Severity vs. Priority

While the words are often used interchangeable, Severity and Priority are two distinct attributes of a defect.

Severity relates to the overall impact and technical severity of a bug. Severity is assessed by an IT or Engineering teammate.

Priority denotes the order in which the bug should be addressed. Bug reporters can set the relative priority in the bug submission form. The technical teams will review higher priority items first. When assessing priority, please keep in mind the users impacted. If the defect affects only a few users, or internal users, the bug is necessarily Low priority.

When setting priority in a bug report, consider the relative importance of the feature, its level of broken-ness, and the overall users impacted.

Priority	Severity
Denotes the order in which defects should be fixed	Denotes the impact of the defect
Product Manager and/or Business decides the final priority	Engineering or IT decide the severity
Subjective assessment	Objective assessment

Priority Guide 1: Broken-ness vs Feature Importance

	Core Feature	Peripheral	Minor
Performance or Security	Critical	High	High
100% Unusable	Critical	High	Medium
Usable with Workaround	High	Medium	Low
Confusing	Medium	Low	Trivial
Cosmetic	Low	Trivial	Trivial

Priority Guide 2:
Feature Importance vs. User Impact

User Impact	Priority
All Customers	Critical
Top Customer	Critical
At-Risk Customer	High
One Customer	Medium
User(s)	Medium
Internal	Low