**ASSIGNMENT-2**

**MODULE : DEFECT MANAGEMENT**

**Q-1 What is priority?**

**ANS..** **Defect Priority:**

Priority is Relative and Business-Focused. Priority defines the order in which we should resolve a defect. Should we fix it now, or can it wait? This priority status is set by the tester to the developer mentioning the time frame to fix the defect. If high priority is mentioned then the developer has to fix it at the earliest. The priority status is set based on the customer requirements. For example: If the company name is misspelled in the home page of the website, then the priority is high and severity is low to fix it.

**Priority can be of following types:**

**Low:** The defect is an irritant which should be repaired, but repair can be deferred until after more serious defect has been fixed.

**Medium:** The defect should be resolved in the normal course of development activities. It can wait until a new build or version is created.

**High:** The defect must be resolved as soon as possible because the defect is affecting the application or the product severely. The system cannot be used until the repair has been done.

**Critical:** Extremely urgent, resolve immediately

**Q-2 What is severity?**

**ANS..** **Defect Severity:**

Severity is absolute and Customer-Focused. It is the extent to which the defect can affect the software. In other words it defines the impact that a given defect has on the system.

**For example:** If an application or web page crashes when a remote link is clicked, in this case clicking the remote link by an user is rare but the impact of application crashing is severe. So the severity is high but priority is low.

**Types:**

**Critical:** The defect that results in the termination of the complete system or one or more component of the system and causes extensive corruption of the data. The failed function is unusable and there is no acceptable alternative method to achieve the required results then the severity will be stated as critical.

**Defect Severity (Cont)**

**Types:**

**Major (High):** The defect that results in the termination of the complete system or one or more component of the system and causes extensive corruption of the data. The failed function is unusable but there exists an acceptable alternative method to achieve the required results then the severity will be stated as major.

**Moderate (Medium):** The defect that does not result in the termination, but causes the system to produce incorrect, incomplete or

inconsistent results then the severity will be stated as moderate.

**Minor (Low):** The defect that does not result in the termination and does not damage the usability of the system and the desired results can be easily obtained by working around the defects then the severity is stated as minor.

**Cosmetic:** The defect that is related to the enhancement of the system where the changes are related to the look and field of the application then the severity is stated as cosmetic.

**Q-3 Bug categories are…**

**ANS..** **Functional Bugs:** These are issues that affect the intended functionality of the software. For example, a button that doesn't work as expected or a feature that produces incorrect results.

**Performance Bugs:** These bugs affect the performance of the software, such as slow loading times, high memory usage, or inefficient algorithms.

**Compatibility Bugs:** These bugs occur when the software doesn't work correctly on different platforms, browsers, or devices. For instance, a website that displays improperly on certain browsers or a mobile app that crashes on specific devices.

**Usability Bugs:** Usability bugs impact the user experience of the software. This can include confusing user interfaces, unclear instructions, or difficulty navigating through the application.

**Security Bugs:** These are vulnerabilities in the software that could be exploited by attackers. Examples include SQL injection, cross-site scripting (XSS), or insecure authentication mechanisms.

**Localization Bugs:** Localization bugs arise when the software doesn't support or display content correctly in different languages or regions.

**Documentation Bugs:** These bugs involve errors or inconsistencies in the software documentation, such as outdated instructions, missing information, or inaccuracies in the user manual or help files.

**Installation/Configuration Bugs:** Issues related to installing or configuring the software, including errors during installation, conflicts with other software, or incorrect setup instructions.

**Q-4 Advantage of Bugzila..**

**ANS..** **Centralized Issue Tracking:** Bugzilla provides a centralized platform for tracking bugs, issues, and feature requests, making it easier for teams to manage and prioritize tasks.

**Customizable Workflow:** Users can customize Bugzilla to match their development workflow, including defining statuses, resolutions, and fields to suit their project needs.

**Collaboration:** Bugzilla facilitates collaboration among team members by allowing them to comment, assign, and monitor the status of bugs, promoting transparency and accountability.

**Search and Reporting:** Its robust search and reporting capabilities enable users to quickly find relevant information and generate customized reports, aiding in project analysis and decision-making.

**Integration:** Bugzilla can be integrated with other development tools and systems, such as version control systems and continuous integration tools, enhancing overall workflow efficiency.

**Open Source:** Being open source, Bugzilla is freely available and can be customized further by developers to meet specific requirements without licensing costs.

**Community Support:** With a large user base and active community, Bugzilla benefits from ongoing development, support, and a wealth of resources, including documentation and user forums.

**Q-5 Difference between priority and severity**

**ANS..** Priority and severity are terms commonly used in software development, particularly in the context of bug tracking and issue management. Here's the difference between the two:

**Priority:** Priority refers to the level of urgency or importance assigned to an issue or bug. It helps in determining the order in which issues should be addressed. Priority levels are typically defined based on factors such as impact on users, business impact, deadlines, and overall project goals. Examples of priority levels include high, medium, and low.

**Severity:** Severity, on the other hand, refers to the extent of impact that a bug or issue has on the system or software's functionality. It indicates how serious the problem is in terms of its consequences. Severity levels are usually based on the extent of damage or loss caused by the issue. Examples of severity levels include critical, major, minor, and trivial.