

## STARC Documentation

### DM: Defect Solution Process (DSP)

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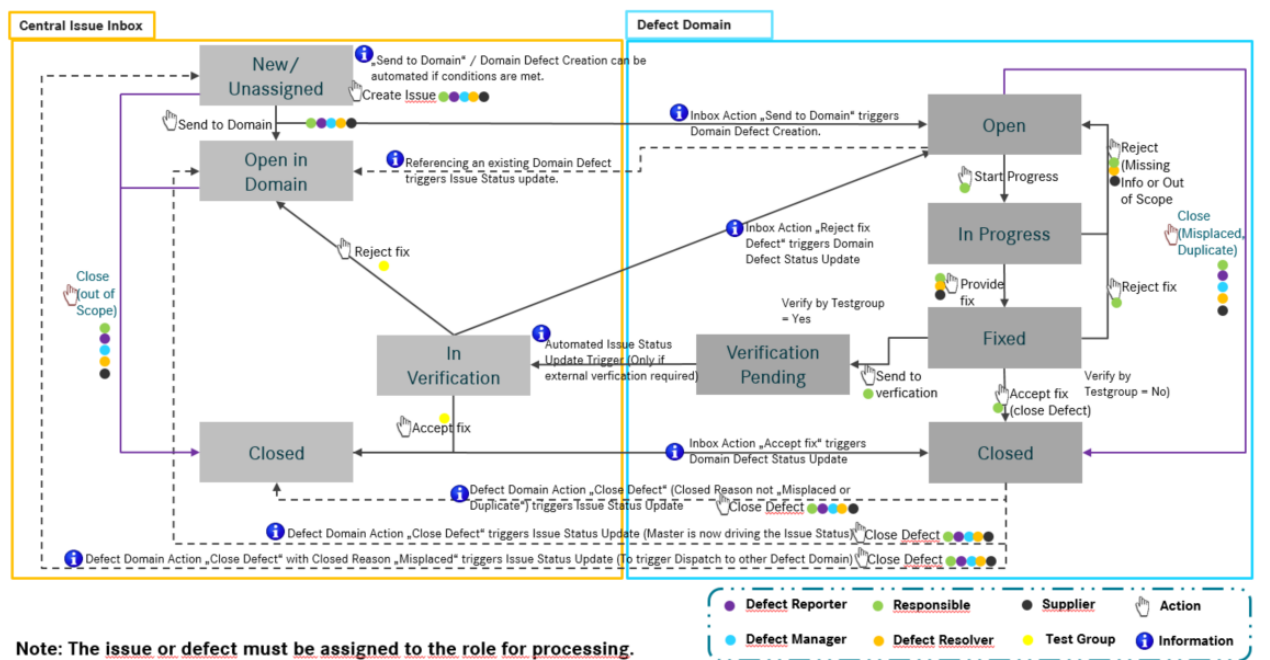
Please right-click and choose "Update Field" to initialize this field.

DM: Defect Solution Process (DSP)

## Defect Solution Process (DSP)

DSP formerly known as FAP (Fehler Abstell Prozess)

### Process Workflow



### Action Descriptions & Tooltips

STAR Arc Tracker	Action (Action Name)	Status (Start)	Status (End)	Tooltip	Action Description (might have more info as tool tip)
Central Issue Inbox	Send to Domain	New / Unassigned	Open in Domain	Trigger Domain Defect Creation	Assign Issue to Domain and create Domain Defect
Central Issue Inbox	Accept Fix	In Verification	Closed	Accept provided solution / Fix	External verification of Fix successful, close Issue (and related Defect if there is no other pending verification)

Central Issue Inbox	Reject Fix	In Verification	Open in Domain	Reject provided solution / Issue not fixed	External verification (by Test Group) not successful, Issue (and Defect) cannot be closed
Central Issue Inbox	Close Issue	New / Unassigned , Open in Domain	Closed	Close Issue and provide reason	Close Issue as misplaced (out of scope for this process)
Domain Defect	Start Progress	Open	In Progress	Accept defect and assign for solution	Accept Defect and hand-over Defect to Defect Resolver (internal) or Supplier
Domain Defect	Reject (Reject Reason required)	In Progress	Open	Reject Defect and provide reason	Defect rejection by Supplier, e.g. because information is missing or Defect is out of Supplier scope
Domain Defect	Provide Fix	In Progress	Fixed	Provide solution / Fix for review	Defect Resolver provides Fix for review
Domain Defect	Accept Fix (Closed Reason 'Fixed')	Fixed	Closed	Accept Fix and Close Defect	Accept Fix and close Defect with Closed Reason 'Fixed' (no additional verification required)
Domain Defect	Reject Fix	Fixed	Open	Reject provided solution / Issue not fixed	Internal verification (e.g. by Responsible) not successful, Defect cannot be closed
Domain Defect	Send to Verification	Fixed	Verification Pending	Send to Test Group for additional verification	Fix considered OK (by Responsible), but needs to be assigned for Verification because external verification (by Test Group) is required

Domain Defect	Close Defect (Closed Reason 'Misplaced', 'Duplicate')	Open	Closed	Close Defect and provide reason	Close Defect as misplaced (out of scope for the Domain) or Duplicate (related Defect already exists)
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## Roles

The roles involved are described on the following pages: [DM: Authorization Concept](#)