**Module 4(Bug Tracking Tools)**

**Q1. What is priority?**

**=>**Priority is Relative and Business-Focused.

“Priority defines the order in which we should resolve a defect. Should we fix it now, or can it wait?”

**Q2. What is severity?**

**=>** Severity is absolute and Customer-Focused.

“It is the extent to which the defect can affect the software. In other words it defines the impact that a given defect has on the system.”

**Q3. Bug categories are…**

**=> Data Quality/Database Defects:** Deals with improper handling of data in the database.

* Values not deleted/inserted into the database properly
* Improper/wrong/null values inserted in place of the actual values

**Critical Functionality Defects:** The occurrence of these bugs hampers the crucial functionality of the application. Examples: - Exceptions

**Functionality Defects: These defects affect the functionality of the application.**

* All JavaScript errors
* Buttons like Save, Delete, Cancel not performing their intended functions
* A missing functionality (or) a feature not functioning the way it is intended to Continuous execution of loops

**Security Defects:** Application security defects generally involve improper handling of data sent from the user to the application. These defects are the most severe and given highest priority for a fix.

* Authentication: Accepting an invalid username/password
* Authorization: Accessibility to pages though permission not given

**User Interface Defects**: As the name suggests, the bugs deal with problems related to UI are usually considered less severe.

* Improper error/warning/UI messages
* Spelling mistakes
* Alignment problems

**Q4. Advantage of Bugzilla .**

**=>**Key features of Bugzilla includes

•Advanced search capabilities

•E-mail Notifications

•Modify/file bugs by e-mail

•Time tracking

•strong security

•customization

•localization

**A5. Difference between priority and severity**

**=>**

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| --- | --- |
| **Severity** | **Priority** |
| Severity is associated with functionality | Priority is associated with scheduling |
| It indicate the seriousness of defect | It indicate how soon the bug should be fixed |
| QA engineer determine the severity level | Priority of defect is consultation with the client |
| Severity is driven by functionality | Priority is driven by business level |
| Severity levels are: Critical, major, minor, moderate & Cosmetic | Priority levels are: Critical, high, medium, low |