

Kenta / Using Kenta

Turn an issue into an accountable action

Assign an owner and due date, retain the originating issue and distinguish notification read state from resolution.

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► Applicability

Before you begin

- Permission to maintain the action or contribute within its explicitly shared record scope.
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Procedure

1. Start from the affected record

Open the finding, equipment, requirement or stage that needs work. Use its related actions or the Action inbox to retain the originating context.

2. Assign the next step

Record a specific action, accountable owner and due date. Link affected equipment, finding and delivery stage where appropriate.

Use comments and authorized source attachments to add context without overwriting adopted values or reviewer rationale.

3. Record progress and evidence

Open the notification to reach the underlying record. Read its current state rather than relying only on the notification text.

Record resolution evidence and satisfy any required reviewer/stage gates before completing the action.

Verify the result

The action has an accountable owner, deadline, original issue link and retained progress/evidence history.

What happens next

Marking a notification read does not complete the work. An email being queued is not proof of delivery, and delivery is not a human response.

Troubleshooting

The action cannot close

Inspect unresolved finding review, required evidence and linked stage conditions. Resolve the actual prerequisite and obtain the required review; a comment alone is insufficient.

A notification or attachment is unavailable

Check the underlying record's current scope and your access. Ask the responsible manager to review the relevant grant. Do not move restricted content into an unrelated project.