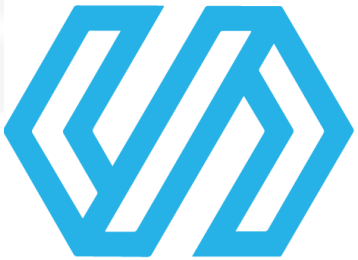
Bugs and bug reporting



SKILLO

Agenda

1. What is a bug?
2. Process of finding defects/bugs?
3. Addressing bug
4. Bug attributes
5. Bug example
6. Best practices
7. Bug life cycle
8. Exercise
9. Bonus

SKILLO

What is a bug?

Software bug is an error, flaw, failure or fault in a documentation, computer program or system that causes it to produce an incorrect or unexpected result, or to behave in unintended ways (Improved Wikipedia definition)

Process of finding defects/bugs?

The purpose of testing (it is a part of QA) is to find bugs in SUT

We can find bugs during specification review, code review (static testing) or execute test cases (dynamic testing)

Steps when we find potential bug:

1. Retest again to confirm steps to reproduce
2. Do not forget to check the environmental and build information!

SKILLO

Addressing bug

Steps to address the bug:

1. Report the bug in Bug tracking system (Not tracked bug is NOT a bug)

2. Retest once bug is fixed

3. Check if no new issues are introduced by the fix

Bug attributes

BugID

Unique id of a bug. Usually include project iD. For ex. If we have Project Skillo (PS) id could be PSB001. PS means Project Skillo and B stands for Bug

Name

Clear, short and descriptive. For simple bugs it should be possible to understand the bug only by name

Priority

How important is the bug for the company. Priority means how important is the problem for the business. Usually priority is P1-P4 (P1 is the highest priority)

Bug attributes

Severity

It is a technical characteristic. Severity is the impact over the software. Critical severity cause system to crash etc. Usually severity has levels - S1 - S4 (S1 is the highest severity

Description

More detailed explanation of the issue. It is not required if the name is enough and clear

Steps to reproduce

Steps needed in order to reproduce the issue. Expected results on each step are not needed. Only for the last step of the bug (which is the which is the actual problem) we need to have expected and actual result.

Bug attributes

Attachment

"One picture could worth more than 1000 words"

Status

Status of the the issue based on the bug life cycle. For ex. (Opened, Resolved, Reopened, Closed)

Component

Area of the software which bug is related to. For ex. Login, Payments, Basket etc.

Version/Build number (Found in)

