Incident Report

**Incident :**

* Variation or deviation observed in the system behavior.
* Deviation may be functional or environmental setup.
* Incident is an unexpected response from software that required investigation.

**Incident Report:**

* It is written description of an Incident observed during testing.
* It is a report all these incidents that require proper assessment and investigation, and to meet the expected output criteria set during the planning phase.

**Benefits of Incident Report:**

* It offers programmers, managers, leads, incident management team, among other detailed information about system’s observed behaviour as well as the numerous defects tracked by them.
* Provides details about the failed tests and when they failed along with supporting evidence.
* Prioritizes defects and incidents, which saves time, efforts and resources of the team.
* Helps differentiate between defects and incidents.
* Establishes transparency among team members and reduces communication gap between team and other stakeholders of the project.

**Format for Test Incident Report:**

Standard Test Incident Report majorly consists of following

* Test Incident Report Identifier
* Summary
* Incident Description
* Impact

