**GCS JIRA TOOL ASSESSMENT**

Level 1: passed ratio: 50%

Level 2: passed ratio: 60%

Level 3: passed ratio: 70%

Level 4: passed ratio: 80%

Level 5: passed ratio: 100%

Time: 45 minutes

1. Which way user can use to track/follow a specific issue easily?

a. Add the issue to Watched Issues

b. Add a comment to the issue

c. Add an attachment to the issue

d. Add a label to the issue

1. Which keyboard shortcut allows user to go to Dashboard?

a. Type '/'

b. Type 'g' then 'h'

c. Type 'g' then 'd'

d. Type 'g' then 'k'

3. Which testing tool can be used to manage project and track issue?

a. JIRA

b. Redmine

c. Bugzilla

d. a,b and c are correct

4. How do you find out the list of users who are watching a specific issue?

a. There is no way to view list of watchers

b. Open the issue then click on the number next to Watch

c. Open the issue then look for the number of watchers under Team section

d. Open the issue then click on Watch

5. What is the default maximum file upload size when creating an issue?

a. 10 MB

b. 20 MB

c. 30 MB

d. There is no limit on file upload size

6. Choose the correct steps you can use to search for an issue by the user who created the issue?

Precondition: Reporter Criteria checkbox is not checked

I. Click on Issue Navigator

II. Check on Reporter Criteria checkbox

III. Click on Reporter combo box then input the author of the issue

IV. Click on More Criteria

a. I -> II -> III -> IV

b. IV -> II -> I -> III

c. I -> IV -> II -> III

d. III -> II -> I -> IV

7. Choose the correct answer

a. To find issues assigned to current user, type 'my' into Quick Search then press Enter

b. To find issues reported by current user, type 'r:me' into Quick Search then press Enter

c. Both a and b are correct

d. Both a and b are incorrect

8. What is the best way to view all the changes made to an issue since the time it was created?

a. Open the issue then click on Activity tab under Activity section

b. Open the issue then click on Source tab under Activity section

c. Open the issue then click on Change tab under Activity section

d. Open the issue then click on Revision tab under Activity section

9. How to launch Create Issue popup?

a. Click on Create Issue next to Quick Search

b. Using 'c' keyboard shortcut

c. Both a and b are incorrect

d. Both a and b are correct

10. What is the main purpose of filter in Jira?

a. When you need to search for issues using search criteria, you can use filter to save the query for later use

b. You can use filter to add labels to issues to categorize them

c. When you need to share an issue with another person, you can use filter to create a link to the issue

11. Which keywords reference is not supported in Advanced Search?

a. AND

b. OR

c. NOR

d. NOT

12. How to export an issue to Word format?

a. Open the issue, click on Views then click on Word

b. Open the issue, click on Share then click on Word

c. Open the issue, click on More Actions then click on Word

d. Open the issue, click on Edit then click on Word

13. What can you do to prevent duplicate bugs?

a. Submit the bug for team review to avoid duplicate bugs among team members

b. Search for the bug by yourself using the combination of subject, category...

c. Both a and b are correct

d. Both a and b are incorrect

14. How can you check for your timesheet in JIRA?

a. Click on the arrow next to Tempo then select Timesheet

b. Click on the arrow next to Tempo then select User

c. Click on the arrow next to Projects then select User

d. Click on the arrow next to Projects then select Timesheet

15. Choose the correct answer

a. All bugs are issues but not all issues are bugs

b. Defect is caused by human's mistake

c. Software failure is result of defect

d. a, b, c are correct

16. Which one is the correct example of the bug with high severity, low priority

a. A bug which causes the program to crash or freeze after browsing a very large image gallery for a very long time then save the image gallery 10 times

b. Some texts on the UI appear a little blurry on very high resolution monitor

c. The company logo is displayed incorrectly on website's homepage

d. The bug which prevents the user from logging to the website

17. Choose the incorrect answer

a. We should upload the screenshot along with reproduced steps when the issue is related to GUI

b. We should upload the video along with reproduced steps when the issue is related to function

c. For the issue which is related to GUI, only screenshot is enough. We don't need to include reproduced steps in bug report

d. a, b and c are incorrect

18. How to assign a new issue to a user?

a. Create a new issue, click on Assignee combo box then input or select a user to assign

b. Create a new issue, click on Assigner combo box then input or select a user to assign

c. Both a and b are correct

d. Both a and b are incorrect

19. How to add and remove fields on Create Issue popup?

a. Click on x button next to a field to remove it, click on + button next to a field to add it

b. Click on Configure Fields > Custom to add/remove fields

c. Both a and b are correct

20. How to open a list of recently viewed issues

a. Switch to Advanced Search then input 'issuekey in issueHistory()'

b. Click on Recently Viewed filter

c. Both a and b are correct

d. Both a and b are incorrect

21. What is an issue?

a. Different organizations use JIRA to track different kinds of issues. Depending on how your organization is using JIRA, an issue could represent a software bug, a project task, a helpdesk ticket, a leave request form, etc.

b. You can use the word "issue" to talk about problems at work.

c. An issue is a factor that might cause you some annoyance

d. Use JIRA to track issues.

