# **Defect Management Assignment**

# **Q.** **What is priority?**

* Priority is defined as a parameter that decides the order in which a defect should be fixed. Defects having a higher priority should be fixed first.
* Defects/bugs that leave the software unstable and unusable are given higher priority over the defects that cause a small functionality of the software to fail.
* It refers to how quickly the defect should be rectified.

# **What is severity?**

* Severity is defined as the extent to which a particular defect can create an impact on the software. Severity is a parameter to denote the implication and the impact of the defect on the functionality of the software.
* A higher effect of the bug on system functionality will lead to a higher severity level.
* A QA engineer determines the severity level of a bug.

# **Bug categories are…**

* **Critical Bugs:** these bugs cause the system to crash, freeze, or become unusable. They severely impact the functionality and may lead to data loss or security vulnerabilities.
* **Major Bugs:** Major bugs significantly impair the functionality of the software but do not cause it to crash entirely. They may result in incorrect behaviour, unexpected results, or limited usability.
* **Minor Bugs:** These bugs have minimal impact on the overall functionality of the software. They are usually issuing or minor inconveniences that do not affect core functionality.
* **Cosmetic Bugs:** cosmetic bugs are purely visual issues that do not affect the functionality of the software. They may include formatting errors, typos or misaligned elements.
* **Performance Bugs:** These bugs affect the performance of the software, causing it to run slowly, consume excessive resources, or have long loading times.
* **Compatibility Bugs:** Compatibility bugs arise when the software does not work correctly on certain platforms, browsers or operating systems as intended.
* **Security Bugs:** security bugs pose a threat to the security of the software or its users. They may include vulnerabilities such as SQL injection, cross- site scripting (XSS) or authentication bypass.
* **Regression Bugs:** Regression bugs occur when a previously fixed issue reappears in a later version of the software. They often result from changes made during development that inadvertently reintroduce a bug.
* **Documentation Bugs:** Documentation bugs refer to errors or inconsistencies in the software documentation, such as missing or outdated information, unclear instructions, or incorrect examples.
* **Usability Bugs:** Usability bugs impact the user experience of the software, making it difficult or confusing for users to accomplish their tasks efficiently. They may include issues with navigation, layout or accessibility.

# **Advantage of Bugzilla.**

Bugzilla is a defect tracking tool. However, it can be used as a test management tool. Bugzilla is an open-source issue/bug tracking system that allows developers effectively to keep track of outstanding problems with their product.

Advantages are as mentioned below:

* It is easy in usage and its user interface is understandable for people without technical knowledge.
* It reports in a variety of formats and types.
* It can track the time that is taken to fix the bug.
* Bugzilla comes with both basic and advanced searching mechanisms. Using these you can search the details of bugs as you wish.
* It can report in multiple type and formats like charts, graph or HTML, CSV, XML.
* Bugzilla have duplicate bug detection feature as it automatically tracks the bugs similar to the one you are searching for.

# **Difference between priority and severity**

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| **#** | **Priority** | **Severity** |
| **1** | Defect priority has specified the order in which the developer should fix a defect. | Defect severity is specified as the degree of impact that a defect has on the operation of  the product. |
| **2** | Priority means how soon the bug should be fixed. | Severity means the seriousness of the defect in the product  functionality. |
| **3** | Priority of defects is decided in discussion  with the manager/client | The test engineer determines  the severity level of the defect. |
| **4** | It is driven by business value. | It is driven by functionality. |
| **5** | Priority status is established on customer requirements. | Severity status is established on the technical aspect of the  product. |