# Exercise: Incident Management

Problems for exercises and homework for the ["QA Fundamentals" course @ Software University](https://softuni.bg/courses/qa-fundamentals-internal).

1. Incident Management

Imagine you are working on a project that develops a program, which is similar to a painting program like [Paint.NET](http://paint.net/) and you come across the bugs described in the table below. Your job is to set **Priority** and **Severity** for these bugs.

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

## Bug Report

Imagine you have some bugs, mentioned by a customer and you have to describe them and log them in the bug tracking tool you use. Your job is to **fill the reports** for the **bugs described below**.

| **BUG REPORT** | **#1** |
| --- | --- |
| 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. Open the application. 2. Click on “Create new user”. 3. Fill the information. 4. Click the “Save” button |
| Acceptance criteria | The customer should create a new user by clicking the “Save” button in the “new user” window. |
| Priority | Immediate |
| Severity | Critical |

# Additional Exercise

* Write bug reports for some of the issues shown in this video: [https://www.youtube.com](https://www.youtube.com/watch?v=VC3_y_NWydo), which you can find written in this website: [https://docs.microsoft.com](https://docs.microsoft.com/en-us/windows/release-information/status-windows-10-2004).
* You can use the table above as a template.

| **BUG REPORT** | **#1** |
| --- | --- |
| Description | Unexpected results when printing from some apps or to some printers |
| Steps to reproduce | 1. Open the application. 2. Click on the “Print” icon of the application. 3. Select how many copies you want and the printer. 4. Click the “Print” button. |
| Acceptance criteria | The customer should be able to print from all apps or to all printers |
| Priority | Next Release |
| Severity | Medium |

| **BUG REPORT** | **#2** |
| --- | --- |
| Description | Memory or disk space error when opening documents in Microsoft Office apps |
| Steps to reproduce | 1. Go to the Microsoft Store. 2. Choose any Microsoft Office application. 3. Download the application you choose from the Microsoft Store 4. Open a document with that Microsoft Office application. |
| Acceptance criteria | The customer be able to open any document with any Microsoft Office application |
| Priority | Immediate |
| Severity | High |

| **BUG REPORT** | **#3** |
| --- | --- |
| Description | There are errors after updating devices with Conexant ISST audio drivers. |
| Steps to reproduce | 1. Find the new audio drivers. 2. Click on “download”. 3. Start updating. |
| Acceptance criteria | The customer should be able to use the latest audio drivers. |
| Priority | Next Release |
| Severity | Medium |