

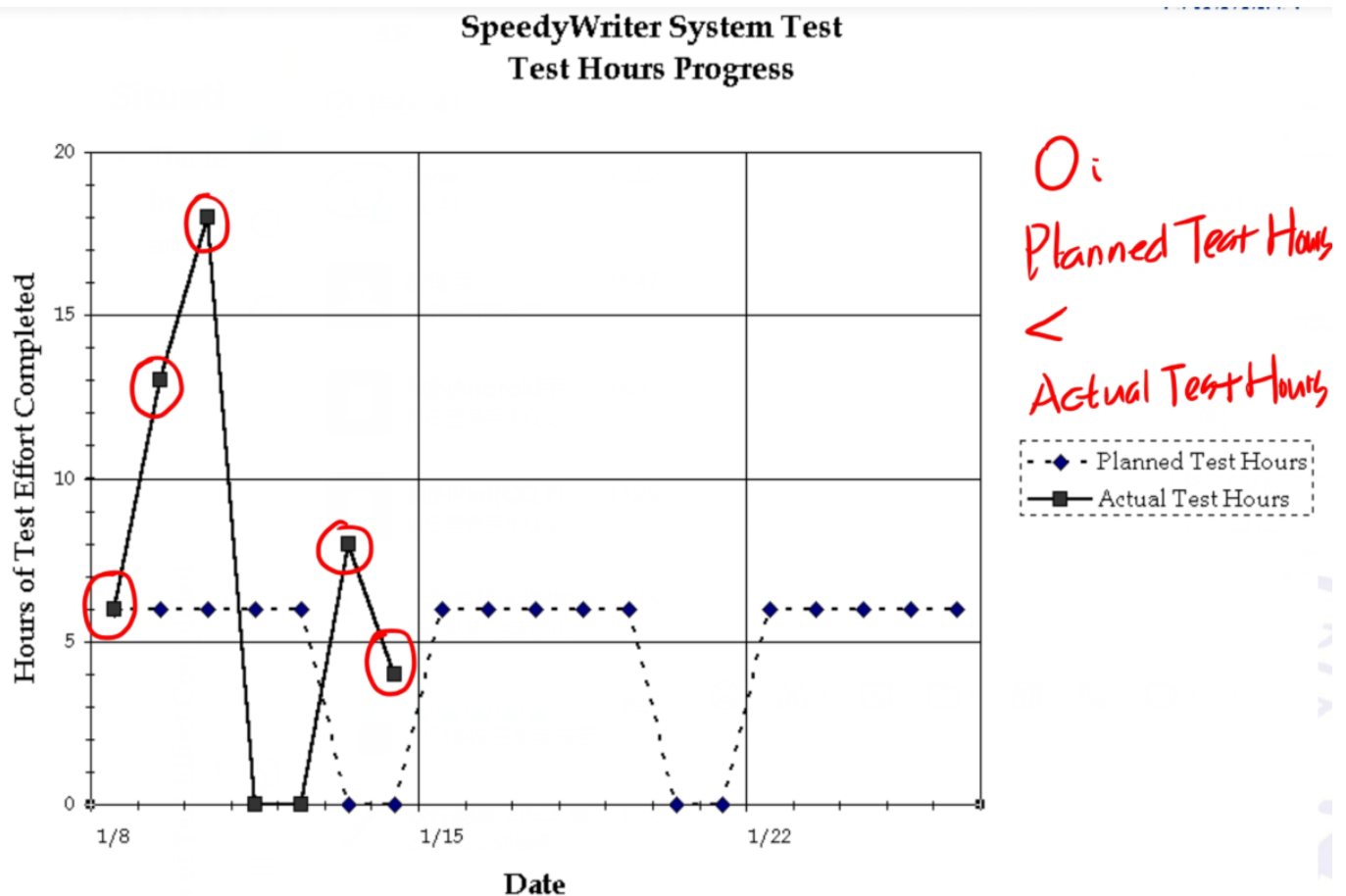
Exercise: Reporting Bad News

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1. Too many Bugs, Not Enough Time

Situation

- The test team is working productively and finding a few more bugs than expected. This can be illustrated by the following diagram. By January 15th, there were about 71.4% of days when the planned test hours are greater than the actual test hours.

