

SOFTECH SOLUTIONS INC

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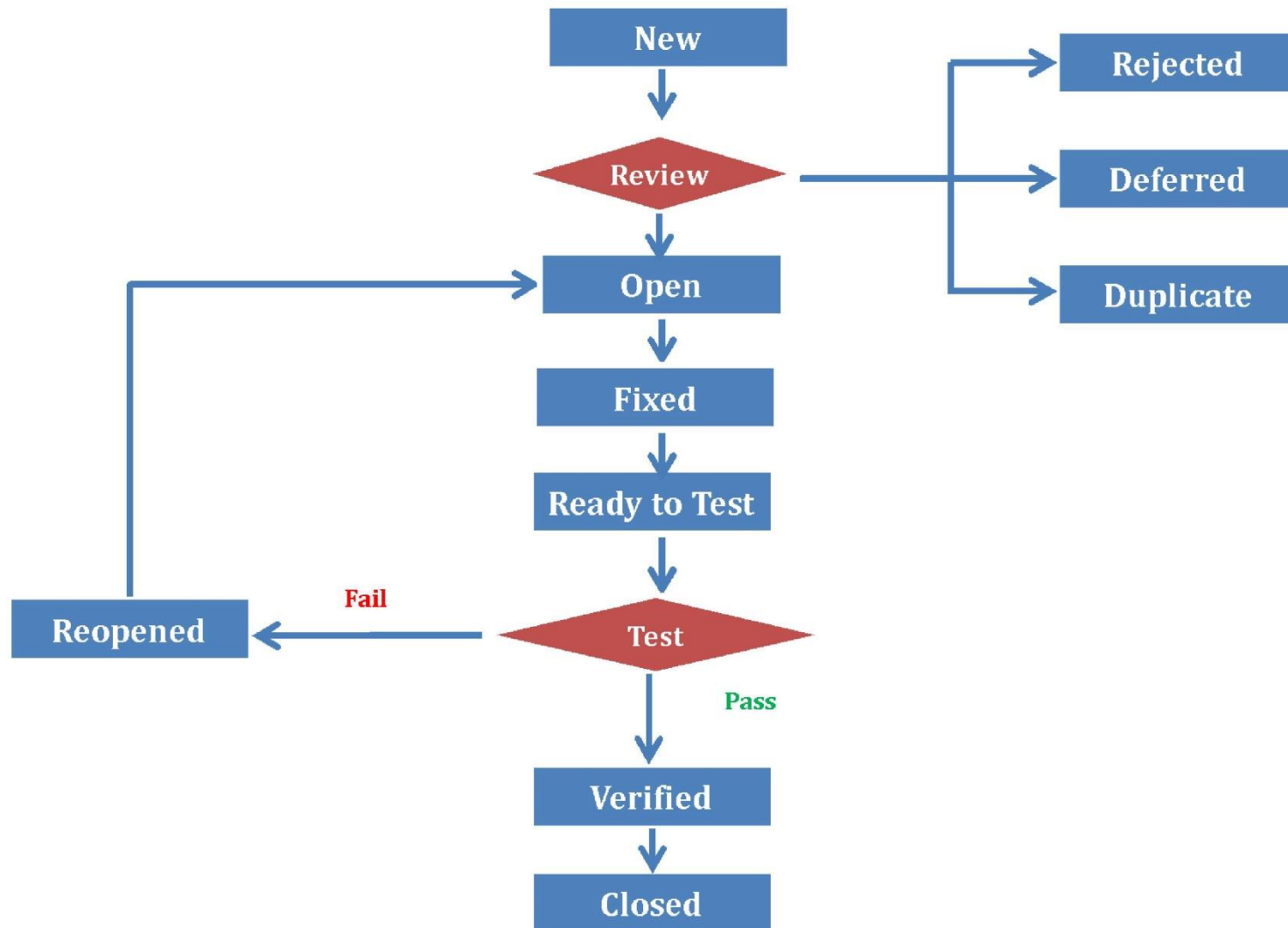
Defect/Bug/Issue



Minimum Information Required to Submit/Log Defect

- 📌 Once you find a defect, it needs to convey enough information to developer so they can fix it.
- 📌 While entering Defect QA Analyst MUST provide :
 - 📌 Defect Summary
 - 📌 Steps to Reproduce
 - 📌 Test Data
 - 📌 Environment
 - 📌 Priority/ Severity
 - 📌 Screen Shot
 - 📌 Test Cycle
 - 📌 Build Version
 - 📌 Assigned To

