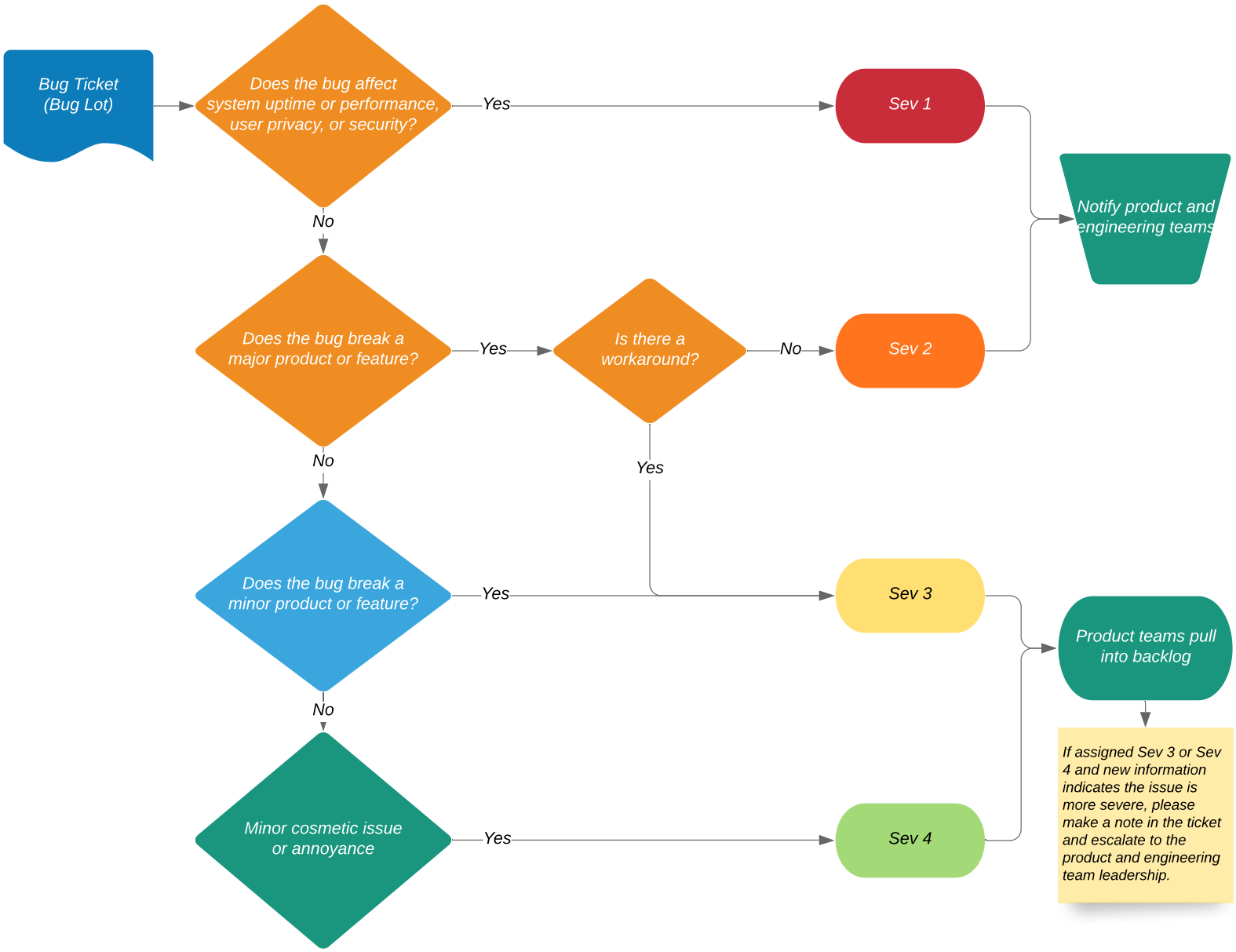
Bug Severity

Michael Parker | December 17, 2019



Operational-Level Agreement (Fix Timeline)

Sev 1 *bugs we intend to fix as soon as possible. These bugs require immediate work by developers, regardless of sprint capacity, and should be hotfixed to production as soon as the fix has passed testing.*

OLA < 1 Day

Sev 2 *bugs we intend to fix in the current sprint or by the end of the next sprint. Because sprints are two weeks long, a Sev 2 severity bug might be fixed within just a few days or it might take as long as 4 weeks (if the bug has a workaround). Additionally, any moderate-risk bugs identified by monthly vulnerability scans are classified as Sev 2 bugs and must have an established plan for remediation via assignment to a sprint.*

OLA > 2 Days

Sev 3 *bugs are assessed by the team and fixed as capacity allows. No timeline is associated with Sev 3 bugs.*

OLA = No Timeline

Sev 4 bugs will generally only be fixed while the team is working on the affected piece of code for a different reason, such as an enhancement.

OLA = No Timeline