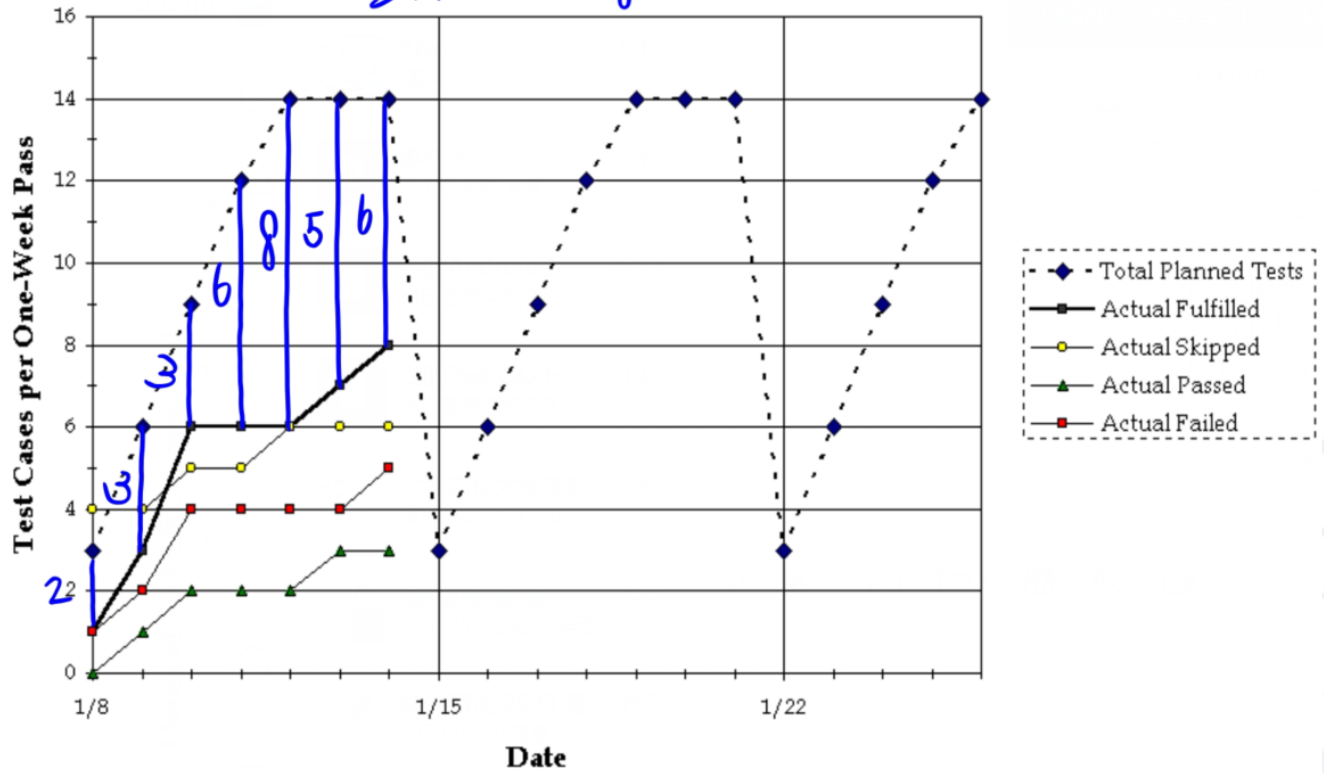


- Furthermore, following the chart on the 62nd page of Slide 5, we can conclude that a large backlog (31) existed by a simple calculation.

