

Module 4(Bug Tracking Tools)

Q1. What is priority?

=>Priority is Relative and Business-Focused.

“Priority defines the order in which we should resolve a defect. Should we fix it now, or can it wait?”

Q2. 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.”

Q3. Bug categories are...

=> **Data Quality/Database Defects:** Deals with improper handling of data in the database.

- Values not deleted/inserted into the database properly
- 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.

- All JavaScript errors
- Buttons like Save, Delete, Cancel not performing their intended functions
- A missing functionality (or) a feature not functioning the way it is intended to Continuous execution of loops

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.

- Authentication: Accepting an invalid username/password
- 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.

- Improper error/warning/UI messages
- Spelling mistakes
- Alignment problems

Q4. Advantage of Bugzilla .

=>Key features of Bugzilla includes

- Advanced search capabilities
- E-mail Notifications
- Modify/file bugs by e-mail
- Time tracking
- strong security
- customization
- localization

A5. Difference between priority and severity

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Severity	Priority
Severity is associated with functionality	Priority is associated with scheduling
It indicate the seriousness of defect	It indicate how soon the bug should be fixed
QA engineer determine the severity level	Priority of defect is consultation with the client
Severity is driven by functionality	Priority is driven by business level
Severity levels are: Critical, major, minor, moderate & Cosmetic	Priority levels are: Critical, high, medium, low