Module 3 (Defect management)

Q.1 Difference between Priority and Severity.

Sr.no.	Priority	Severity
1	Priority is Relative and Business-Focused.	Severity is absolute and Customer-Focused.
2.	Priority defines the order in which we should resolve a defect.	It is the extent to which the defect can affect the software.
3.	For example: If the company name is misspelled in the home page of the website, then the priority is high and severity is low to fix it.	For example: If an application or web page crashes when a remote link is clicked, in this case clicking the remote link by an user is rare but the impact of application crashing is severe. So the severity is high but priority is low.
4.	Priority can be of following types: - **Low** - **Medium** - **High** - **critical**	Severity can be of following types: - **critical** - **major** - **moderate** - **minor** - **cosmetic**
5	High: The defect must be resolved as soon as possible because the defect is affecting the application or the product severely. The system cannot be used until the repair has been done.	Major (High): The defect that results in the termination of the complete system or one or more component of the system and causes extensive corruption of the data. The failed function is unusable but there exists an acceptable alternative method to achieve the required results then the severity will be stated as major.
6	Critical: Extremely urgent, resolve immediately	Critical: The defect that results in the termination of the complete system or one or more component of the system and causes extensive corruption of the data.
7	Low: The defect is an irritant which should be repaired, but repair can be deferred until after more serious defect has been fixed.	(Low): The defect that does not result in the termination and does not damage the usability of the system and the desired results can be

		easily obtained by working around the defects then the severity is stated as minor.

Q.2 What is Bug Life Cycle?

The duration or time span between the first time defects is found and the time that it is closed successfully, rejected, postponed or deferred is called as 'Defect Life Cycle'.

Q.3 What is priority?

Priority defines the order in which we should resolve a defect. Should we fix it now, or can it wait? This priority status is set by the tester to the developer mentioning the time frame to fix the defect. If high priority is mentioned then the developer has to fix it at the earliest. The priority status is set based on the customer requirements.

Q.5 What is severity?

Severity is absolute and Customer-Focused. It is the extent to which the defect can affect the software. In other words it defines the impact that a given defect has on the system.

For example: If an application or web page crashes when a remote link is clicked, in this case clicking the remote link by an user is rare but the impact of application crashing is severe. So the severity is high but priority is low.

Q.6 Bug categories are…

New: When a new defect is logged and posted for the first time. It is assigned a status as NEW.

Assigned: Once the bug is posted by the tester, the lead of the tester approves the bug and assigns the bug to the developer team

Open: The developer starts analyzing and works on the defect fix

Fixed: When a developer makes a necessary code change and verifies the change, he or she can make bug status as "Fixed."

Pending retest: Once the defect is fixed the developer gives a particular code for retesting the code to the tester. Since the software testing remains pending from the testers end, the status assigned is "pending retest."

Retest: Tester does the retesting of the code at this stage to check whether the defect is fixed by the developer or not and changes the status to "Re-test."

Q.7 Advantage of Bugzila .

Bugzilla is an open-source issue/bug tracking system that allows developers effectively to keep track of outstanding problems with their product. It is written in Perl and uses MYSQL database.

Bugzilla is a defect tracking tool, however it can be used as a test management tool as such it can be easily linked with other test case management tools like Quality Center, Testlink etc.

This open bug-tracker enables users to stay connected with their clients or employees, to communicate about problems effectively throughout the datamanagement .

Key features of Bugzilla includes

Advanced search capabilities

E-mail Notifications

Modify/file Bugs by e-mail

Time tracking

Strong security

Customization Localization