

COMP 10066

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Bug Repor <https://eduassistpro.github.io/>

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Lecture Overview

- Cost of Software Defects
- Reporting Bugs
- Bug Reporting T
- Prioritizing Bug

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Cost of Bugs

- A interesting study:
 - "Cambridge University Study States Software Bugs Cost Economy \$312 Billion Per Year"
 - <http://www.prweb.com/releases/2013/1/prweb10298185.htm>

- **Programmers**

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reference: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.370.9611&rep=rep1&type=pdf>

Relative Bug Cost

Legend:

Req – Requirements

DevT – Development

Testing

AccT –

Acceptance Testing

ps –

Operation

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** some studies suggest these numbers are a little high

Cost Of Bugs

- Are the costs really that high?
- Some argue the cost per defect calculation is not accurate
- See Cost Per <https://eduassistpro.github.io/>

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Bug Reporting and Resolution

- Two important aspects of bug reporting that will increase the chances of the bug being corrected:

- When it is reported

- An effective de

- Provide a pro

- Video is som

- <http://www.usertesting.com/>

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Attributes for an Effective Bug Description

- Provide information that is relevant to the bug.

- OS Version, **Software Build**

- One bug / report

- Extra informati

- Do not report

- Can reference another bug if there ap onship

- Document the process to reproduce

- Create as simple a case as possible to show bug.

- Step-by-Step

- Confirm the procedure before submitting bug.

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Bug Report Content from the Tester Perspective

- Program Identification
- Version Information
- Date
- Reported by
- Suspected type of bug (Coding, Design, Documentation)
- Problem Summary
 - Reproducible (Y/N)
 - Steps to reproduce
 - Suggestions for correction

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Bug Report Content from the Developer Perspective

- Assigned to
- Status (Open/Closed)
- Priority
- Resolution
 - Pending, Deferred, Withdrawn, Fixed, more Info, Can't reproduce, Can't
- Resolved by with Date
- Solution Tested and confirmed with Date
 - Version / Build should be included with the fix

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Examples of Bug Summaries

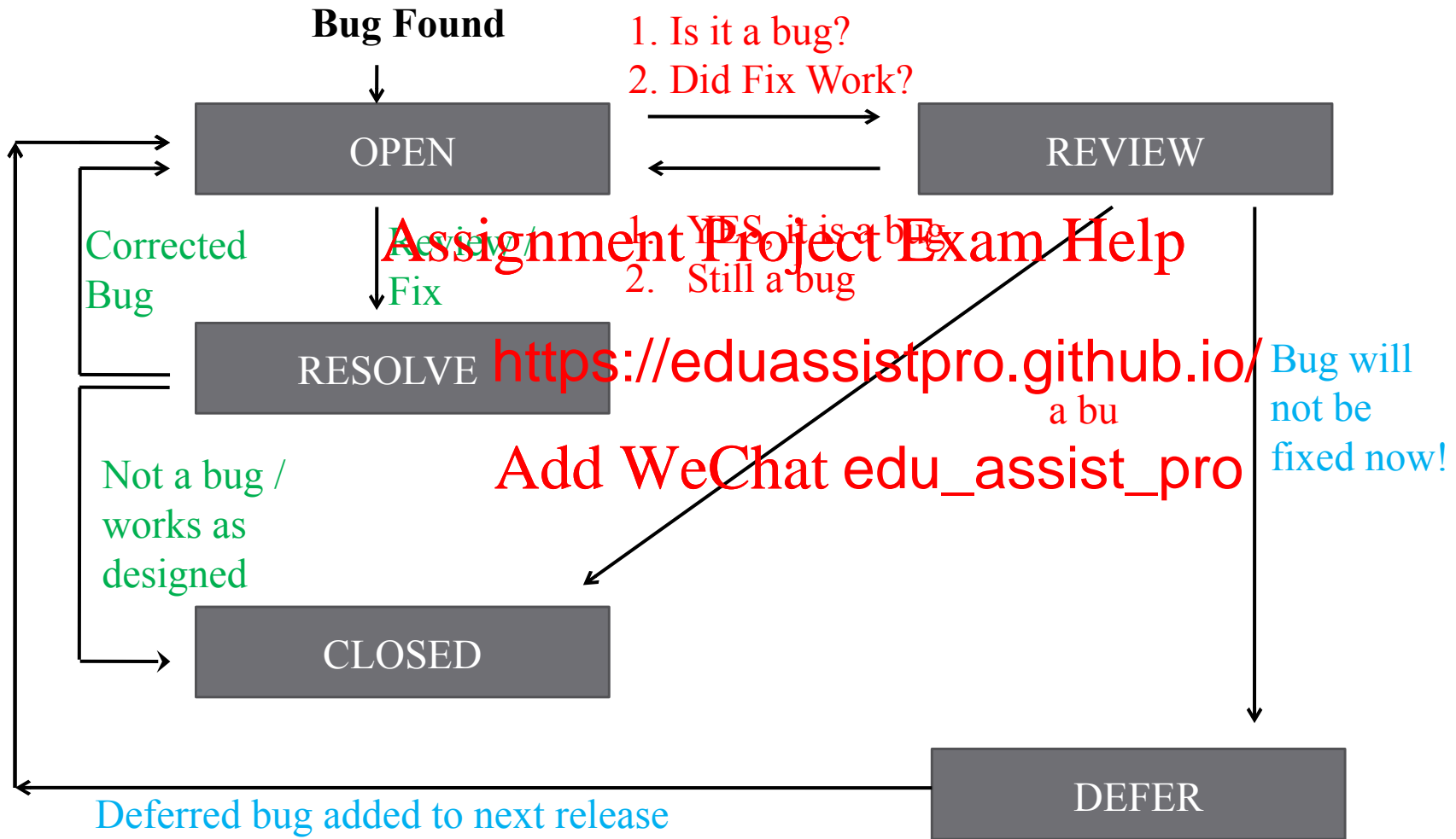
- Bug Summary Contents vary by company
- <https://www.softwaretestinghelp.com/sample-bug-report/>
- <https://usersnap.com/blog/bug-report-template/>

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Example Bug Workflow



Green – Programmer
Tester

Blue – Project Management

Red -

Responsibilities

- The programmer is responsible to confirm the bug report:

- Not a Bug (as designed) – Move to Close
- Bug – Defer

The tester must <https://eduassistpro.github.io/>

- The applied fix worked - Move
- Still a Bug – Fix did not work/inc back to Open

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Reasons bug fixes are delayed or not fixed

1. Not enough time

2. Not really a bug

3. Too Risky

4. Not worth it

5. Bug report is vague – difficult

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