

# INTRODUCTION

1. Business systems and QA  
Department business systems
2. All the bug reports and all the bug tracking systems are very similar

# BUG REPORTS

## **Why writing bug reports?**

- Getting the bug fixed

## **What makes a good bug report?**

- How to reproduce the bug
- Analyze the problem to minimize number of steps to reproduce it
- Complete, easy to understand, non-conflicting

# BUG REPORTS

## **When should you write a bug report?**

- Immediately upon finding the bug

## **Name 4 levels of (Severity)?**

- Critical/Fatal (crash, data corruption, hang)
- Serious (workaround)
- Minor
- Suggestion/Enhancement

# BUG REPORTS

## **Name 3 levels of priority?**

- High
- Medium
- Low

## **Who can assign/change severity or priority in a bug report?**

- Tester assigns Severity
- Development Manager assigns Priority

# BUG REPORTS

**Why looking for most serious consequences of the bug??**

- To assign higher severity (get higher priority)

**What is reproducible bug?**

# BUG REPORTS

**Why should tester look for simplest and most general conditions under which bug will be easily reproducible?**

- We have to look for more than just one path to the same problem.
- The easier to understand – the better chances to have it fixed
- The faster the fix - the better the chance it will be done
- Management pays lots of attention to high visibility routine bugs

# BUG REPORTS

## **Things to remember:**

- Look for configuration dependence
- Reproduce the bug before it is reported
- Is that first-time-only bug ?

# BUG TRACKING DATABASE

## **Why do we need Bug Tracking Database?**

- Accountability
- Communication tool
- Monitoring individual performance

## **What is a prime objective of a Bug Tracking Database?**

- To get the bugs fixed

# BUG TRACKING DATABASE

## **Describe Bug's life cycle?**

- Bug gets reported
- It goes to Development Manager to get Assigned To and Priority
- Developer sees the report, fixes the bug, marks it as Fixed
- It goes to Tester for verification of the fix

**What happens if reported bug cannot be reproduced by a developer?**