

Exercise: Prioritizing and Evaluating Bug Severity

Objective: The objective of this exercise is to help you understand and apply the concepts of bug priority and severity. You will analyse various defects and determine their priority and severity levels based on the given criteria.

Instructions:

1. Read the descriptions of the defects provided below.
2. Evaluate each defect based on its severity and priority.
3. Justify your classification for each defect by providing reasoning for your chosen severity and priority levels.
4. For each defect, consider the potential impact on users and the urgency of fixing the issue.

Defect Descriptions:

Defect 1: Login Authentication Failure

- **Description:** Users are unable to log in to the application. The login process fails consistently, affecting all users.
- **Impact:** High impact as it prevents users from accessing the application.
- **Urgency:** Requires immediate attention.

Defect 2: Spelling Error in Terms of Service

- **Description:** A minor spelling mistake is found in the terms of service page.
- **Impact:** Low impact on functionality, but may affect the credibility of the application.
- **Urgency:** Low urgency, as it does not hinder user interaction significantly.

Defect 3: Image Loading Issue on Homepage

- **Description:** Images on the homepage take an unusually long time to load, affecting the visual appeal.
- **Impact:** Moderate impact as it degrades the user experience.
- **Urgency:** Requires attention soon, but not immediately.

Defect 4: Incorrect Order Total in Shopping Cart

- **Description:** The shopping cart displays an incorrect total for the order, potentially leading to overcharging users.
- **Impact:** High impact as it may result in financial discrepancies for users.
- **Urgency:** Requires immediate attention to prevent financial loss and maintain trust.

Defect 5: Navigation Error on Contact Us Page

- **Description:** Clicking on the "Contact Us" link leads to a 404 error page.
- **Impact:** Moderate impact as users don't frequently visit the Contact Us page.
- **Urgency:** Requires attention soon, as it affects user navigation.

Submission: Submit a document outlining your evaluation for each defect. Clearly state the assigned severity and priority levels along with the reasoning for your choices.

Note: Consider using a scale (e.g., Critical, High, Medium, Low) for both severity and priority levels. The exercise aims to simulate real-world bug evaluation scenarios where decisions need to be made based on the potential impact on users and the urgency of resolving the issues.

Here are the answers for the exercise:

Defect 1: Login Authentication Failure

- **Severity:** Critical
- **Priority:** High
- **Reasoning:** This defect has a high impact as it prevents users from accessing the application, making it critical. Additionally, the urgency is high since it affects all users, requiring immediate attention.

Defect 2: Spelling Error in Terms of Service

- **Severity:** Low
- **Priority:** Low
- **Reasoning:** The impact of a minor spelling error is low as it does not affect the application's functionality significantly. The urgency is also low since it does not hinder user interaction, making it a low-priority issue.

Defect 3: Image Loading Issue on Homepage

- **Severity:** Moderate
- **Priority:** Medium
- **Reasoning:** The impact is moderate as it affects the visual appeal but does not prevent users from using the application. The urgency is medium since it requires attention soon but not immediately.

Defect 4: Incorrect Order Total in Shopping Cart

- **Severity:** High
- **Priority:** High
- **Reasoning:** This defect has a high impact as it may result in financial discrepancies for users, making it critical. The urgency is high as it requires immediate attention to prevent potential financial loss.

Defect 5: Navigation Error on Contact Us Page

- **Severity:** Moderate
- **Priority:** Medium

- **Reasoning:** The impact is moderate as users don't frequently visit the Contact Us page. The urgency is medium since it affects user navigation, but it does not require immediate attention.

Common Defects in e-Commerce application with Priority and Severity assigned.

1. Bug: Unable to Add Items to Cart

- **Priority:** High
- **Severity:** Critical
- **Description:** Users are unable to add items to their shopping cart, making the application unusable for making purchases.

2. Bug: Incorrect Price Calculation at Checkout

- **Priority:** High
- **Severity:** High
- **Description:** The application calculates the total order price incorrectly during the checkout process, leading to potential financial discrepancies.

3. Bug: Broken Search Functionality

- **Priority:** Medium
- **Severity:** High
- **Description:** Users experience issues with the search functionality, making it challenging to find specific products on the platform.

4. Bug: Missing Product Images

- **Priority:** Low
- **Severity:** Moderate
- **Description:** Some product images are not loading properly, impacting the visual presentation of items but not hindering the purchasing process.

5. Bug: Inconsistent Product Availability Information

- **Priority:** High
- **Severity:** High
- **Description:** The application displays inconsistent information about product availability, causing confusion for users.

6. Bug: Slow Loading Times on Product Pages

- **Priority:** Medium
- **Severity:** Moderate
- **Description:** Product pages take longer than usual to load, affecting the overall user experience but not rendering the application unusable.

7. Bug: Non-Responsive Design on Mobile Devices

- **Priority:** High

- **Severity:** High
- **Description:** The application's design is not responsive on mobile devices, making it challenging for users to navigate and complete purchases on smaller screens.

8. Bug: Incorrect Order Confirmation Emails

- **Priority:** Medium
- **Severity:** High
- **Description:** Users receive order confirmation emails with incorrect details, potentially causing confusion about the placed orders.

9. Bug: Payment Gateway Integration Failure

- **Priority:** High
- **Severity:** Critical
- **Description:** The payment gateway fails to process transactions, preventing users from completing purchases and impacting the revenue stream.

10. Bug: Unreliable Inventory Tracking

- **Priority:** High
- **Severity:** High
- **Description:** The application's inventory tracking system is unreliable, leading to situations where out-of-stock items are displayed as available for purchase.