Software Quality Assurance

TICT 3232

Lecture - 08

Incidence in Software Testing

- The occurrence of an activity or event during testing is referred to as an 'incident'.

- An incident demands further investigation in order to find the root cause and take corrective action.

- The reason for occurrence of an incident is deviation in actual and expected results.

- Incidents may arise at any point of time throughout the software development life cycle.

Incidence Management

- Incident management is basically an art of identifying, investigating and taking necessary actions to prevent such an event.

- The idea behind incident management is to ensure that incidents are tracked from its identification stage until its correction stage, so that the final result is bug free.

- Roles and responsibilities should be assigned to monitor the whole process of incident management.

Objectives of an incident summary/ report

- It is important for the developers and other team members to understand the details of a problem to be able to arrive at a solution.

- A detailed view of an incident report gives a deep understanding to the testers so that they are able to track the quality of the system undergoing test activities efficiently.

- Provide ideas to improve test process. For all incidents the point of its occurrence should be noted whether it is a defect in requirements, code, or in any subsequent phase. Hence test improvement process can focus on the right area.

Components of Incidence Report

- Severity, scope and priority of an incident.

- Date of issuing the report, issuing authority, approvals and status.

- An outline of expected and actual results.

- Describing the test environment and configuration details.

- The phase of the software development lifecycle in which the incident was caught.

- Description of an incident with the help of logs, screenshots etc.

- The extent of impact an incident may pose on a stakeholder.

- Degree of severity of an incident and set the priority as per its impact on the system.

- Status of an incident whether it is a repeated one, deferred, open, waiting to be fixed, awaiting confirmation from the authority and so on.

- Recommendations and approvals.

- Due to changes made in the system as a result of an incident, note whether it causes trouble in other areas as well.

- Note the sequence of changes made in the order of actions taken by the project team members.

Thank you

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