Writing the perfect bug report

What is a test report

Two years after I go my first Job as a tester, I began to worry if I would be able to fit into any other orgnisation than the one I worked for at that point in time simply because I was in secure about my bug reports. I would create bug reports yet the developer I assigned the bug to will swim seven seas and cros seven high moutains to approach me at my desk to ask me to still explain what the bug was about, even after taking my time to craft a well worded report with some fancy looking diagram, but as long as we go stuff done no alarm bells rang there. I would get over my worry by assuring my self that different companies did it different ways and I would figure it out when I change Jobs. I was a catstophie waiting to happen in my next Job.

AS a tester I spend at least 60% of my day actively writing bug report.I see it as the most creative part of my day.Hence the need to put a lot thought into how it is ddone. The bug report is how I pass software defect information that I find in a feature from myself to the software developer working on a feature. What is usually important in this is making the developer understand how the problem can be reproduced without saying a single word to him, for a all I care he may be working remotely from the north pole where it is productivity time in his time zone while I am busy playing golf and do not want to be bothered about software imperfections.

There are times time is not a lusury for me and I need to test a ton of stuff in an agile way to get through a shaksperian bug report cant scale in that situation so I need to figure out how to write minimalist bug reports that pass information instantly.

The other thing is developers with 50 bugs to their name and a short time span don’t want to read shakespare.

The dilimmma I had at my second Job was that it was a high velocity environment where some times I could onlt afford the luxury of half a day to test a featurewhich sometimes could be very buggy which could mean about 20 bugs and one shakespear bug report could take about 10 mins to create and often resulted in an angry caffine crazy zombie developer coming over to scream at me several times which could end up in an apocaplipse situation.

Why it has to be perfect

Bug report need to be perfect so they prevent that extra communication effort, else its better to bring the developer over to my screen and just sjow him the problem. The perfect bug report is pretty much like a telepathic communication between a a developer and a tester with out any words spoken.

A bug report should consist of the problem description, steps to reproduce it and an expected behavior.The perfect report is not supposed to slow down burn down in the developemrn process but help increase velocitybut for a tester and the developer, which begs the question how can I make the problem and expected solution clear at a glance to the developer without spending more than 4 minist writing a report clear .

What are problems or limitations in perfecting it

The first problem I had to figure out was did I have to write my reproduction steps at a high or a low level for example when describing how to Make Cake,

Did I need to give the exact steps with measure measurements ie Add half a cup of suger or did I have to write make some batter .I figured out the answer this question depends on the developer and implicit knowledge available on the team that I am working on. If the was implicit knowledge widely available , no one need so se steps like “ Login to the application, enter search in the search bar…”

They would perefer I start with search for a book in the search bar as a first step.

Developers love screenshots, sometimes when I am not at my best and write reports with one or two omissions, the picture speaks more words that I can ever hope to write. A lot of the guys I work with only look at the screen shots.

Some times reporoducing a bug can be as tedious as performing a root canal, in this case it is best to add a screen cast showing thow the issue can be reproduced. If I had to describe the issue in words at this time it would take forever.

How can you perfect it

Is a test report always required