Defect Cycle



Defect Status



What is Defect Status

- ❏ **Based on the previous life cycle, defect can have following status:**
 - ❏ **New:** When tester finds a defect and log into system , status of the defect is **New**
 - ❏ **Open:** When defect is reviewed and accepted by Developer to whom the defect was assigned to, change the status to **Open**
 - ❏ **Fixed:** When defect is fixed by the Developer to whom the defect was assigned to, change the status to **Fixed**
 - ❏ **Deferred:** When defect will not address in current release. PM/Developer can change the status to **Deferred**.
 - ❏ **Reopened:** After retesting the defect, if Fail. QA change the status to **Reopened**.
 - ❏ **Duplicate:** When similar defect already exists . Developer change the status to **Duplicate**.
 - ❏ **Rejected:** When defect is not reproducible. Developer change the status to **Rejected**.
 - ❏ **Closed:** When fixed is in place after retesting the defect. QA who retests the defect change the status to **Closed**.



How to identify Defect Priority/Severity

- ❑ Defect priority is the urgency of fixing a defect. Though priority may be initially set by the QA Analyst, it is usually finalized by the Project/Product Manager through defect management meeting.
- ❑ Priority can be categorized:
 - ❑ **Critical/Urgent:** Must be fixed immediately.
 - ❑ **High:** Must be fixed before testing completed.
 - ❑ **Medium:** Fixed if possible before release it to production.
 - ❑ **Low:** Fixed if time available.
- ❑ At high level, priority is determined by considering the followings:
 - ❑ Business need for fixing the defect.
 - ❑ Major Functionality
 - ❑ Loss of Revenue.

Defect Priority/Severity



What is Defect Severity

- Defect severity is the degree of negative impact on the quality of software.
- Severity can be categorized:
 - Critical:** The defect affects critical functionality. No workaround. Testing is on hold or cannot proceed further or showstopper.
 - Major:** The defect affects major functionality. It has a workaround and not a showstopper.
 - Minor:** The defect affects minor functionality. It has an easy workaround.

Defect Type



Types of Defect

- ❏ There are various ways in which we can classify a defect. Below are most important classifications:
 - ❏ Database Error (aka back end defect)
 - ❏ Interface Error (GUI interface, aka front end defect)

Question & Answer



Summery Of Key Concept














- ❏ While executing test cases, you may find actual result does not match with expected result. This is nothing but a defect.
- ❏ Defect also known as Incident, bug, problem or issues
- ❏ Defect can resides anywhere in the system. When defect found on web page or GUI, it is known as front end or GUI (Graphical User Interface) defect. When defect found in database or on backend service, it is known as backend defect.
- ❏ All Critical/Major defect need to be fixed and verified before software release to production.
- ❏ While entering/logging defect QA analyst MUST need to provide: Defect Summary, Steps to Reproduce, Test Data, Environment, Screenshot, Priority and Severity, Build Version and Assigned TO
- ❏ Every defect will be identified by unique defect ID (Which can be generate by system of Manually)
- ❏ If there is any disagreement with Developer on Defect QA Analyst should assist developer to reproduce the defect.
- ❏ If The defect is Reject by developer then QA analyst should verify the defect against BRD/FRD.
- ❏ Business can make the decision to proceed to production with Defect. QA Analyst MUST provide conditional signoff. In the conditional Signoff QA Analyst MUST provide the number of defects outstanding.

Summery Of Key Concept



Defect Status:

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-  Defect priority is the urgency of fixing a defect. Though priority may be initially set by the QA Analyst, it is usually finalized by the Project/Product Manager through defect management meeting.
-  Defect severity is the degree of negative impact on the quality of software.
-  Priority set up is determined by Business Needs where Severity is determined by Application Functionality.

- 🌀 Can you explain the defect life cycle or defect process?
- 🌀 What do you do when you find a defect?
- 🌀 What information you include when you log a defect?
- 🌀 How did you set the defect Priority and Severity? Can you please provide an example?
- 🌀 What do you do when you cannot proceed further with your testing?
- 🌀 What is your approach when application cannot be launch?
- 🌀 Have you ever had a situation where you have found a defect that is not in the requirement?
- 🌀 What do you do when developer doesn't accept the defect you have discovered?
- 🌀 What if the software is so buggy it cannot be tested at all?
- 🌀 Have you ever had any disagreement with development? How did you overcome the situation?
- 🌀 What do you do when development team cannot reproduce your defect?
- 🌀 What tool you use to enter a defect?
- 🌀 What is your QA approach to handle production defect?

