

# SEVERITY & PRIORITY

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# Severity

In software development, a bug's severity reflects how **seriously** it **impacts functionality**.



Higher severity indicates a greater negative effect on how the software works.



Quality Assurance (QA) engineers assign severity levels to prioritize bug fixes.

# The Defect Severity Can Be Categorized As

## CRITICAL

✓ Blocks all application functionality.

## MAJOR

✓ critical features are broken, but not the entire application.

## MINOR

✓ causes some undesirable behavior, but the system is still functional

## LOW

✓ Cosmetic defects:  
Valid bugs that impact the software's appearance, not functionality.



# Priority

In software development, priority dictates the **order bug fixes are addressed**.



It refers to how quickly the defect should be rectified.

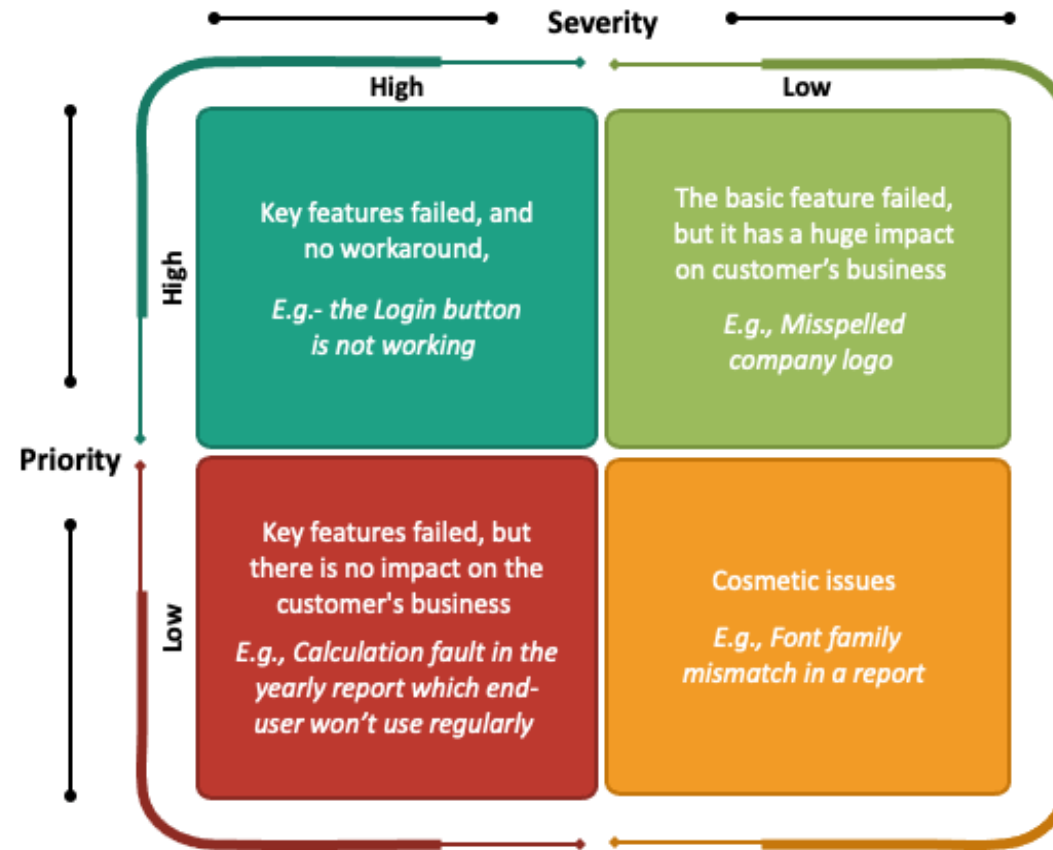


Priority can change relative to other defects. Hence it is subjective in nature.

