

Severity and Priority

What is the Difference?

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- Severity of a defect is impact of the bug terms of financial loss, damage to environment, company's reputation and loss of life.
- Priority of a defect is related to how quickly a bug should be fixed and deployed to live
- Severity is set by the Tester
- Priority is set by the Customer

High Severity – High Priority bug

- This is when major path through the application is broken
- In Flipkart, every customers get error message when placing orders and the order is not taken
- When the link broken and throws a Error 500 response.

High Severity – Low Priority bug

- This happens when the bug causes major problems, but it only happens in very rare conditions or situations
- for example, customers who use Internet Explorer 8 cannot continue with their purchase of a product
- Because the number of customers with very old browsers is very low, it is not a high priority to fix the issue.

High Priority – Low Severity bug

- Functionally all looks good but due to minor non functional part, the business reputation will be lost
- For example, the logo or name of the company is wrongly displayed on the website.
- It is important to fix the issue as soon as possible, although it may not cause a lot of damage.

Low Priority – Low Severity bug

- When the bug doesn't cause disaster (Show stoppper) and only affects very small number of customers, both Severity and Priority are assigned low
- Cosmetic defects, design issues and text overlapping