





Priority and Severity are the main component of a bug template

Priority

- Priority tells about the sequence of bugs in which it should be fixed.
- It also tells about time would be required for retesting.
- Higher the priority sooner the bug should be fixed

Severity

- Severity tells about bugs impact on the application.
- A higher effect of bug on Application will lead to higher severity level.

Priority



- Testers are one who sets the priority and developer cannot change it, because

A. testers only know how much time retesting will be required after bug fix.

B. How much portion of testing is blocked because of this bug.

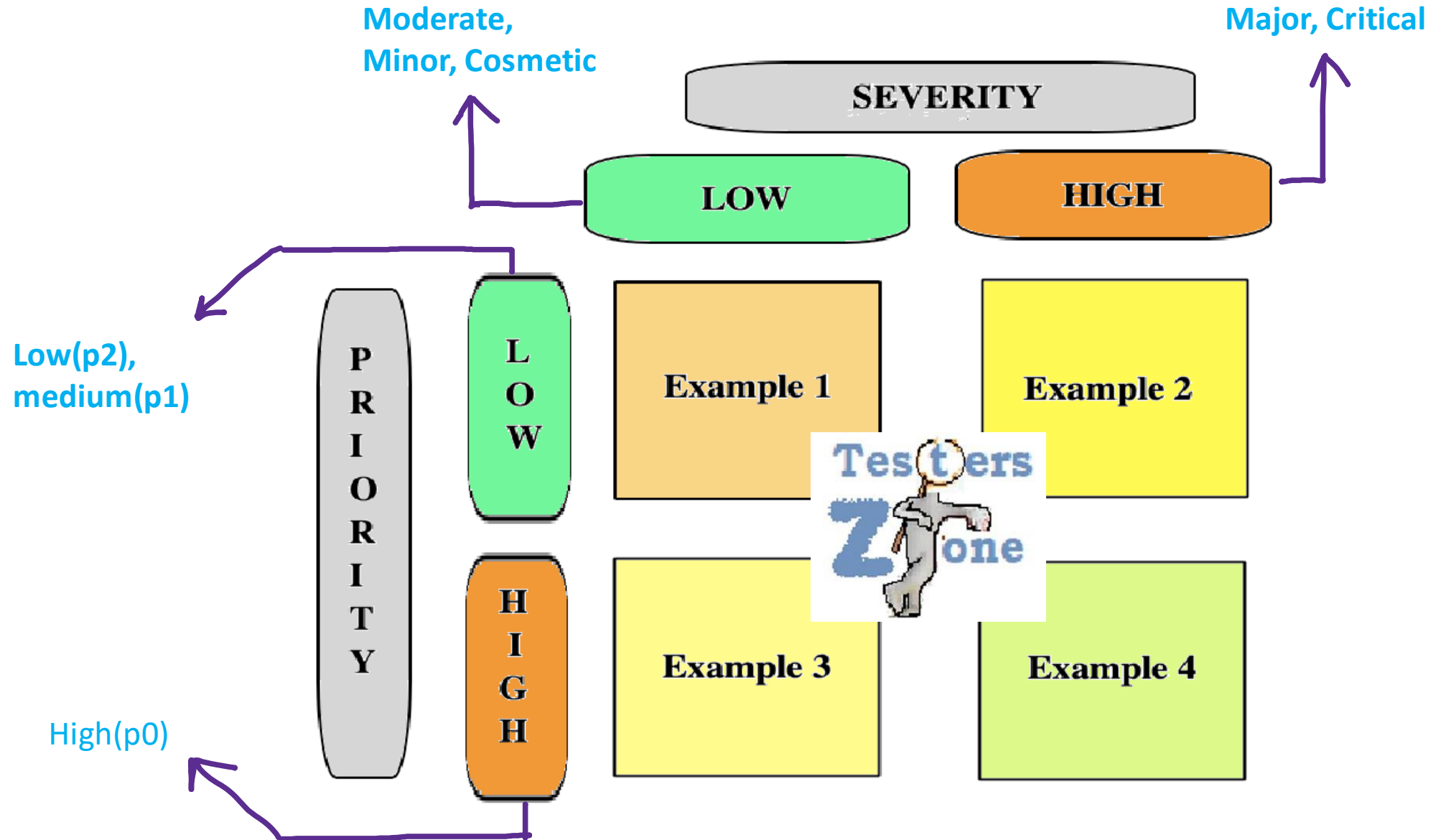
C. Priority is categorized into three types low, medium and high.

- Priority for a bug might change time to time.
- **Low** --> this kind of bugs, developer always pick at the end. E.g. Spelling mistake in Toast message in application.
- **Medium** --> suppose submit button is working after tapping twice.
- **High** --> Critical and blocker kind of bugs come under this category. E.g. App crash, not able to transfer amount.

Severity

- Severity value is objective and less likely to change.
- Severity is associated with functionality
- Severity Categories into Critical, Major, Moderate, Minor, Cosmetic

Possible combinations based on which we identify which kind of bug it is?



Example 1--> Low severity and Low priority



Feature :

Terms and Conditions option in any application.

Action:

Users generally don't use this option, this helps to navigate to the terms and conditions page. No one has interest to go through this.

Expected:

Everything inside this page should be properly aligned.
there should not be any spelling mistake.

Actual:

There is spelling mistake on the page.

Status:

As we know spelling mistake, alignment issues are not something which impacts functionality of the application so there is low severity, and user experience will not be impacted because this is rarely or not used option

Example 2--> High severity and Low priority

Feature :

Add insurance while booking the train ticket using IRCTC app.

Action:

want to add travell insurance option with my booking .

Expected:

add insurance sub feature attached with booking flow and few users show their interest to use this feature during ticket booking, so they can able to add.

Actual:

add Insurance checkbox is not functional and users are not able to add insurance.

Status:

add insurance is a rarely used sub component and does not impacts end users directly this bug we can fix in next release, so it is kind of low Priority bug but it is a part of ticket booking flow and booking is critical feature of IRCTC app so severity of this bug would be high.





Example 3--> Low severity and High priority

- **Feature :**

Advertisement of personal loan with low ROI on ATM screen banner.

Action:

Low interest loan always attract people so if ATM screen banner says about less ROI(rate of interest) on personal loan, people can reach out to bank for more details.

Expected:

Banner should display the current information like ROI, loan amount, tenure etc.

- **Actual:**

Instead of 15% ROI, banner is showing 5%

Status:

This will not be impacting on Functionality of the ATM machine so it is a kind of low severity bug, but it has an impact on user experience. This kind of defect needs to be fixed on high priority even though they have very less impact on the application side.

Example 4--> High severity and High priority



Feature :

Add items in any online shopping application.

Action:

want to add few items in account for shopping but after clicking on add item it is not appearing under my cart section.

Expected:

Since all online applications are having main feature is to add multiple items in the cart and do shopping.

Actual:

this is major functionality of an online shopping app and because of this all the users who do bulk shopping can not use this app.

Status:

Since this bug is influencing critical feature of an app (we mark it as critical severity) and also creating huge loss in business (needs to be fixed urgently so kind of High priority bug).

Note:

We can not assume it as blocker bug because still people can do shopping for single item. If they want multiple items they have to buy one by one which is painful.

Thank you

