# **Roles and random stuff from bugzilla**

**Reporter**

Using the application, a reporter should be able to create a profile and log in to either report a bug or search for previously reported bugs. A reporter can be an end user a tester or any other user.

Must have a rating system to decide if the user has reported a “good bug”, possibly rated by a reviewer?

The functionality that the system should have is as follows:

· Search through previously reported bugs

· Open a ticket and report a new bug

**Developer**

Developer is assigned to fix a bug, they have expertise and experience. They check if it is a duplicate or an invalid bug.

**Triager**

Responsible for managing all quality aspects of a bug, assign to suitable developer.

A triager should ensure that a bug report has enough information for the developers and that it makes sense(if not make sense then maybe require user to reproduce the report or add more information).

Check if the bug is a duplicate.

Allocate priority.

**Reviewer**

Reviewers check if a bug has been fixed with the patches provided by the developer.

**Status**

**UNCONFIRMED**

**NEW**

**ASSIGNED**

**REOPENED**

**RESOLVED**

**VERIFIED**

**CLOSED**

Initially a bug is given the status UNCONFIRMED A bug is moved from UNCONFIRMED to NEW when the bug is verified as valid. Criteria for a valid bug:

· Well reported

· Reported against current updates

· Not an obvious duplicate

**Resolution**

**FIXED**

**INVALID**

**WONTFIX**

**DUPLICATE**

**WORKSFORME**

**INCOMPLETE**

**SUPPORT**

**EXPIRED**

**MOVED**

**A BUG HAS:**

· An ID

· Product Name

· Component

· Assignee (developer assigned by triager)

· Status of Bug

· Resolution

· Summary

· Date submitted

· Date changed

· Importance

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Bug ID** | **User**  **ID** | **Product** | **Status** | **Assignee** | **Keywords** | **Date** | **Priority** |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **User\_ID** | **Password** | **User\_Type** |  |  |

# **Profile for a Developer:**

Name:

Created:

Last activity:

Permissions: Can bugs, can edit any bug confirm

Review Requests:

Feedback requests:

Needinfo requests:

User statistics:

Bugs filed:

Comments made:

Assigned to:

Commented on:

QA contact:

Patches submitted:

Patches reviewed:

Bugs poked:

Status changed: RESOLVED(699), FIXED(420),

Activity by Product:

Severity of a bug

|  |  |
| --- | --- |
| **blocker** | Blocks development and/or testing work |
| **critical** | crashes, loss of data, severe memory leak |
| **major** | major loss of function |
| **normal** | regular issue, some loss of functionality under specific circumstances |
| **minor** | minor loss of function, or other problem where easy workaround is present |
| **trivial** | cosmetic problem like misspelled words or misaligned text |
| **enhancement** | Request for enhancement |