# The Defect Priority Can Be Categorized As

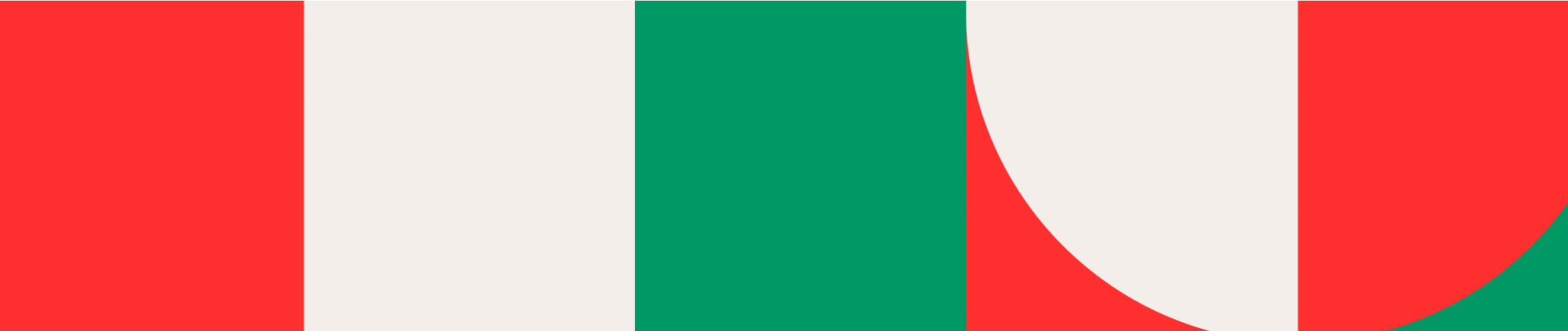
HIGH	MEDIUM	LOW
<ul style="list-style-type: none"><li>→ Directly impact user experience (UX) or the software's bottom line.</li><li>→ May affect entire application functionality.</li><li>→ Require immediate resolution.</li></ul>	<ul style="list-style-type: none"><li>→ Do not significantly impact business or customers.</li><li>→ Fixed when development bandwidth allows.</li><li>→ Resolved in current or next release.</li></ul>	<ul style="list-style-type: none"><li>→ Low-priority defects are addressed after fixing critical and important issues.</li><li>→ Fixes for low-priority issues may be bundled with higher priority fixes.</li></ul>

# Severity Vs Priority





# Let's Understand **Severity & Priority** With Test Scenario



# High Severity - High Priority

1. The system crashes after you made the payment or when you are not able to add the items to the Cart
2. The login function on a banking app is completely broken, preventing users from accessing their accounts
3. During peak holiday shopping, the company's e-commerce site crashes, halting all online sales.
4. Online learning platform exposes student data such as grades or personal information.



# High Severity - Low Priority

1. Unable to add contacts to the Contacts
2. A mobile banking application used by a small subset of customers experiences intermittent crashes when accessing a specific feature, such as fund transfer between accounts.
3. A fitness tracker app miscalculates the number of steps taken by a small percentage (less than 5%) of users.



# High Priority – Low Severity

1. A minor formatting error appears on the homepage banner, causing a slight misalignment of the text and logo.
2. The app displays an outdated restaurant menu that is missing a newly added item.
3. The app icon displays incorrectly on some user devices for a short period.
4. The logo of the company's welcome page is distorted.



# Low Priority – Low Severity

1. The color of any text does not match the theme of the website.
2. An email footer has an extra line break that doesn't affect readability.
3. A company website's "About Us" page mentions an award they won two years ago.

The background features a horizontal band of white space in the center, flanked by red and green rectangular blocks. A white semi-circle is positioned at the top center, and a white quarter-circle is at the bottom right, both set against a red background.

**Let's Do Some Exercises!**

# Exercises 1

Suppose the tester clicks on the “Privacy” hyperlink at the bottom of the amazon.com homepage, and the page is not displayed.

# Exercises 2

You log in to your amazon.com account, add items to the cart, and click the “Proceed to Checkout” button. You make the payment, and the system crashes.

# Exercises 3

Suppose that on the amazon.com website, the logo is displayed as "amazn.com" with the letter "o" missing. This defect does not affect the buying/selling or any other functionality.

# Exercises 4

The About Us page gives an error message.



# Exercises 5

Suppose the tester clicks on the “Conditions of Use” hyperlink at the bottom of the amazon.com homepage.

# Answer of the Exercises:

Exercise 1: [ High Severity – Low Priority ]

Exercise 2: [ High Severity – High Priority ]

Exercise 3: [ High Priority – Low Severity ]

Exercise 4: [ High Priority – Low Severity ]

Exercise 5: [Low Severity – Low Priority ]





# **Thank You!**

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