# Incident Management

# Homework

1. We have a painting program like Paint.NET and we have the following bugs

* Set Priority and Severity

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| --- | --- | --- |
| Bug description | Severity | Priority |
| Tool for selection doesn’t select exactly the same that it’s marking (crops 10 pixels to the left) | Medium | High |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | Low | Low |
| Shortcut for “Create New Image” (Ctrl+N) doesn’t work | High | High |
| Spelling mistake in menu Select “Transperent selection” instead of “Transparent selection” | Low | Medium |
| While holding Ctrl+Z and drawing with the pencil the second color is used instead of the first one, and that’s not a feature | Medium | Medium |
| When using “Magic Wand” tool the tolerance value is changing on every mouse click | Medium | Medium |
| While clicking “Rotate 90 Clockwise” the image is rotating in counterclockwise direction | Medium | Low |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down menu | Low | Low |
| Program crash on clicking the OK button while resizing an image. | High | High |

1. Imagine you have the following bug, mentioned by a customer and you have to describe it and log it in the bug tracking tool you use

* Report the following bug

|  |  |
| --- | --- |
| Description | When there’s a page break in the page and you try to set dashed border on the page, the bottom border line doesn’t show |
| Steps to reproduce | 1. Open a document in which there is a page with page break. 2. Set dahsed border on this page 3. Observe the bottom border line |
| Acceptance criteria | **All borders should be visible** |
| Priority | High |
| Severity | Medium |

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| --- | --- |
| Description | Application crash on clicking the Save button while creating a new user, hence unable to create a new user in the application. |
| Steps to reproduce | 1. Start creating new user. 2. Fill all necessary fields. 3. Click on Save button |
| Acceptance criteria | **Users should be able to register themselves** |
| Priority | High |
| Severity | High |

* Prepare another bug report for the bug shown in this video

<http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related>

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| --- | --- |
| Description | When user paste a list from word to Excel 2010 and remove “bullet” and space after it, via find and replace, font of the text is changing to Symbol |
| Steps to reproduce | 1. Make a bulleted list in Word containing some text in Times New Roman. 2. Copy and paste it to Excel 2010. 3. Copy the bullet symbol and the space between it and the text. 4. Open Find and Replace. 5. Select replace tab. 6. Paste copied data to “Find what” field. 7. Leave “Replace with” blank. 8. Click on “Replace All” button. 9. Observe the text pasted from Word. |
| Expected | **Font should not change if it is not required by user explicitly** |
| Priority | Low |
| Severity | High |