# Incident Management

# Homework

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

* Set Priority and Severity

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

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

|  |  |
| --- | --- |
| 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 |  |
| Acceptance criteria | **All borders should be visible** |
| Priority |  |
| Severity |  |

|  |  |
| --- | --- |
| 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 |  |
| Priority |  |
| Severity |  |

* Prepare another bug report
  + for the bug shown in this video: <http://www.youtube.com/watch?v=xJg7k8QOGtM&feature=related>
  + for this sample defect: After logging into Gmail, it navigates to Google.com.