**Module 4 ( defect tracking)**

1. **What is priority?**

• Priority is Relative and Business-Focused. Priority defines the order in which we should  
resolve a defect. Should we fix it now, or can it wait? This priority status is set by the tester  
to the developer mentioning the time frame to fix the defect. If high priority is mentioned  
then the developer has to fix it at the earliest. The priority status is set based on the customer  
requirements.  
• For example: If the company name is misspelled in the home page of the website,  
then the priority is high and severity is low to fix it.  
• Priority can be of following types:  
• Low: The defect is an irritant which should be repaired, but repair can be deferred  
until after more serious defect has been fixed.  
• Medium: The defect should be resolved in the normal course of development  
activities. It can wait until a new build or version is created.  
• High: The defect must be resolved as soon as possible because the defect is affecting  
the application or the product severely. The system cannot be used until the repair  
has been done.

1. **What is severity?**

Severity is absolute and Customer-Focused. It is the extent to which the defect can affect  
the software. In other words it defines the impact that a given defect has on the system.  
• For example: If an application or web page crashes when a remote link is clicked, in  
this case clicking the remote link by an user is rare but the impact of application  
crashing is severe. So the severity is high but priority is low.  
• Severity can be of following types:  
• Critical: The defect that results in the termination of the complete system or one or  
more component of the system and causes extensive corruption of the data. The  
failed function is unusable and there is no acceptable alternative method to achieve  
the required results then the severity will be stated as critical.  
• Severity can be of following types:  
• Major (High): The defect that results in the termination of the complete system or  
one or more component of the system and causes extensive corruption of the data.  
The failed function is unusable but there exists an acceptable alternative method to  
achieve the required results then the severity will be stated as major.  
• Moderate (Medium): The defect that does not result in the termination, but causes  
the system to produce incorrect, incomplete or inconsistent results then the severity  
will be stated as moderate.  
• Minor (Low): The defect that does not result in the termination and does not damage  
the usability of the system and the desired results can be easily obtained by working  
around the defects then the severity is stated as minor.  
• Cosmetic: The defect that is related to the enhancement of the system where the  
changes are related to the look and field of the application then the severity is stated  
as cosmetic.

1. **Bug categories are…**

No matter the software type, software bugs are categorized into three types; **Nature, Priority, and Severity**. Classification of bugs in software testing is done on the basis of their nature and impact on the user experience.

1. **Advantage of Bugzila .**

it is an open-source widely used bug tracker;

it is easy in usage and its user interface is understandable for people without technical knowledge;

it easily integrates withtest management instruments;

it integrates with an e-mailing system;

it automates documentation.

1. **What is difference between priority and severity?**

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| **Parameters** | **Severity in Testing** | **Priority in Testing** |
| Definition | Severity is a term that denotes how severely a defect can affect the functionality of the software. | Priority is a term that defines how fast we need to fix a defect. |
| Parameter | Severity is basically a parameter that denotes the total impact of a given defect on any software. | Priority is basically a parameter that decides the order in which we should fix the defects. |
| Relation | Severity relates to the standards of quality. | Priority relates to the scheduling of defects to resolve them in software. |
| Value | The value of severity is objective. | The value of priority is subjective. |
| Change of Value | The value of Severity changes continually from time to time. | The value of Priority changes from time to time. |
| Who Decides the Defect | The testing engineer basically decides a defect’s severity level. | The product manager basically decides a defect’s priority level. |
| Types | There are 5 types of Severities: Cosmetic, Minor, Moderate, Major, and Critical. | There are 3 types of Priorities: High, Medium, and Low. |