting the project scope, schedule or budget.

A Project Change Request Form may also be required if the issues impacts the project scope, schedule or budget. In such a case, both forms should be completed and processed together.

This form is not to be used to resolve disagreements within the Project Team about another functional area's technical decisions.

The best method to prepare this form is as a team so all impacts and viewpoints are included.

1.0. When to Use This Form

A Project Team member should use this form when there is an issue that the Project Team cannot resolve themselves and if not resolved quickly will impact the project scope, schedule or budget.

2.0. Steps to Complete

The following flowchart is provided to show the issue escalation process steps:
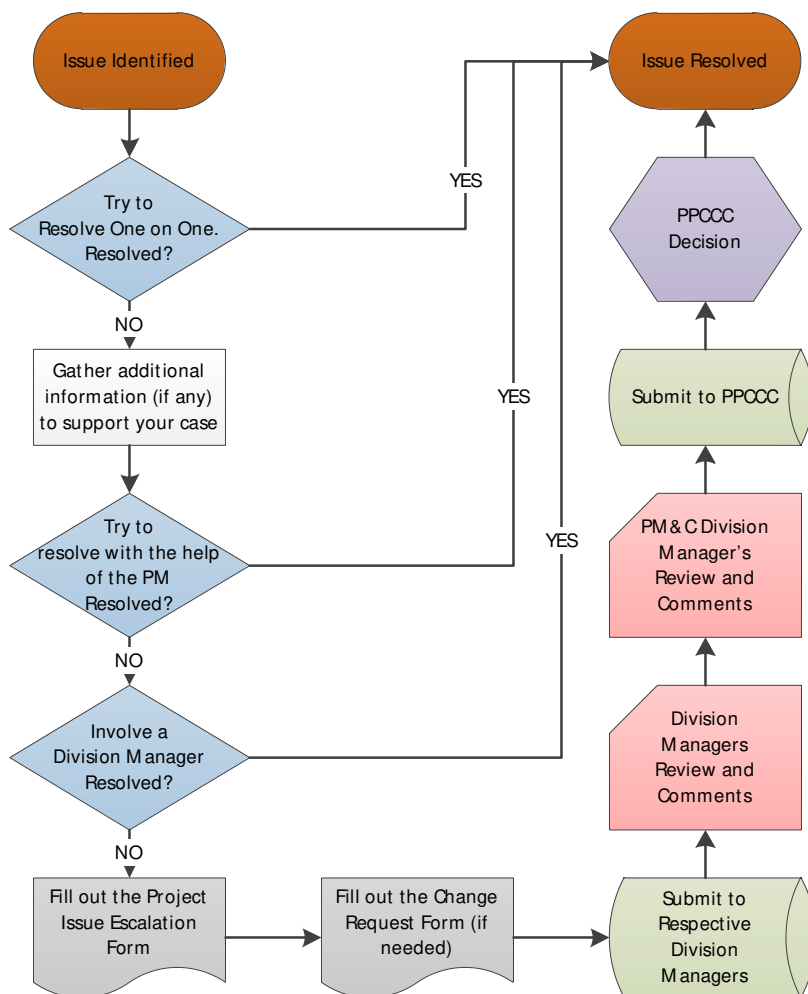
Preparer/ Project Team

- Download latest version of form from Project Management & Construction Division Web Site;
- Fill out information at top of form;
- Enter date that the response is needed by. This is the date the project schedule is delayed beyond recover and will slip; and
- Complete sections detailing the issue, actions required and impacts.

Include the "who, what, where, when, how, how much, how long, and why" surrounding the issues and the resulting impact. The summary should explain the issue, how it will adversely affect the project, the cost or delay involved. The "why" this is an issue is not always apparent just from reading the facts. Changes in other agency procedures, regulations, or laws should be described if they are the cause of the issue.

Be specific in the actions needed to resolve the issue. Attach a talking point paper if requesting the Director or County Engineer call someone to request intervention. Be prepared to discuss why this is the best course of action and describe what other actions were considered.

List project elements impacted. Check all that apply. Remember schedule delays that extend past the end of a fiscal year will have both a schedule and a budget impact.

Project Management and Construction Division Manager

- Review form;
- Meet with Project Manager to discuss;
- Take appropriate action to resolve at management level if possible;
- Forward to PMO and request adding to agenda for next Priority Programming & Change Control Committee meeting; and
- Attend Priority and Programming Committee meeting.

Priority Programming & Change Control Committee

- Discuss and determine what course of action is possible;
- Return copy to Project Manager; and
- Retain copy for file.

Project Manager

- Complete form with Project Team;
- Meet with PM&C Division Manager to review and attempt to resolve;
- Attend Priority and Programming Committee meeting to discuss;
- Inform Project Team of agreed upon actions;
- Retain completed copy in project file;
- Implement as necessary; and
- Monitor and re-escalate if needed.