

SmartSuite

GRC & Resilience > Compliance Management · Datasheet

Issues Management

Track and remediate issues across audits, risk, and compliance with structured workflows, clear ownership, and real-time visibility into resolution status.

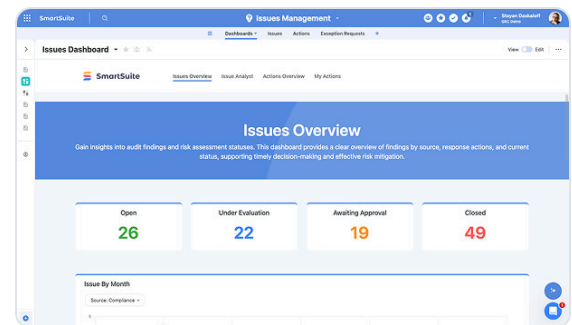
SKU	GRC-ERM-ISS
Solution area	GRC & Resilience
Works with	Internal Audit Management, Compliance Assessments & Testing, Enterprise Risk Management (ERM), Incident Management, Third Party Risk, Policy Management
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Issues Management is the process of tracking, prioritizing, and resolving findings from audits, risk assessments, and incidents. It enables organizations to manage remediation activities, ensure accountability, and maintain visibility into issue resolution across the enterprise.

Issues Management is the process of identifying, tracking, and resolving issues arising from audits, risk assessments, compliance testing, and operational events. SmartSuite's Issues Management software provides a structured, scalable system to manage issues across your organization — ensuring accountability, timely remediation, and continuous improvement.

SmartSuite enables organizations to standardize how issues are captured, classified, assigned, and resolved across business units. With a centralized system of record, teams can track issue status, ownership, root cause, and remediation progress in a way that is repeatable, auditable, and defensible.



Issues Management in SmartSuite.

Core capabilities

Centralized Issue Repository

Maintain a single source of truth for all issues, including findings, gaps, and remediation activities across the organization.

Issue Classification & Prioritization

Categorize issues by severity, impact, and type to prioritize remediation efforts effectively.

Ownership & Accountability Tracking

Assign issue owners and track responsibility for resolution with clear accountability and audit trails.

Remediation Workflow Management

Define and manage remediation plans, approvals, and escalation workflows to ensure timely resolution.

Root Cause Analysis

Capture and analyze root causes to prevent recurrence and improve overall control effectiveness.

Issue Dashboards & Analytics

Monitor issue status, aging, trends, and resolution performance through real-time dashboards.

Automated Notifications & Escalations

Trigger alerts, reminders, and escalations based on deadlines and issue severity.

Cross-Product Issue Linking

Link issues to risks, controls, audits, incidents, and vendors for full lifecycle visibility.

Role-Based Access Control

Ensure secure access to issue data and workflows across teams and stakeholders.

The Issue Lifecycle

Step 1 Identify Issues Capture issues from audits, assessments, incidents, and operational activities.	Step 2 Classify & Prioritize Categorize issues based on severity, impact, and urgency.	Step 3 Assign Ownership Assign responsible owners and define remediation actions.	Step 4 Remediate & Track Execute remediation plans and track progress with automated workflows.	Step 5 Validate & Close Verify resolution, validate effectiveness, and formally close issues.
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Who it is for

Chief Risk Officer (CRO) Oversees issue trends and ensures remediation aligns with enterprise risk strategy.	Internal Auditor Tracks audit findings and monitors remediation progress.	Compliance Manager Manages compliance-related issues and ensures timely resolution of gaps.
Risk Manager Aligns issue remediation with risk mitigation strategies.	Control Owner Executes remediation actions and provides updates on issue resolution.	Executive / Board Member Monitors issue trends, resolution performance, and accountability through dashboards.

Works with

Internal Audit Management Audit findings are captured as issues and tracked through remediation workflows.	Compliance Assessments & Testing Control gaps and compliance failures generate issues for remediation.
Enterprise Risk Management (ERM) Risk mitigation actions and residual risks are tracked through issue workflows.	Incident Management Incident-related issues are tracked and resolved as part of response and recovery.
Third Party Risk Vendor-related findings and risks generate issues for follow-up and resolution.	Policy Management Policy gaps and violations trigger issues that require remediation and enforcement.

Built differently. Issues Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Issues Management configured for your organization, or read the full product entry at smartsuite.com/products/issues-management.

Schedule a demo