# Incident Management Homework

## We have a painting program like Paint.NET and we have the following bugs

### Set Priority and Severity

|  |  |
| --- | --- |
| **Severity types** | **Priority types** |
| 1 – Blocking | 1 – Immediate |
| 2 – Critical | 2 – Next Release |
| 3 – High | 3 – On Occasion |
| 4 – Medium | 4 – Open (not planned for now) |
| 5 – Low |  |

|  |  |  |
| --- | --- | --- |
| **Bug description** | **Severity** | **Priority** |
| Tool for selection doesn’t select exactly the same that it’s marking (crops 10 pixels to the left) | Critical | Immediate |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | High | Release |
| Shortcut for “Create New Image” (Ctrl+N) doesn’t work | Low | Next Release |
| Spelling mistake in menu Select “Transperent selection” instead of “Transparent selection” | Low | Immediate |
| While holding Ctrl+Z and drawing with the pencil the second color is used instead of the first one, and that’s not a feature | Critical | Open |
| When using “Magic Wand” tool the tolerance value is changing on every mouse click | Low | Immediate |
| While clicking “Rotate 90 Clockwise” the image is rotating in counterclockwise direction | Critical | Open |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down | High | Immediate |
| Program crash on clicking the OK button while resizing an image. | Blocking | Immediate |

## Imagine you have the following bug, mentioned by a customer and you have to describe it and log it in the bug tracking tool you use

### Report the following bugs

## Bug Report #1 - Bottom border on page doesn’t show

### Description

When there’s a page break in the page and you try to set dashed border on the page, the bottom border line doesn’t show

### Steps to reproduce

1. Open the application
2. Enter some text to fill the first page.
3. Make sure that second page is automatically added and page break is inserted.
4. Go to borders and shading.
5. Choose page border.
6. Set dashed style.

Actual result: Bottom border is missing.

Expected result: All borders of the page should be visible.

### Acceptance criteria

All borders should be visible.

### Priority

Next Release

### Severity

Medium

## Bug Report #2 - Application crash while creating a new user

### Description

Application crash on clicking the Save button while creating a new user, hence unable to create a new user in the application.

### Steps to reproduce

1. Open the application.
2. Click Create new user.
3. Enter valid information.
4. Click Save button.

Actual result: Application crashes and the new user is not created.

Expected result: New user is created and stored in application database.

### Acceptance criteria

The application is able to create new users.

### Priority

Immediate

### Severity

Blocking

## Bug Report #3 – Excel 2010 format bug

### Description

When pasting bulleted list in excel and removing bullets with find and replace, the letters change to Greek symbols.

### Steps to reproduce

1. Open word or another text editor allowing creating of bullet lists.
2. Create a bullet list with few rows random text.
3. Mark all text and copy it.
4. Open Excel 2010 and paste the text.
5. Verify that the bullets are pasted.
6. Copy the symbol for bullet list.
7. Open Find and Replace.
8. Paste the symbol for the bullet list and leave empty for the replace symbol.
9. Click Replace All.

Actual result: The bullets are deleted, but the letters in the text are no longer in English, they are replaced with Greek letters.

Expected result: The bullets are deleted and the letters remain unchanged in English.

### Acceptance criteria

The bullet list symbols can be deleted and the text is unchanged.

### Priority

Immediate

### Severity

Critical

## Bug Report #4 – Gmail redirects to Google.com

### Description

After logging into Gmail, it navigates to Google.com

### Steps to reproduce

1. Open any browser.
2. Go to gmail.com
3. Click log in.
4. Enter valid email and password.

Actual result: Google.com has opened for you.

Expected result: Gmail has opened for you.

### Acceptance criteria

Logging in Gmail navigates to Gmail home page.

### Priority

Next Release

### Severity

Critical

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| Bug Report # |  |
| Description |  |
| Steps to reproduce |  |
| Expected result |  |
| Actual result |  |
| ~~Acceptance criteria~~ |  |
| Priority |  |
| Severity |  |