# 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 | Next Release |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | High | Next Release |
| Shortcut for “Create New Image” (Ctrl+N) doesn’t work | Medium | On Occasion |
| Spelling mistake in menu Select “Transperent selection” instead of “Transparent selection” | Low | Immediate |
| 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 | Open |
| When using “Magic Wand” tool the tolerance value is changing on every mouse click | High | Next Release |
| While clicking “Rotate 90 Clockwise” the image is rotating in counterclockwise direction | High | Next Release |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down menu | High | Next Release |
| Program crash on clicking the OK button while resizing an image. | High | Next Release |

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 | 1. Open a new document 2. Type some text on the first page 3. Put a page brake after the text 4. Set page border to dashed |
| Acceptance criteria | **All borders should be visible** |
| Priority | On Occasion |
| 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 | 1. Open the registration module 2. Fill in some valid data in the form 3. Click on the Save button |
| Acceptance criteria | **The new user should be successfully created** |
| Priority | Immediate |
| Severity | Blocking |

* Prepare another bug report for the bug shown in this video <http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related>

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| Description | Excel changes the font to Symbol when replacing a bullet char with an empty string using the “Find and Replace” tool |
| Steps to reproduce | 1. Create a bulleted list Word 2. Copy the list to an Excel sheet 3. Select the bullet char from one of the cells and copy it 4. Open the “Find and Replace” tool (Ctrl + H) and paste the copied char in the “Find what” field 5. Leave the “Replace with” field blank 6. Press the “Replace All” button (Alt+A) |
| Acceptance criteria | **The font should stay unmodified after replacing the bullet char** |
| Priority | On Occasion |
| Severity | Low |