# Incident Management

# Homework

1. We have a painting program like Paint.NET and we have the following bugs

* Set Priority and Severity

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

1. Imagine you have the following bug, mentioned by a customer and you have to describe it and log it in the bug tracking tool you use

* Report the following bug

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| Description | When there’s a page break in the page and you try to set dashed border on the page, the bottom border line doesn’t show |
| Steps to reproduce | *Select page; Select dashed border; Apply border selection* |
| Acceptance criteria | **All borders should be visible** |
| Priority | *Immediate* |
| Severity | *Medium* |

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| 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 | *Start new user creation; Fill all forms; Click on Save button* |
| Acceptance criteria | *Application allows new user creation* |
| Priority | *High* |
| Severity | *Critical* |

* Prepare another bug report for the bug shown in this video

[http://www.youtube.com/watch?v=xJg7k8QOGtM](http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related)

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| --- | --- |
| *Description* | *The bullets cannot be replaced with space interval in MS Excel* |
| *Steps to reproduce* | *Create an unordered list in MS Word; Copy the text in MS Excel; Replace all discs with space interval* |
| *Acceptance criteria* | *All discs should be replaced with space intervals* |
| *Priority* | *Low* |
| *Severity* | *Low* |