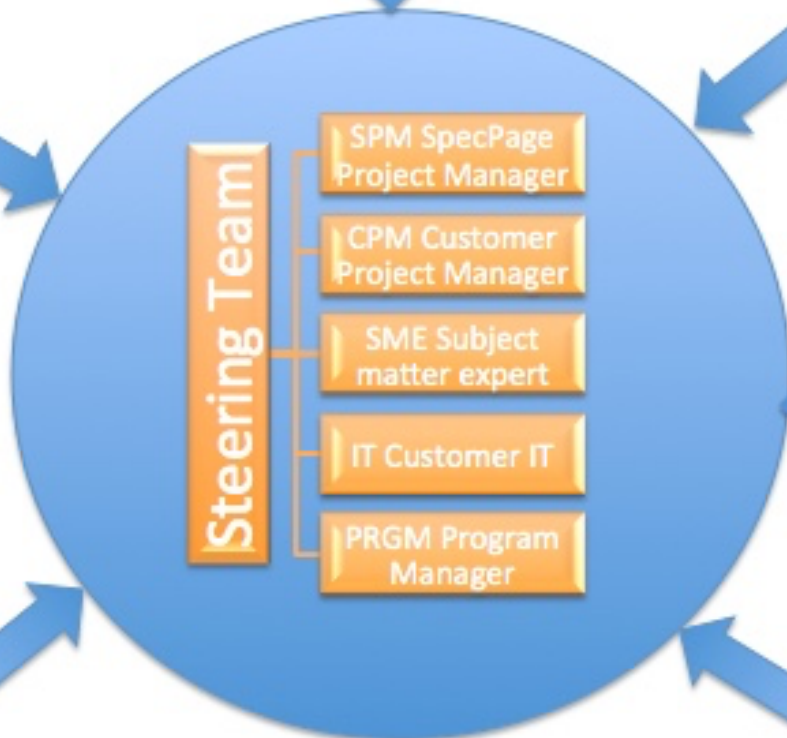| Column	Description
ID	Case sequential ID
Status	Open/Fixed/Closed/Re-Opened/ Standby/Not reproducible
Name	A short descriptive name
Issues	The issuer of the case
Date	The Date entered
Description	An extensive description of the case
Severity	An evaluation of the severity of the case by the customer
Priority	A priority assigned over the case
Effort estimation	Estimation of efforts in mandays/hours to fix/close the CASE
Date estimation	An estimation of completition date
Assigned to	The resource working on the case
Date closed	The date the issue was closed

Defect & CR Lists
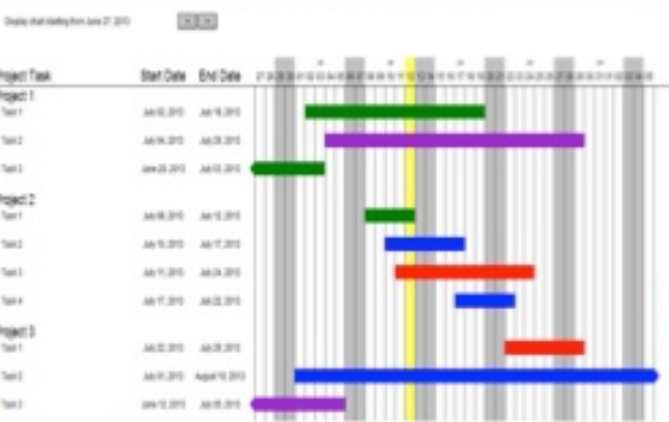
Tasks & Resource Gantt

Task	Date	R	A	C	I
Install	Jun16	RG	MA	SW	MT
...	...	...	...	...	...

RACI Tasks/Checks list

Proj Collaboration

Escalation Processes

Steering team meeting

Steering Team

- SPM SpecPage Project Manager
- CPM Customer Project Manager
- SME Subject matter expert
- IT Customer IT
- PRGM Program Manager