DRDLCM

Lesson 1: Defect Free Defect Reporting

Q. 1	**What is a defect ?**
Ans.	A Defect is a deviation from the specified or expected application behaviour that is visible to end-users.
Q. 2	**State the Advantages of Defect Free Defect Report**
Ans.	i. Helps in reducing the number of defects rejected by the development team ii. Helps in fixing the defect as early as possible iii. Improves the credibility of test team iv. Improves productivity v. Improved project control vi. Improved quality of report vii. Improved cycle time viii. Reduction in overall effort ix. On time delivery x. Overall satisfaction
Q. 3	**Should variance in Defect Acceptance Rate restrict a Test Engineer to report a defect ?**
Ans.	No.
Q. 4	**How Defect Report is useful for Testing team ?**
Ans.	i. Plan the retesting efforts ii. Analyze the quality of the defect reporting process iii. Generate accurate summaries for status reporting i. Monitor performance of the testers
Q. 5	**Who are the users of Defect Report ?**
Ans.	i. Tester ii. Developer – Maintenance engineer, Maintenance Team lead iii. Management
Q. 6	**Defects are going to Cost the least & most in which of the following phases of SDLC.**
Ans.	Least: requirements phase Most: production
Q. 7	**What are the phases of Defect/Bug life cycle ?**
Ans.	New, Assigned, fixed, closed, deferred, cancelled, rejected, re-open
Q. 8	**What is Severity and Priority ?**
Ans.	Severity: Criticality of defect/ impact on application functionality Priority : fixing the defect as soon as possible
Q. 9	**What are the mandatory fields in defect reporting ?**
Ans.	Defect Id, Detailed Description, Defect status, Severity, Priority, Reporting date,
Q. 10	**Consider the following scenario :**

	After clicking on Reset button in an application, it is resetting all the fields but this button is labelled as 'Delete' instead of 'Reset'. **What severity and priority is applicable ?**
Ans.	High priority and low severity
Q. 11	**Consider the following scenario :** **In Google 'Search' text box, if only the user is entering more than 500 characters, the Google app is getting hanged otherwise, it is working as expected.** **What severity and priority is applicable ?**
Ans.	Low priority and high severity
Q. 12	**What is the impact of defects ?**
Ans.	▪ A single error can cause nothing or a lot ▪ It can cause death or injury if it fails in case of safety critical applications ▪ It can also cause huge financial loss to clients ▪ And also lead to fine/penalties for us
Q. 13	**Which are the four Categories of Defect Information**
	▪ General information ▪ Defect detection information ▪ Resolution information ▪ Status information
Q. 14	**What are the Reasons for a defective report ?**
	▪ Cannot reproduce ▪ Already reported (Duplicate) ▪ Functionality is as per requirement ▪ Details provided are not clear ▪ Some attributes are not provided or not correct – Severity, Transaction Id, version, category etc ▪ Is a new requirement or change in requirement
Q. 15	**What Key points are required to make sure the defect report you write is an effective one ?**
	1. **Condense** - Say it clearly but briefly 2. **Accurate** - Is it a defect or could it be user error, misunderstanding, etc.? 3. **Neutralize** - Just the facts. No zingers. No humor. No emotion. 4. **Precise** - Explicitly, what is the problem? 5. **Isolate** - What has been done to isolate the problem? 6. **Generalize** - What has been done to understand how general the problem is? 7. **Re-create** - What are the essentials in triggering/re-creating this problem? (environment, steps, conditions) 8. **Impact** - What is the impact to the customer? What is the impact to test? 9. **Debug** - What does development need to make it easier to debug? (traces, dumps, logs, immediate access, etc.) 10. **Evidence** - What documentation will prove the existence of the error?

Lesson 2: Overview of Defect Tracking Tools

Q. 1	**What is defect tracking tool ?**
	▪ **Defect tracking systems are computer database systems that store defects and help people to manage them** ▪ **The main benefit of a bug-tracking system is to provide a clear centralized overview of development requests and their state**
Q. 2	**What are different defect tracking tools available in the market ?**
	Bugzilla, Redmine, HP ALM, JIRA, MANTIS, IBM Rational Clear Quest, TRAC
Q. 3	**What are the important features of Bugzilla ?**
	• Open source, • created by Mozilla, • allows basic and advance search of bugs
Q. 4	**What are the important features of Redmine ?**
	• built on Ruby on Rails • It support self-registration for users • Strong role based access control
Q. 5	**What are the important features of HP ALM ?**
	• end-to-end test management solution • it provides complete system for logging, tracking, managing, and analyzing application defects • bug tracking mechanism is easy, efficient and everything you can ask for • It supports Agile projects
Q. 6	**What are the important features of JIRA ?**
	• Powerful Searching and Reporting - Use JIRA's Query Language (JQL) • It provides recording, reporting, workflow and other convenience related features • It integrates directly with the code development environments. • It supports Agile projects
Q. 7	**What are the important features of MANTIS ?**
	• It is written in PHP with support for multiple databases • Users can have a different access level per project • Support for Projects, Sub-Projects, and Categories