

Severity & Priority

- Defined in Test Plan
- Used with Defect or TS or TC
- Used to define Smoke and Sanity testing TCs
- Order of fixing defect by developers and order of executing TS and TC by TE

I. Severity:

- Describes impact of the functionality on the application
- It defines the Seriousness of Defect or TS or TC with respect to functionality
- Responsibility of "Testing Team"
- Severity values could be
 1. Critical
 2. Major (High)
 3. Moderate (Medium)
 4. Minimal (Low)

1. Critical:

- A major functionality is failed, testing cannot continue
Ex: URL of website

2. Major(High):

- A major issue in functionality or system component is not working properly and testing can continue
Ex: Login Credentials

3. Moderate(Medium):

- A major issue that imposes some loss of functionality, Testing can proceed without interruption
Ex: Links and Buttons

4. Minimal(Low):

Usability and User Interface
Ex: Spelling Mistakes, Font and Background colors

2. Priority:

- Order of executing TS and TC by TE
- Order of defect fixing by Developers
- It defines the importance of defect with respect to client point of view – means how fast it can be fixed
- Responsibility of developing team
- Priority values could be
 1. P1
 2. P2
 3. P3
 4. P4

1. P1: (Urgent)

- Drop whatever else you are working on and fix this now
Ex: URL of website

2. P2: (High)

Ex: Login Credentials

3. P3: (Medium)

Ex: Links and Buttons

4. P4: (Low)

Ex: Spelling Mistakes, Font and Background colors

- Developers are expected to respond issues in priority order
 1. First Urgent-P1
 2. Then High-P2
 3. Then Medium-P3
 4. Finally Low-P4

Priority Level	Description
P1-Urgent	1. Application or major subsystem of the application is down or unusable. 2. A major feature, or functionality, is inoperative. 3. Critical data is lost or inaccurate. 4. Critical deliverables or schedules are/will be impacted. 5. No work around is available.
P2-High	1. Same as “1-Critical” however a work around exists .
P3-Medium	1. The application is difficult to use or some loss of capability is experienced. 2. There is no critical impact to business operations. 3. A workaround is available where necessary.
P4-Low	1. No direct impact on the functional performance of the system or services. Software is functional. 2. Problem is cosmetic. 3. No workaround is required while the problem is being corrected. 4. No direct impact on the functional performance of the system or services (i.e. GUI issues).