**UAGC CST-499 Week 4 – Discussion Forum 1 – Vicki Kelm**

**Describe how software projects can use an effective incident management strategy to control testing activities**

“Incident management is a process for logging, recording, and resolving incidents as quickly as possible to restore business processes or services to normal” (Software Testing Help, 2023). It is a critical process to ensure that the incidents get addressed systematically and effectively. Also, by streamlining the entire process, there is a good chance that early fixing of the issues could occur. “Incident management starts during test execution or upon test cycle completion by evaluating the test log” (Spillner, Linz, & Schaefer, p. 192).

This management process provides planning, controlling, tracking, and monitoring facilities throughout the group cycle. This process includes several activities like test case design and test execution, and test planning. It also gives the software testing process's initial plan and discipline specifications.

**Incident Management Process**:

1. **Incident Identification and Logging**: Incident identification is done by testing, user feedback, infrastructure monitoring, etc.
2. **Classification and Prioritization**:
   1. **Classification** helps partition incidents based on type (software, hardware, service, etc.) to ease reporting and analysis.
   2. **Prioritization** helps identify the priority of the incident and allows for how the incidents are ordered to be handled. Impact, severity, and risk are factors which determine the importance of the incident.
3. **Investigation and Analysis**: Helps to better understand the problem in order to fix and prevent it from happening again.
4. **Resolution and Recovery**: Steps are taken to remove the incident to bring the system back to its previous working condition.
5. **Incident Closure**: Retest resolution. If working as intended, the incident is closed.

**Explain how that strategy will ensure quality before the software is finally released**

By following this strategy, incident management ensures that all potential issues are identified, addressed, and resolved before the software is finally released. Incident management strategies, in turn, help ensure the quality of a project by providing the traceability of issues from reporting through correction and closure.

“Quality assurance refers to all activities designed to measure and improve quality in a product, including the whole process, training, and preparation of the team. Quality control usually refers to activities designed to verify the quality of the product, detect faults or defects, and ensure that the defects are fixed prior to release” (Tsui, Karam, & Bernal, p. 209).

**References**

SoftwareTestingHelp. (2023, October 26). *Getting Started With Incident Tracking And Management In Software Testing (Sample Templates Included)*. <https://www.softwaretestinghelp.com/incident-tracking-and-management-process/>

Spillner, A., Linz, T., & Schaefer, H. (2014). *Software Testing Foundations: A Study Guide for the Certified Tester Exam (4th ed.)*. <https://ashford.redshelf.com/app/ecom/shelf/course-section/6094369>

Tsui, F., Karam, O., & Bernal, B. (2018). *Essentials of Software Engineering* (4th ed.). Jones & Bartlett Learning. <https://platform.virdocs.com/read/2348054/11/#/4/2[ch06]/2/2,/3:0,/3:0>