# Module–4(Defect Management)

## 1) What is priority?

Priority is Relative and Business-Focused. Priority defines the order in which we should resolve a defect. 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.

**Priority can be of following types:**

- **Low**
- **Medium**
- **High**
- **Critical**

## 2) 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.

**Severity can be of following types:**

- **Critical**
- **Major (High)**
- **Moderate (Medium)**
- **Minor (Low)**
- **Cosmetic**

## 3) Bug categories are…

- **Data Quality/Database Defects:** Deals with improper handling of data in the database. Examples:- Improper/wrong/null values inserted in place of the actual values
- **Critical Functionality Defects:** The occurrence of these bugs hampers the crucial functionality of the application. Examples: - Exceptions
- **Functionality Defects:** These defects affect the functionality of the application. Examples:- 1) Buttons like Save, Delete, Cancel not performing their intended functions. 2) A missing functionality (or) a feature not functioning the way it is intended to.

  **Security Defects:** Application security defects generally involve improper handling of data sent from the user to the application. These

defects are the most severe and given highest priority for a fix.Application security defects generally involve improper handling of data sent from the user to the application. These defects are the most severe and given highest priority for a fix. Examples: 1) Authentication: Accepting an invalid username/password. 2) Authorization: Accessibility to pages though permission not given.

- **User Interface Defects:** As the name suggests, the bugs deal with problems related to UI are usually considered less severe. Examples: 1) Improper error/warning/UI messages. 2) Spelling mistakes. 3) Alignment problems.

## 4) Advantage of Bugzila .

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

- Advanced search capabilities.
- Open source, free bug tracking tool.
- Automatic Duplicate Bug Detection.
- E-mail Notifications.
- Modify/file Bugs by e-mail.
- Time tracking.
- Strong security.
- Customization.
- Localization.

## 5) Difference between priority and severity

| SR No. | PARAMETERS | SEVERITY | PRIORITY |
|---|---|---|---|
| 1 | Definition | Severity is a term that denotes how severely a defect can affect the functionality of the software. | Priority is a term that defines how fast we need to fix a defect. |
| 2 | Parameter | Severity is basically a parameter that denotes the total impact of a | Priority is basically a parameter that decides the order in which we should fix |

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|---|---|---|---|
| | | given defect on any software. | the defects. |
| **3** | Relation | Severity relates to the standards of quality. | Priority relates to the scheduling of defects to resolve them in software. |
| **4** | Value | The value of severity is objective. | The value of priority is subjective. |
| **5** | Change of Value | The value of Severity changes continually from time to time. | The value of Priority changes from time to time. |
| **6** | Who Decides the Defect | The testing engineer basically decides a defect's severity level. | The product manager basically decides a defect's priority level. |
| **7** | Types | There are 5 types of Severities: Cosmetic, Minor, Moderate, Major, and Critical. | There are 4 types of Priorities: Critical, High, Medium, and Low. |