

Defect Reporting and Defect Life Cycle Management

Lesson 00



Course Goals

- At the end of this program, participants gain an understanding of
- how to log the defect in the defect tracking tool/sheet and
- how to create the defect free defective defect report.
- Overview of Defect Tracking Tools

Course Non Goals

- This course does not cover automation process of testing





Pre-requisites

- Testing Concepts
- Requirements Validation & Functional Decomposition
- Use Cases

Intended Audience



- Test Engineers and Senior Test Engineers





Day Wise Schedule

Day 1

- Lesson 1: Defect Free Defect Reporting
- Lesson 2: Introduction to JIRA
- Lesson 3: Hands-on JIRA



Table of Contents

Lesson 1: Defect Free Defect Reporting

- 1.1 What is Software Quality?
- 1.2 Defect Definition
- 1.3 Why find Defects?
- 1.4 Impact of Defects
- 1.5 Legal Implications
- 1.6 Life-cycle workflow
- 1.7 Life-cycle workflow - Enhancement
- 1.8 Defect Report - Definition
- 1.9 Defect Reporting – The Need
- 1.10 Defect Report - Template
- 1.11 Important Attributes
- 1.12 Example on Severity & Priority
- 1.13 Defect Report Users



Table of Contents

Lesson 1: Defect Free Defect Reporting (Cont.)

- 1.14 Benefits for Maintenance Team Leads
- 1.15 Benefits for Maintenance Engineer
- 1.16 Benefits for Testing Team Lead
- 1.17 Benefits for the Management
- 1.18 Defect Management
- 1.19 Logging, Tracking & Analysis
- 1.20 What is Defective Defect Report?
- 1.21 The reasons for defective reports
- 1.22 Root causes for defective reports
- 1.23 Other Influencing Factors
- 1.24 The Most Severe Defect
- 1.25 Defective Reports - Certain Facts



Table of Contents

Lesson 1: Defect Free Defect Reporting (Cont.)

- 1.26 Importance of Effective Defect Reporting
- 1.27 Defect Free Report - Recommendations
- 1.28 Writing Defect Free Reports
- 1.29 Preparation
- 1.30 Reporting and Communication Process
- 1.31 Guidelines
- 1.32 Using Tools for Reporting - Advantages
- 1.34 Project/Organization Level Process
- 1.35 Project/Organization Level Process
- 1.35 Defect Free Reports - Advantages
- 1.36 Nine Commitments worth making to developers



Table of Contents

Lesson 2: Introduction to JIRA

- 2.1 Overview of JIRA
- 2.2 Features of JIRA
- 2.3 JIRA Users
- 2.4 JIRA Software Workflow
- 2.5 Basic Concepts of JIRA
 - Issue, Project, Workflow, Components & Versions
- 2.6 JIRA Software
 - Overview on Issues
 - Priority of Issues
 - Issue Workflow
 - Overview of Projects
 - Sub tasks



Table of Contents

Lesson 3: Hands-on JIRA

- 3.1 Login to JIRA
- 3.2 Create a Project
- 3.3 Creating an Issue
- 3.4 Creating sub-tasks
- 3.5 Managing Issues
- 3.6 Sprints in JIRA & Issue Workflow
- 3.7 JIRA Reports



Student material:

- Class Book (presentation slides with notes)



Defect Tracking Tools