# Incident Management

# Homework

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

* Set Priority and Severity  
  Priority | Severity  
  4 - Very Low | Low  
  3 - Low | Medium  
  2 - medium | High  
  1 - High | Critical  
  0- Very High | Blocking (If we release with this, a dev dies. ☺ )

|  |  |  |
| --- | --- | --- |
| Bug description | Severity | Priority |
| Tool for selection doesn’t select exactly the same that it’s marking (crops 10 pixels to the left) | 3 | 1 |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | 2 | 1 |
| Shortcut for “Create New Image” (Ctrl+N) doesn’t work | 0 | 0 |
| Spelling mistake in menu Select “Transperent selection” instead of “Transparent selection” | 4 | 3 |
| 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 | 3 | 2 |
| When using “Magic Wand” tool the tolerance value is changing on every mouse click | 2 | 3 |
| While clicking “Rotate 90 Clockwise” the image is rotating in counterclockwise direction | 3 | 1 |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down menu | 2 | 1 |
| Program crash on clicking the OK button while resizing an image. | 1 | 3 |

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. Create new page 2. Insert random text in created page 3. Insert page break 4. Set dashed border fo the elements 5. Observe bottom border |
| Acceptance criteria | **All borders should be visible** |
| Priority | Should be fixed for the current release. |
| Severity | High. |

|  |  |
| --- | --- |
| 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. Click on “Create user” button 2. Fill the form with random data 3. Click on “Save” button |
| Acceptance criteria | **Clicking “Save” button should send filled data  New user should be saved in database** |
| Priority | Should be fixed fir the next internal build. |
| Severity | Blocking |

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

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

|  |  |
| --- | --- |
| Description | When replacing bullet point followed by tab or four spaces, with blank(only one space) the replaced value equals current font left indentation character. |
| Steps to reproduce | 1. Open new blank word document 2. Add couple rows with bulledt points in front of them 3. Copy the rows 4. Open new blank Excel sheet 5. Paste the rows 6. Mark first column and first row (A:1) and copy its value 7. Click on find and replace 8. Replace this value with with blank(space) |
| Acceptance criteria | **All bullets have to be replaced with blank space** |
| Priority | Should be fixed in the near future |
| Severity | High |

*Ps:* In my oppinion this is not a bug, it’s normal to do this, when tou copy from word you are copying also the formatting for the text, not only the letters/symbols.