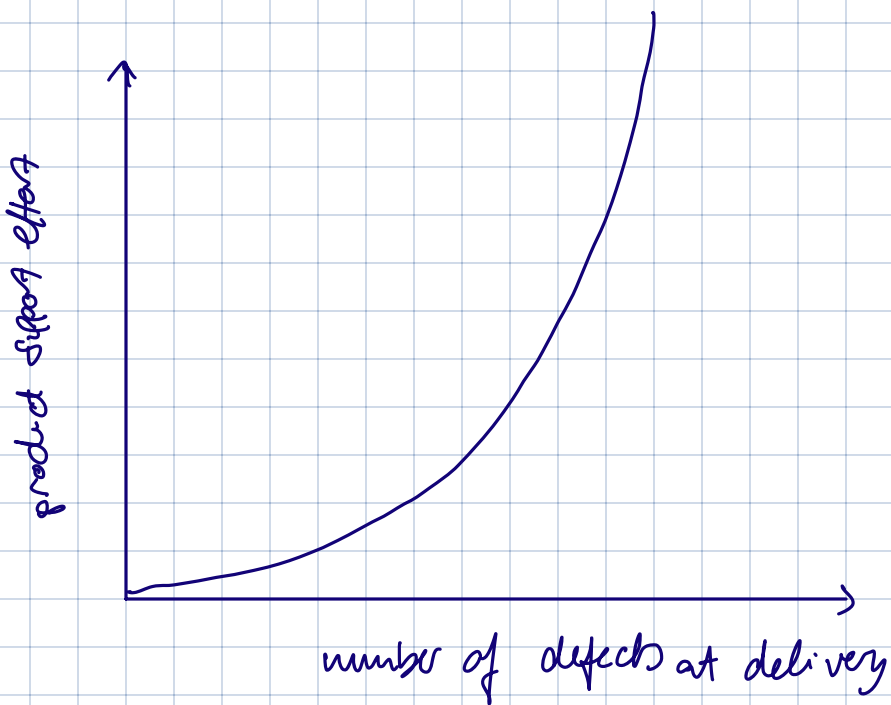


1.)



→ impact of defects on support effort grows faster and faster as the number of defects increases → exponential

Reason: with only a few defects, support can handle the issues easily. But as more defects are present

→ more users experience problems at the same time

→ issues start causing follow-up problems

→ support team gets overloaded

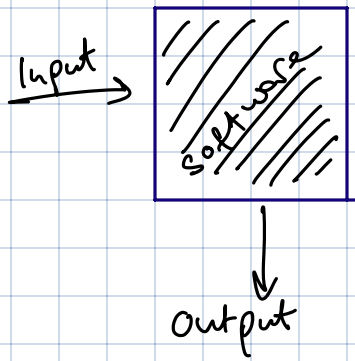
→ cost and effort for support rise much faster than the number of defects.

5.)

Black box testing: testing the software from the outside without knowing its internal code. You only see what's going in (input) and what comes out (output).

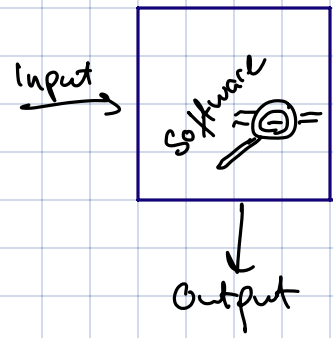
White box testing: means testing software with full knowledge of the internal code and logic. You can see and test all the paths and conditions inside the program.

Black box testing:



tester only sees
input & output

white box testing:



code visible for tester