Defect classification is essential for effectively managing and prioritizing defects within JIRA. This section outlines the standard defect classification criteria and workflow used in our project:

| **Defect Severity** | **Description** |
| --- | --- |
| Critical | Defects that cause a complete failure of the system or critical functionality, rendering the software unusable. |
| Major | Defects that impact core functionality or key features of the application, resulting in significant disruption to the user experience. |
| Minor | Defects that affect non-critical functionality or have minimal impact on the user experience, such as cosmetic issues or minor usability issues. |
| Trivial | Defects that have minimal impact on functionality or user experience and are considered low priority for resolution. |

**Defect Priority Levels:**

| **Priority Level** | **Description** |
| --- | --- |
| High | Defects that require immediate attention and resolution, as they significantly impact the project timeline, functionality, or user experience. |
| Medium | Defects that require attention and resolution in the near term but do not have an immediate impact on project timelines or critical functionality. |
| Low | Defects that have minimal impact on project timelines or functionality and can be addressed at a lower priority, typically after higher-priority defects are resolved. |

**Defect Workflow in JIRA:**

1. **New:** Newly reported defects are assigned the status "New" and undergo initial assessment by the QA team.
2. **In Progress:** Defects that are actively being worked on by developers are transitioned to the "In Progress" status.
3. **Resolved:** Once a defect has been fixed by the development team, it is marked as "Resolved" and ready for verification by QA.
4. **Reopened:** If a defect is found to persist or recur after being resolved, it is reopened for additional investigation and resolution.
5. **Closed:** Defects that have been verified by QA and confirmed to be resolved are marked as "Closed" and considered successfully resolved.

By standardizing defect classification criteria and workflow within JIRA, we ensure consistent and efficient management of defects throughout the software development lifecycle, enabling timely resolution and delivery of high-quality software products.