SpeedyWriter System Test

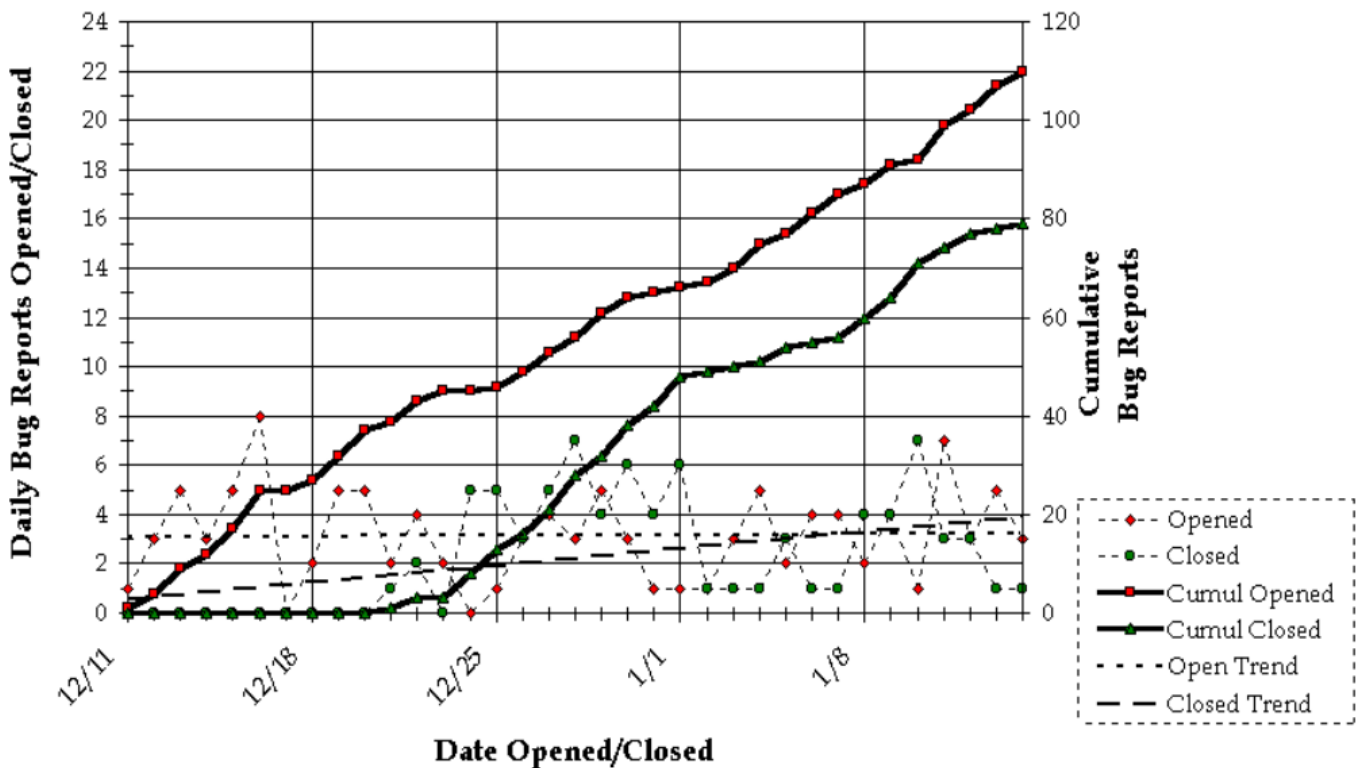
Planned Test Fulfillment

$$2+7+3+6+8+5+6 = 31$$



- That the current bug find rate has not been decreasing yet can be shown by the Daily Bug Reports Opened/Closed. The curve of cumulative opened bugs is rising from December 11th to January 15th.

