Defect Reporting and Defect Life Cycle Management
Lesson 00

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People matter, results count.

Document History

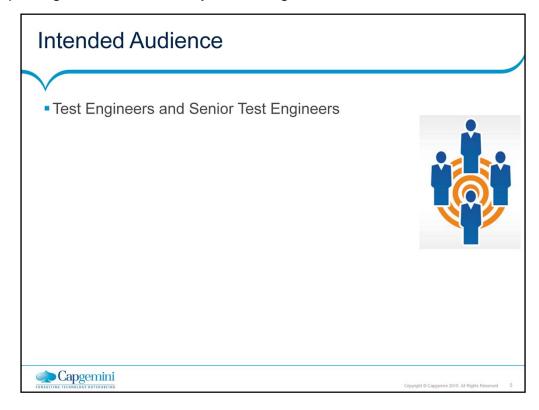| Date	Course Version No.	Software Version No.	Developer / SME	Reviewer(s)	Approver	Change Record Remarks
	0.1D	NA				Content Creation
	0.1	NA				Review
May-2009	1.0	NA	Priya Rane			Material Revamp
June-2011	1.1	NA	Kishori Khadilkar			Material Revamp
June-2015	1.2	NA	Alphy Thomson			Material Revamp
July-2016	2.0	NA	Amruta Rakhonde & Shilpa Bhosle	Shilpa Bhosle	Mahima Sharma	Material alignment as per integration

Course Goals and Non Goals

- Course Goals
  - At the end of this program, participants gain an understanding of
  - how to log the defect in the defect tracking tool/sheet and
  - how to create the defect free defective defect report.
  - Overview of Defect Tracking Tools
- Course Non Goals
  - This course does not cover automation process of testing

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Pre-requisites

- Testing Concepts
- Requirements Validation & Functional Decomposition
- Use Cases

Intended Audience

- Test Engineers and Senior Test Engineers

Day Wise Schedule

- Day 1
  - Lesson 1: Defect Free Defect Reporting
- Day 2
  - Lesson 1: Defect Free Defect Reporting (Cont.)
- Day 3
  - Lesson 2: Overview of Defect Tracking Tools

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- Lesson 1: Defect Free Defect Reporting
  - 1.1 What is Software Quality?
  - 1.2 Defect Definition
  - 1.3 Why find Defects?
  - 1.4 Impact of Defects
  - 1.5 Legal Implications
  - 1.6 Life-cycle workflow
  - 1.7 Life-cycle workflow - Enhancement
  - 1.8 Defect Report - Definition
  - 1.9 Defect Reporting – The Need
  - 1.10 Defect Report - Template
  - 1.11 Important Attributes
  - 1.12 Example on Severity & Priority
  - 1.13 Defect Report Users

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  - 2.2 Introduction to Bugzilla
  - 2.3 Features of Bugzilla
  - 2.4 Bugzilla – User Interface
  - 2.5 Introduction to Redmine
  - 2.6 Features of Redmine
  - 2.7 Redmine – User Interface
  - 2.8 Introduction to JIRA
  - 2.9 Features of JIRA
  - 2.10 JIRA – User Interface

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  - 2.12 Features of Mantis
  - 2.13 Mantis – User Interface
  - 2.14 Introduction to HP ALM
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  - 2.16 HP ALM – User Interface
  - 2.17 Introduction to IBM Rational ClearQuest
  - 2.18 Features of IBM Rational ClearQuest
  - 2.19 IBM Rational ClearQuest – User Interface
  - 2.20 Introduction to Trac
  - 2.21 Features of Trac
  - 2.22 Trac – User Interface

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References

- Student material:
  - Class Book (presentation slides with notes)

Next Step Courses (if applicable)

- Defect Tracking Tools