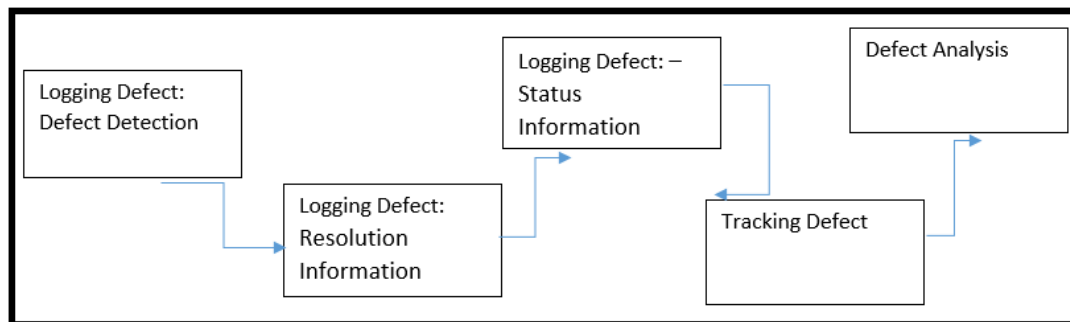# Defect Management

Defect Management:

Defect management will work like a backbone to developing a team in finding the defect in the early stage in a very easy way.

Mainly it consists of three phases viz **Logging Defect, Tracking Defect and Defect analysis.**

1. **Logging Defect – Defect Detection Information**
   - E.g. Specifying information about testing data related to defect, environment who found it etc.
   - Description, Build, log, cycle, procedure, case in which defect was found
   - Reported By - Name, Company
   - Hardware, software - Platform on which defect found
   - Attached Information
   - Additional Information

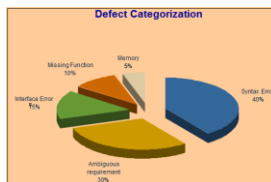2. **Logging Defect – Resolution Information (Developer):**
   How the defect can be resolved.

3. **Logging Defect – Status Information:** Current status of a defect and status history.

4. **Tracking Defect:** Summary Information on defects not yet closed.

5. **Defect analysis:** Analysis and reporting of defect information to assist management with risk management, process improvement and project management.

What is a Defective defect report?

The inaccurate, incomplete and unclear defects results into defective defect report.

Consider a scenario where tester who is very intelligent, brilliant & skillful in finding the defects but very poor in the reporting the defects, so the chances of noticing the defect is very low even if the severity & priority to fix the defect is high. This may cause into defective defect report.

i. Identify the reasons for defective reports
ii. Root causes for defective reports
iii. Other Influencing Factors

Importance of Effective Defect Reporting

How to avoid reporting bad Defect Report? - Tips & Tricks

Defect report is the document which mainly used to communicate with tester, developer & manager. The defect should be reported in efficient way & use of words such that the programmer or team members reading the report cannot get confused or rejected the defect the reason "Not Reproducible".

- From the Development Perspective

- From the Test Perspective

- From the Management Perspective

Guideline: Create a defect free defect report

Ensuring CANPIG Ride

Condense	Say it clearly but briefly
Accurate	Is it a defect or could it be user error, misunderstanding, etc.?
Neutralize	Just the facts. No zingers. No humor. No emotion. Precise - Explicitly, what is the problem?
Isolate	What has been done to isolate the problem?
Generalize	What has been done to understand how general the problem is?
Re-create	What are the essentials in triggering/re-creating this problem?
Impact	What is the impact to the customer? What is the impact to test?
Debug	What does development need to make it easier to debug?
Evidence	What documentation will prove the existence of the error?

How to Write Effective Defect Reports?

It is essential that you report defects effectively so that time and effort is not unnecessarily wasted in trying to understand and reproduce the defect. Here are some guidelines:

- When you file a defect, it needs to be easily conveyed to the developer.
- You must provide clear information.
- Fill out as many fields as you can.
- Provide screen shots, log files, URL's and references to similar defects.
- Include detailed steps to reproduce the issue.
- When you file a defect, it needs to be easily conveyed to the developer.
- You must provide clear information.

For reporting a defect you can use excel sheet or you may use some other tools. A defect report tool helps in variety of ways as follows:

- Built in validation checks
- Maintenance of history
- Generation of summarized information, metrics
- Ability to quickly search on specified criteria
- Multiple attachments
- Reduced other communication issues
- Online status
- Proactive notification when no action taken on due date
- Involvement of translator for translation when needed
- Understand number of items on which actions to be taken
- Change Request approval process