22. A JIRA project is a collection of issues, and is defined according to your organization's requirements. For example, a JIRA project could be a software development project, a marketing campaign, a helpdesk system, a leave request management system, a website enhancement request system.

a. True

b. False

23. What is the attachment in a JIRA ticket

a. The user guide for using JIRA

b. A picture or video to prove the issue

c. Any supporting document can be uploaded with an issue.

d. The contact information of creator.

24. Choose the best one.

a. The issue once created can be accessed by searching the ID, browsing the “Issues” menu item or going to the project details and checking the issues tab.

b. When you access an issue and click on its link, the details will be displayed. All the actions that can be performed on the particular issue are available on the header of an issue details screen.

c. All of the above

25. When creating an issue, how to preview issue Description?

a. Click on Create button, it'll lead to preview mode before submit it

b. Click on preview button below Description field

c. No need to preview, since it can be edited after created

d. Cannot preview

26. Choose the correct answer about "Regression From National" field after having checked on National build:

a. If National build = "NO" => report with "Regression From National = No", If National build = "YES" => report with "Regression From National = Yes"

b. If National build = "NO" => report with "Regression From National = Yes", If National build = "YES" => report with "Regression From National = No"

c. If National build = "NO" => report with "Regression From National = None", If National build = "YES" => report with "Regression From National = Yes"

d. Leave by default value, Others will understand when the look at the reproducibility table

27. How to add multiple platforms when creating issue

a. Ctrl + Click on each platform

b. Alt + Click on each platform

c. Just create ticket and add platforms later

d. All are correct

28. JIRA ticket can be deleted by whom?

a. User reported it

b. Only Leaders

c. Anyone

d. JIRA ticket cannot be deleted

29. How to create a Sub-task of an issue?

a. Select More > Create Sub-task.

b. Select Create > Select Sub-task in Issue Type drop down list

c. Select Edit > Create Sub-task

d. Create new ticket and link it as Sub-task

30. Which is the recommended screenshot file format?

a. jpg

b. png

c. gif

d. All are acceptable

31. Which is the recommended captured video file format?

a. mp4

b. avi

c. wmv

d. All are acceptable

32. What is Non-violated action:

a. Re-open DUPLICATED bug that duplicated to a later-open bug

b. Resolve bug's status by yourself except the case requested by Developer

c. Change priority, resolution of bug by yourself

d. No re-open FIXED bug with PATCH included

33. When issue fixed and it's retested on fixed version, what action must be made when the issue really fixed?

a. Closed with comment

b. Closed it and email to Testleads

c. Just Closed it

d. Send a email to developers

34. When issue fixed and it's retested on fixed version, what action must be made when the Issue still happens?

a. Send a "Review Issue" email to whole team

b. Closed it and create a new one

c. Reopen

d. Comment "it still happens" on issue

35. What is CID (Customer Impacting Defect) value when a problem that results in a major reduction in product quality or functionality without any reasonable workaround and high level of impact on customer operations and (or) user experience?

a. P1

b. P2

c. P3

d. P4

36. Steps to reproduce must:

a. Start by a verb

b. Do not add unnecessary steps

c. All steps must be concise, clear to lead to the symptom

d. All of above

37. How to attach files to JIRA?

a. Select More > Attach files

b. Click on (+) icon in Attachments field

c. Select Edit > Browse files to attach in Attachment field

d. All are correct

38. What is the correct format to describe a bug briefly in summary field?

a. Condition + Symptom + Action

b. Symptom + Action + Condition

c. Action + Condition + Symptom

d. All are correct

39. What is proper action after verifying a bug?

a. If UNRESOLVED bug, assign back to the last developer that assigned the bug to GCS

b. If RESOLVED bug, CLOSE the bug or wait for later re-verification. Make sure do not violate the deadline

c. If RESOLVED bug, Resolution = CANNOT REPRODUCE, and you can reproduce ==> re-open the bug

d. All are correct

40. Who can delete attachments in a JIRA ticket?

a. Anyone

b. Testleads

c. Ticket's reporter

d. Cannot delete attachments

41. What is correct value for field “Issue Found in Version”:

a. Build with which the issue was first discovered

b. If it’s National Regression issue, leaving the value unknown

c. If it’s NOT National Regression issue, the value is current National build

d. All are correct

42. How to list JIRA tickets submited by you in Advanced Search?

a. reporter = currentUser()

b. creator = currentUser()

c. assignee = currentUser()

d. a and b

e. a and c

43. What is the meaning of issue status “OPEN”?

a. The issue is being actively worked on at the moment by the assignee

b. The issue is open and ready for the assignee to start work on it

c. The issue is awaiting verification by reporter

d. All are incorrect

44. When you submit a JIRA based on a test case, you should fill in Test Case field:

a. Test case ID only

b. Full test case title from TestLink

c. Name of the Test case

d. All are correct

45. Which of the following examples below have CID = P3?

a. Impaired non critical functionality with satisfactory workaround

b. Impaired critical functionality during low occurrence edge cases

c. Non critical functionality error handling failure

d. All are correct

**ANSWERS**

1.a

2.c

3.d

4.b

5.a

6.c

7.c

8.a

9.d

10.a

11.c

12.a

13.c

14.b

15.d

16.a

17.c

18.a

19.b

20.c

21.a

22.a

23.c

24.c

25. b

26. b

27. a

28.d

29. a

30. a

31. c

32. d

33. a

34. c

35. b

36. d

37.d

38. b

39.d

40.c

41.a

42.d

43.b

44.b

45.d