Number of the build/release where the bug is found

Bug attributes

Environment

OS version, Browser version etc. used when the bug is found

Comments

Additional info. Anyone can add comments in this field

Date Created

When the bug is created

Author

Who created the bug

Audit Log

History of the field changes for this bug

Bug attributes

Environment

OS version, Browser version etc. used when the bug is found

Comments

Additional info. Anyone can add comments in this field

Date Created

When the bug is created

Author

Who created the bug

Audit Log

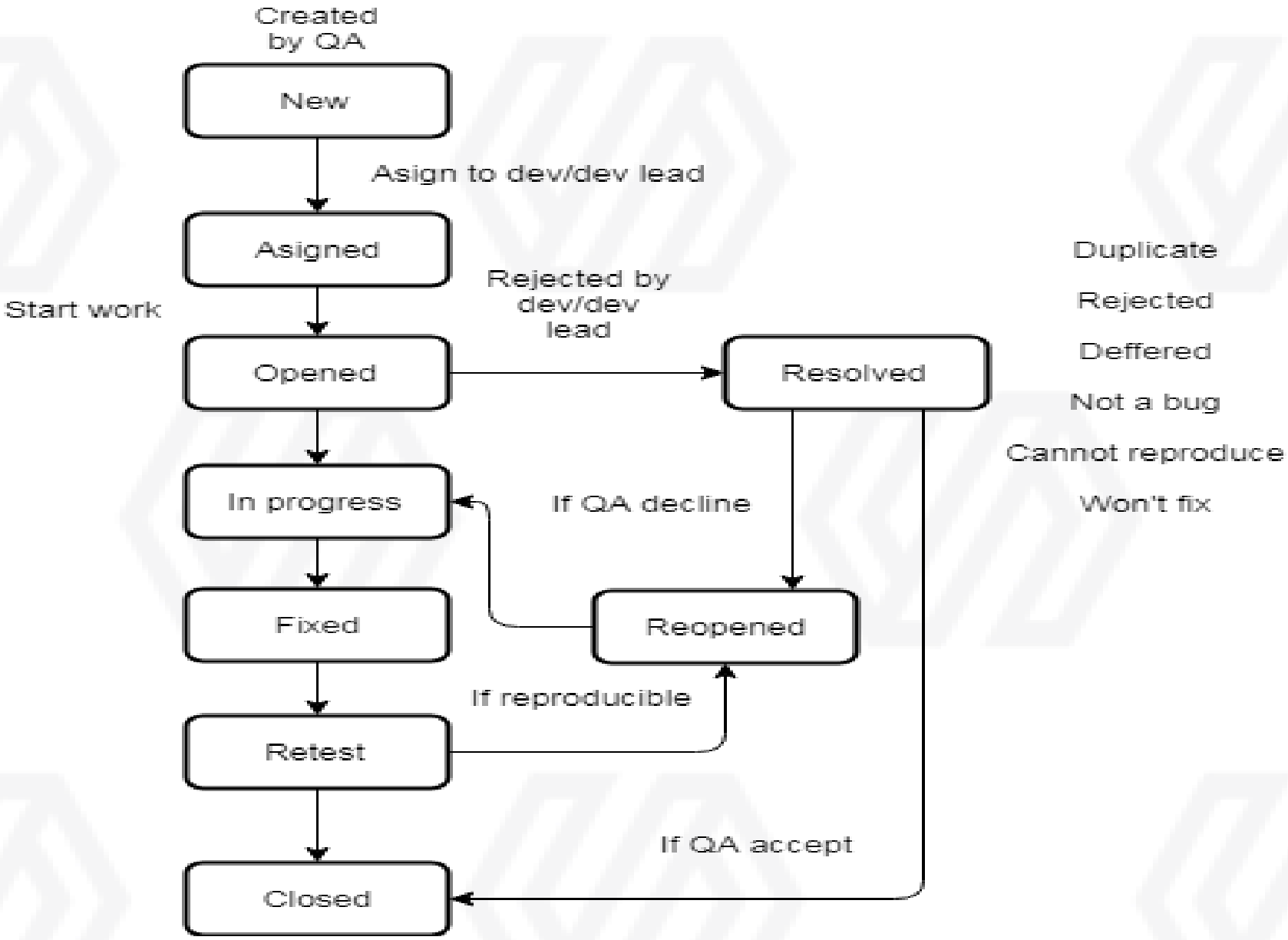
History of the field changes for this bug

Bug example

Best practices

- ✓ Descriptive title
- ✓ Clear expected and actual result
- ✓ Exact steps to reproduce
- ✓ Good bugs always have version of the software and environment information
- ✓ Severity and priority defined by QA
- ✓ Bugs always should have an assignee

SKILLO


Created by QA
New
Asign to dev/dev lead
Asigned
Start work
Rejected by dev/dev lead
Opened
Resolved
Duplicate
Rejected
Deffered
Not a bug
Cannot reproduce
Won't fix
In progress
If QA decline
Fixed
Reopened
If reproducible
Retest
If QA accept
Closed

SKILLO

Exercise

Find 3 bugs testing the website

http://automationpractice.com/index.php

SKILLO

Bonus

Find bugs and earn money

https://99tests.com/tester-zone

https://www.utest.com/

SKILLO

Q & A

SKILLO

THANK YOU

SKILLO