**Homework**

**Incident Management**

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

* Set Priority and Severity

| **Bug description** | **Severity** | **Priority** |
| --- | --- | --- |
| Tool for selection doesn’t select exactly the same that it’s marking (crops 10 pixels to the left) | Critical | Next release |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | Critical | 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 | On occasion |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down | Medium | On occasion |
| Program crash on clicking the OK button while resizing an image. | Blocking | Immediate |

2.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 bugs

| **BUG REPORT** | **#1** |
| --- | --- |
| 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 the application 2. Create a new document 3. Enter some text on the first page 4. Insert a page break 5. Set a dashed border on the page   Actual behavior: the bottom border line is not shown  Expected behavior: the bottom border line should be shown |
| Acceptance criteria | All borders should be visible |
| Priority | On occasion |
| Severity | Low |

| **BUG REPORT** | **#2** |
| --- | --- |
| 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 application 2. Select “New…” and then “User” from the menu 3. Enter user information – a valid username and data 4. Click on “Save” button   Actual behavior: application crashes  Expected behavior: new user should be created |
| Acceptance criteria | One should be able to create a new user in the application without application crash |
| Priority | Immediate |
| Severity | Blocking |

* Prepare another bug report
  + for the bug shown in this [video](http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related)

| **BUG REPORT** | **#3** |
| --- | --- |
| Description | After creating an unordered list in Word, copying it, and pasting it in Excel, the bullet and the empty space are still present in each Excel sheet row. When trying to replace them with an empty character, the font is changed to “Symbol” and the items are displayed with Greek letters |
| Steps to reproduce | 1. Open Microsoft Word 2. Create unordered list 3. Fill it up with some data 4. Copy the unordered list 5. Open Microsoft Excel 6. Paste the list in an empty sheet 7. You can see that the list is now in a single column, the number of rows is the same as the number of items in the list, and each row starts with a bullet and some empty space 8. Now select the bullet and the empty space before the text in the first row 9. Open “Find and Replace” dialog box 10. Paste the selection (the bullet and the empty space) in “Find what” field 11. Leave “Replace with” field empty 12. Click on “Replace All” button   Actual behavior: The font is changed to “Symbol” and the items are displayed with Greek letters  Expected behavior: The bullet and the empty space should be removed from the rows of the table. No change of font should happen |
| Acceptance criteria | When replacing the bullet and the empty space with an empty character, the font should not be changed |
| Priority | Open |
| Severity | Low |

* + for this sample defect: After logging into Gmail, it navigates to Google.com

| **BUG REPORT** | **#4** |
| --- | --- |
| Description | After logging into Gmail, it navigates to Google.com |
| Steps to reproduce | 1. Go to Gmail.com page 2. Enter your credentials and click on login button   Actual behavior: User is redirected to google.com  Expected behavior: User should be redirected to his Gmail Inbox page |
| Acceptance criteria | After login to Gmail, the user should be able to access his Gmail Inbox |
| Priority | Immediate |
| Severity | Critical |