**Defect management**

1. What is priority?

* Priority is defined as a parameter that decides the order in which a defect should be fixed. Defects having higher priority should be fixed first. If high priority is specified then the developer has to fix it as soon as possible. The priority status is determined based on the customer’s requirements. Priority is divided into three categories: low, medium and high.

1. What is severity?

* Severity is defined as the extent to which a particular defect can create an impact on the software. A higher effect of the bug on system functionality will lead to higher severity level. The severity is a parameter set by the tester while opening a bug and is essentially in control of the tester. Severity is divided into four categories: Critical, major, minor, low.

1. Bug categories are

* Functional bugs
* Performance bugs
* Security bugs
* Unit level bugs
* Usability bugs
* Compatibility errors
* Syntax errors
* Logical bugs

1. Advantage of Bugzilla

* Bugzilla is an open-source bug tracking system.
* **Advantages of Bugzilla are:**
* To fix the bugs, deadlines can be established
* It reports in a variety of formats and types
* It provides to ask other users to evaluate codes, provide information and other things
* Bugzilla is quite flexible, so you can modify it to fit your unique process and requirements
* Bugzilla is good at monitoring and handling bugs and issues
* It is designed to handle large volumes of bugs and users, making it suitable for both small teams and large organizations with complex projects
* Bugzilla supports integration with other tools and systems.

1. Difference between priority and severity

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| **Priority** | **Severity** |
| Priority is a parameter to decide the order in which defects should be fixed | Severity is a parameter to donate the impact of a particular defect on the software |
| Priority means how fast the defects has to be fixed | Severity means how severe the defect is affecting the functionality |
| Priority is related to scheduling to resolve the problems | Severity is related to the quality standard |
| The product manager decides the priorities of defects | The testing engineer decides the severity level of the defect |
| It is based on customer’s requirements | It is based on the technical aspect of the product |