# Incident Management

## Causes of incidents

* Misconfiguration or failure of the **test environment**
* Corrupted **test data**
* Bad **tests**
* Invalid **expected results**
* Tester **mistakes**

## Incident report

* Summary
* Steps to reproduce
  + Including inputs given and outputs observed
* Isolation steps tried
* Impact of the problem
* Expected and actual behavior
* Date and time of the failure
* Phase of the project
* Test case that produced the incident
* Name of the tester
* Test environment
* References to external sources
  + Specification documents
  + Various work items
* Attachments
  + Videos and screenshots
* Any additional information about the configuration
* Root cause of the defect
  + Usually set by the programmer, when fixing the defect
* Status and history information
* Comments
* Final conclusions and recommendations

## Severity (usually set by QA)

### Blocking

* Stops the user from using the feature as it is meant to be used
* No reasonable workaround

### Critical

* Data corruption
* Easily and repeatedly throws an exception
* No reasonable workaround
* Feature does not work as expected

### High

* Throws an exception when not following the happy path
* Confusing UI
* Has a reasonable workaround

### Medium

* Feature works off the happy path with minor issues
* Small UI issues
* One or more reasonable workarounds

### Low

* Cosmetic issues
* Many workarounds
* Low visibility to users

## Priority (usually set by PO)

#### Immediate

#### Next Release

#### On Occasion

#### Open (not planned for now)