1. **Naming Convention** - Defect Title should follow the naming convention as below –  
   Module – Sub Module – “Summary of Issue.
2. **Repro Steps** – This section should have details steps to reproduce the issue –  
   Steps should be reproducible by any team member QA / Dev / any other.  
   Any steps considered as shared steps should be included
3. **Expected and Actual Results** - Document “Expected Result” and the “Actual Result”.
4. **Attachments and other helpful information** –  
   At least one screen shot should be attached related to the issue.
5. **Root Cause**:

* Environment.
* Unit Test.
* Requirement.
* Data.
* Integration.
* Change Request.

1. **Defect Status**:

* New: new defect reported and ready for approval.
* Approved: the defect approved but work has not started yet.
* Committed: the defect approved as part of the triage call, and team commits to fixing during current sprint
* Resolved: Fixed but not verified yet.
* Done: Fix is verified.
* Removed: means deferred and no current fix can be applied.
* Rejected: means bug is not a defect.
* Reopen: a bug is found again due to regression reasons or impact of a change.
* Blocked: when a defect impedes test execution for more than one test and the severity is Severity 1 or Severity 2.

1. **Severities**:  
   Severity 1 – Catastrophic:

* The defect prevents the system or application from meeting the majority of the requirements.  
  Severity 2 - Major - No Work Around:
* The defect prevents a major function of the system or application from meeting the requirements and there is no effective workaround to meet these requirements.  
  Severity 3 - Major - With Work Around:
* The defect prevents a major function of the system or application from meeting the requirements, but there is an effective workaround to meet these requirements.  
  Severity 4 – Minor:
* The defect prevents a minor function of the system or application from meeting the requirements.  
  Severity 5 – Cosmetic:
* The defect has minimal or cosmetic effect on the system or application meeting the requirements.

1. **Defect Priorities**:  
   Priority 1 (Urgent):

* This defect is affecting a major or critical function of the system or application and will affect the testing schedule.
* Not acceptable to the user.
* No Workaround  
  Priority 2 (Very High):
* This defect is affecting a major or critical function of the system or application and will affect the testing schedule.  
  Priority 3 (High):
* This defect is not having a major effect on the testing schedule.
* A workaround is available and documented.  
  Priority 4 (Medium):
* Defect is not having a serious effect on the testing schedule.  
  Priority 5 (Low):
* Defects, which have not been given a priority at the time the defect is reviewed, will be assessed during the defect review meeting and given a priority.
* Defect is to be fixed by development after all higher priority defects have been fixed.

1. **Quality Assurance Field should be filled**:

| **Field Name** | **Options** |
| --- | --- |
| Detected in Test Phase | Development, System Test, UAT |
| Environment | Dev, QA, UAT. |

1. Application Module: Community, …..
2. A bug should be linked with test case.
3. Bugs found through ad-hoc or exploratory testing with a severity of Sev1-Sev3 should have a test created and linked accordingly.