

Defect Reporting and Defect Life Cycle Management

Lesson 00

People matter, results count.



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Document History

Date	Course Version No.	Software Version No.	Developer / SME	Reviewer(s)	Approver	Change Record Remarks
	0.1D	NA				Content Creation
	0.1	NA				Review
May-2009	1.0	NA	Priya Rane			Material Revamp
June-2011	1.1	NA	Kishori Khadiolkar			Material Revamp
June-2015	1.2	NA	Alphy Thomson			Material Revamp
July-2016	2.0	NA	Amruta Rakhonde & Shilpa Bhosle	Shilpa Bhosle	Shilpa Bhosle	Material alignment as per integration

Course Goals and Non Goals

- Course Goals

- At the end of this program, participants gain an understanding of
 - how to log the defect in the defect tracking tool/sheet and
 - how to create the defect free defective defect report.
 - Overview of Defect Tracking Tools

- Course Non Goals

- This course does not cover automation process of testing



Pre-requisites

- Testing Concepts
- Requirements Validation & Functional Decomposition
- Use Cases

Intended Audience

- Test Engineers and Senior Test Engineers



Day Wise Schedule

- Day 1
 - Lesson 1: Defect Free Defect Reporting
- Day 2
 - Lesson 1: Defect Free Defect Reporting (Cont.)
- Day 3
 - Lesson 2: Overview of Defect Tracking Tools

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- Lesson 1: Defect Free Defect Reporting
 - 1.1 What is Software Quality?
 - 1.2 Defect Definition
 - 1.3 Why find Defects?
 - 1.4 Impact of Defects
 - 1.5 Legal Implications
 - 1.6 Life-cycle workflow
 - 1.7 Life-cycle workflow - Enhancement
 - 1.8 Defect Report - Definition
 - 1.9 Defect Reporting – The Need
 - 1.10 Defect Report - Template
 - 1.11 Important Attributes
 - 1.12 Example on Severity & Priority
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 - 1.19 Logging, Tracking & Analysis
 - 1.20 What is Defective Defect Report?
 - 1.21 The reasons for defective reports
 - 1.22 Root causes for defective reports
 - 1.23 Other Influencing Factors
 - 1.24 The Most Severe Defect
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 - 1.28 Writing Defect Free Reports
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 - 2.3 Features of Bugzilla
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 - 2.14 Introduction to HP ALM
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 - 2.17 Introduction to IBM Rational ClearQuest
 - 2.18 Features of IBM Rational ClearQuest
 - 2.19 IBM Rational ClearQuest – User Interface
 - 2.20 Introduction to Trac
 - 2.21 Features of Trac
 - 2.22 Trac – User Interface

References

- Student material:
 - Class Book (presentation slides with notes)



Next Step Courses (if applicable)

- Defect Tracking Tools

