# Incident Management

# Homework

1. We have a painting program like Paint.NET and we have the following bugs

* Set Priority and Severity

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| --- | --- | --- |
| Bug description | Severity | Priority |
| Tool for selection doesn’t select exactly the same that it’s marking (crops 10 pixels to the left) | High | Very high |
| When selecting a color with the color picker it replaces the first color from the palette, not the chosen one | Medium | High |
| Shortcut for “Create New Image” (Ctrl+N) doesn’t work | Low | Low |
| Spelling mistake in menu Select “Transperent selection” instead of “Transparent selection” | Low | Very high |
| While holding Ctrl+Z and drawing with the pencil the second color is used instead of the first one, and that’s not a feature | Low | Low |
| When using “Magic Wand” tool the tolerance value is changing on every mouse click | High | Very high |
| While clicking “Rotate 90 Clockwise” the image is rotating in counterclockwise direction | Low | Medium |
| The button for increasing the Brush size doesn’t work. It can be increased only from the drop down menu | Low | Medium |
| Program crash on clicking the OK button while resizing an image. | Critical | Very high |

1. Imagine you have the following bug, mentioned by a customer and you have to describe it and log it in the bug tracking tool you use

* Report the following bug

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| Description | When there’s a page break in the page and you try to set dashed border on the page, the bottom border line doesn’t show |
| Steps to reproduce | Select page/Select dashed border/Apply border selection |
| Acceptance criteria | **All borders should be visible** |
| Priority | Medium |
| Severity | Low |

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| --- | --- |
| Description | Application crash on clicking the Save button while creating a new user, hence unable to create a new user in the application. |
| Steps to reproduce |  |
| Acceptance criteria | Application allows ‘new user’ creation |
| Priority | Very high |
| Severity | Critical |

* Prepare another bug report for the bug shown in this video

<http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related>

|  |  |
| --- | --- |
| Description | When user applies ‘find-and-replace’ configuration in list with items for bullet style, the text is not formatted and encoded correctly. |
| Steps to reproduce | Open MS Excel 2010/Add text as list of items/Mark text/Select ‘find-and-replace’ option/Set list item type as target/Click OK |
| Acceptance criteria | ‘find-and-replace’ should work. |
| Priority | Low |
| Severity | Low |