SpeedyWriter System Test Bug Reports Opened and Closed

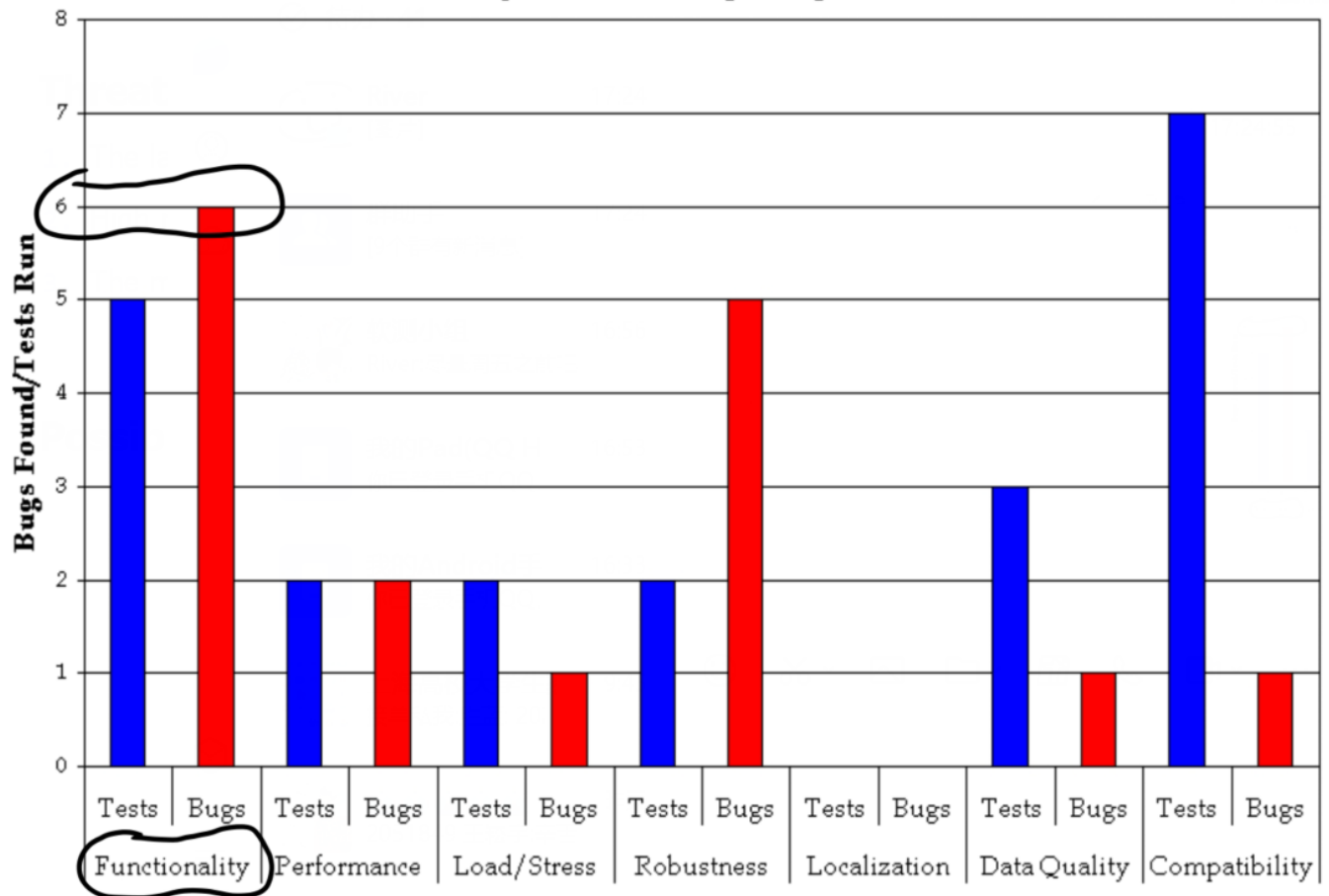


- The high bug-find rate forced you to skip a large number of tests in cycle one.

Threatened by

- The large backlog (31 left).
- High rate of bugs of discovery (with the average open trend at around 3 per day).
- The most significant bugs are clustered in the module of functionality (most bugs in functionality)

SpeedyWriter Dashboard Quality Risk Coverage Bugs/Tests



4. Bug Priority (most low level)?

Possible Solution

Delaying the release date

Not recommend. Because of the high rate of bug discovery, the days needed to be completed are unclear. And if the release date is delayed too long, it will extremely damage financial outcomes.

Aggressively triaging the bugs and reprioritizing the tests (to focus on the most essential areas)

Not recommend. Since in some cases, bugs which seem not essential may cause serious problems.

Dropping problematic or as-yet-untested functionality

Most recommended. Under time limitations, dropping functionality can guarantee quality effectively.