Defect Reporting and Defect Life Cycle Management

Lesson 00



People matter, results count.

©2016 Capgemini. All rights reserved.

The information contained in this document is proprietary and confidential. For Capgemini only.

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 Khadilkar			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

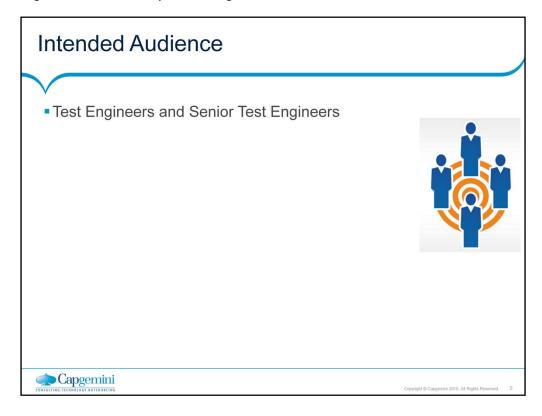




Pre-requisites

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





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

Capgemini

- 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
 - 1.13 Defect Report Users



- Lesson 1: Defect Free Defect Reporting (Cont.)
 - 1.14 Benefits for Maintenance Team Leads
 - 1.15 Benefits for Maintenance Engineer
 - 1.16 Benefits for Testing Team Lead
 - 1.17 Benefits for the Management
 - 1.18 Defect Management
- 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
- 1.25 Defective Reports Certain Facts



- Lesson 1: Defect Free Defect Reporting (Cont.)
 - 1.26 Importance of Effective Defect Reporting
 - 1.27 Defect Free Report Recommendations
 - 1.28 Writing Defect Free Reports
 - 1.29 Preparation
 - 1.30 Reporting and Communication Process
 - 1.31 Guidelines
 - 1.32 Using Tools for Reporting Advantages
 - 1.34 Project/Organization Level Process
 - 1.35 Project/Organization Level Process
 - 1.35 Defect Free Reports Advantages
 - 1.36 Nine Commitments worth making to developers



- Lesson 2: Overview of Defect Tracking Tools
 - 2.1 Introduction to Defect Tracking Tool
 - 2.2 Introduction to Bugzilla
 - 2.3 Features of Bugzilla
 - 2.4 Bugzilla User Interface
 - 2.5 Introduction to Redmine
 - 2.6 Features of Redmine
 - 2.7 Redmine User Interface
 - 2.8 Introduction to JIRA
 - 2.9 Features of JIRA
 - 2.10 JIRA User Interface



- Lesson 2: Overview of Defect Tracking Tools
 - 2.11 Introduction to Mantis
 - 2.12 Features of Mantis
 - 2.13 Mantis User Interface
 - 2.14 Introduction to HP ALM
 - 2.15 Features of HP ALM
 - 2.16 HP ALM User Interface
 - 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



