EVENTHUB SQA AUDIT REPORT

EXTERNAL QUALITY ASSURANCE ASSESSMENT

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THE CRISIS

EventHub: Beta web app for local events

Current State:

- **Critical bugs in production**

- User complaints escalating to social media

- PM firefighting instead of managing

- Investor confidence declining

- Pressure to launch Premium Events amid quality issues

AUDIT SCOPE

Analyzed 9 internal artifacts

Evaluated across 4 dimensions:

1. Testing Strategy & Process

2. Defect Tracking & Management

3. Process, Culture & Roles

4. Ethical & Professional Concerns

FINDING #1: CRITICAL SECURITY BREACH

Bug 111 : Active Data Privacy Violation

- Users can see other users' private event drafts

- Reported multiple times with screenshot evidence

- Dismissed as *"caching blip"* without investigation

- Deliberately hidden from bug tracker

- PM proposed fake fix to silence complaints

- *"Let's keep this out of bugs.xlsx for now, don't want to panic investors."*

FINDING #2: NO QUALITY ACCOUNTABILITY

No dedicated QA role

- Developers test their own code

- Confirmation bias

- No independent verification

RACI violations:

- No "Accountable" for system testing

- TWO Accountable parties for test planning

- Junior devs test without oversight

- Developers sign off on own work

FINDING #3: DEFECT TRACKING FAILURE

Excel spreadsheet instead of proper tool

- Inconsistent status values: "???" , "Looked at" , "blank"

- Missing critical fields: Severity , Priority , Assigned To

- Vague descriptions: "create event broken" , "wrong date"

- Bugs lost or hidden (Bug 110 blank row, Bug 111 omitted)

- Bug 109 reported 3 times - still open

FINDING #4: NO FORMAL TESTING STRATEGY

Testing described as *"pretty informal"*

- **Process:** *"5-minute buddy check - just click around"*

- No test cases, scenarios, or traceability

- Claims to use users as QA, then ignores reports

- No regression testing

- *"We're moving too fast for a heavy process... just click around for 5 mins to see if anything is obviously broken."*

FINDING #5: CULTURE OF SPEED OVER QUALITY

- *"Moving too fast for a heavy process"*

- *"Premium MUST SHIP by EOD Friday"* (3x)

- Bug fixing conditional: *"if time, fix cosmetic bugs"*

- Performance testing: *"good enough to tell investors"*

- Firefighting culture: PM spends most time on complaints

Vicious Cycle: Rush → Bugs → User Complaints → Firefighting → Rush

OUR TOP RECOMMENDATIONS

Based on our audit, we recommend **7 prioritized actions**

Let's focus on the top 5 most critical...

RECOMMENDATION #1: FIX SECURITY CRISIS (CRITICAL)

IMMEDIATE Actions:

- Stop Premium development - investigate Bug 111 NOW

- Assign senior devs to reproduce with user's evidence

- Deploy genuine fix within 48 hours

- Notify affected users transparently

- Cancel fake fix - this is fraud

- Log all bugs properly - no hiding

RECOMMENDATION #2: PROPER DEFECT TRACKING (HIGHEST)

Within 1 week: Migrate to Jira, GitHub Issues, or Azure DevOps

Implement:

- Standard workflow: New → Assigned → In Progress → QA → Closed

- **Mandatory fields:** Severity, Priority, Steps to Reproduce, Environment

- Train team on writing reproducible bug reports

RECOMMENDATION #3: HIRE QA ENGINEER (HIGHEST)

Within 2 weeks: Hire dedicated QA engineer

Benefits:

- Fix RACI chart violations

- Implement quality gates: no production deploy without QA sign-off

- Independent verification prevents confirmation bias

- Separation of duties - developers can't test their own code

RECOMMENDATION #4: FORMAL TEST STRATEGY (HIGH)

Within 1 week: Create lightweight Test Strategy document

Define:

- Test levels: Unit, Integration, System, Acceptance

- Entry/exit criteria for each test level

- Test environment requirements

- Regression approach (automated smoke tests minimum)

For each feature: Write Test Plans with test cases mapped to requirements

RECOMMENDATION #5: ETHICAL STANDARDS (CRITICAL)

Immediate: Cancel fake fix, log all bugs properly

Within 1 week: Establish Team Code of Conduct

- Honest reporting to all stakeholders

- Security issues properly investigated

- Testing for quality, not marketing

- Users' privacy is paramount

- Reference ACM/IEEE professional codes

Ethics training for entire team

THE BUSINESS CASE FOR QUALITY

Current Cost:

- PM firefighting
- Negative reviews
- Investor concerns
- Legal liability
- Slowing velocity

Investment:

- 1 QA engineer
- Bug tracking tool
- 5-10% time for testing

ROI:

- 10-100x cost savings
- Faster development
- Investor confidence
- User satisfaction

Every $1 in quality saves $10-100 in firefighting

EXPECTED IMPACT TIMELINE

Weeks 1-2:

- Security vulnera-bility resolved

- Proper defect tracking

- QA engineer hired

Months 1-3:

- Defects drop 60-80%

- User complaints decrease

- PM freed from firefighting

Months 3-6:

- Investor confi-dence restored

- Development ve-locity increases

- Premium Events launches

FINAL RECOMMENDATION

EventHub stands at a crossroads:

Current trajectory →

Project failure

Recommended path →

Sustainable success

✓ Implement all 7 recommendations

✓ Prioritize CRITICAL items immediately

"Quality is the foundation of successful software."

Speaker notes