Product Defect Handling

Standard Operating Procedure

Table of Contents

Purpose

The purpose of this standard operating procedure (SOP) is to guide Quality Assurance (QA) engineers through the process of reporting Scribers Software product defects. Following this process in its entirety will ensure all product defects are handled consistently. The goal of this process is to help QA engineers reduce errors and increase efficiency in their daily duties.

Context

At Scribers Software there are a subset of customers that have voluntarily joined the beta program. While these customers are aware of the caveats that come with beta software, all defects still need to be resolved in a timely and organized manner. Whether a defect is discovered by a QA engineer or reported by a customer, each defect needs to be handled consistently.

There has recently been an increase in incomplete defects being submitted to the Scribers Software development team. When a defect is submitted but incomplete, developers spend more time trying to understand or find details about a defect rather than working on long-term solutions. This means that customers must wait longer for a solution to be implemented which can cause a decrease in adoption and overall satisfaction with Scribers Software products.

This SOP has been created to ensure there is an alignment in the process of defect handling. This is an internal process that all QA engineers are required to follow whenever a defect is discovered. All steps listed in the Procedure section are to be completed by QA engineers. This process will be reviewed regularly and updated as needed.

Contact IT@scribersoftware.com with questions or feedback about this SOP.

Procedure

All steps listed below are to be completed by QA engineers.

1. When you first discover a product defect, it is important to see whether or not it has already been reported. To do this, go to the "Existing Defects" article in our internal Confluence.
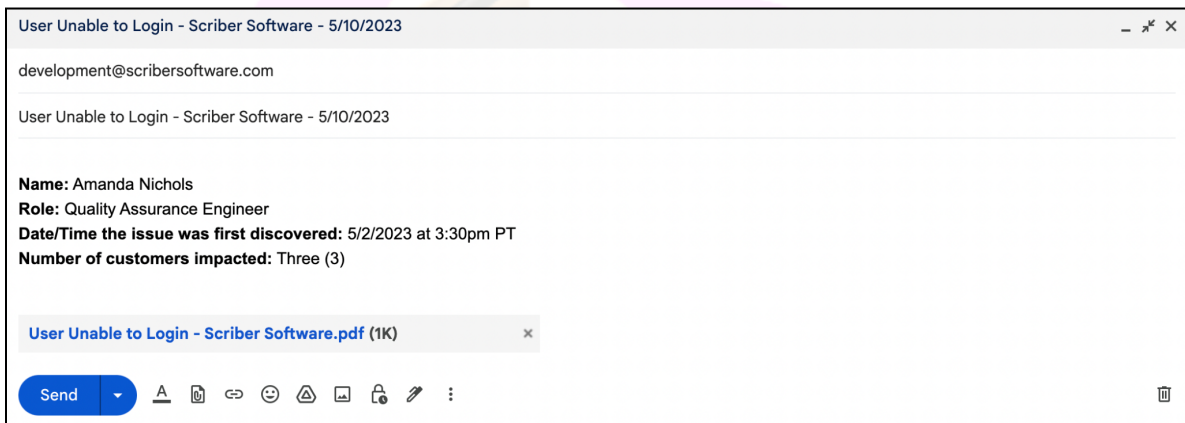   a. Below is a screenshot of the "Existing Defects" article in Confluence:
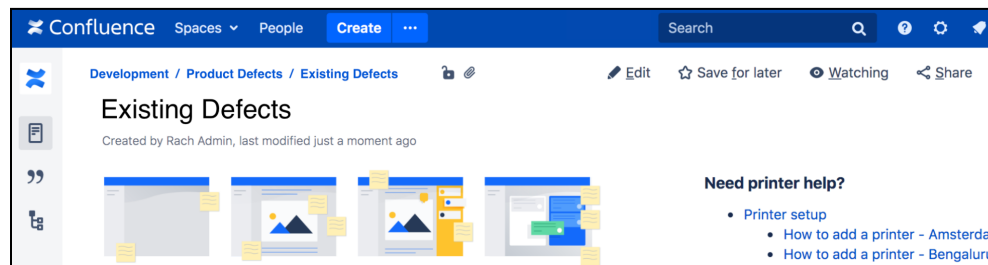
2. If you find that the defect has already been reported in the ''Existing Defects'' article, consider this a known issue that you do not need to report again as that would result in a duplicate. In this instance, our development team is aware of the issue and the defect is already in queue to review in an upcoming sprint.
   a. Important note: You do not need to proceed with any of the remaining steps if the same issue has already been reported.

3. If you find that the defect has not been reported in the "Existing Defects" article or if you are unsure an issue matches, proceed with the following steps to report the defect. Our development team can help confirm whether or not an issue is related to an existing defect or if it is completely separate.

4. Make a copy of this template: Product Defect Template
   a. Use this filename format: *<Defect Name> - Scribers Software*
   b. Below is a screenshot example of the filename format:
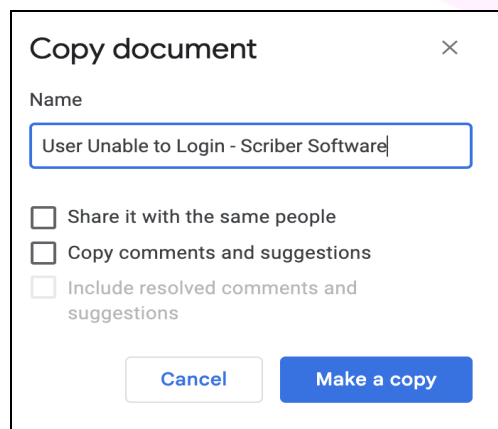
5. Fill out all information that is requested in the "Product Defect" document.
   a. Important note: All information must be filled out. If you need to gather any of the information that is requested, please do so before proceeding. If you are not able to fill out or provide specific information, please state why so our development team can review it.
6. Once all information has been filled out, export the document as a PDF.
   a. Be sure to keep the same filename format, which should now be: *<Defect Name> - Scribers Software.pdf*
7. Send an email to development@scribersoftware.com and attach the PDF.
   a. The subject of the email should be as follows:
      i. <Defect Name> - Scribers Software - Today's Date
   b. The body of the email should include:
      i. Your name
      ii. Your role
      iii. The date that the issue was first discovered
      iv. Number of customers impacted (if any)
   c. Attach the PDF that was saved in step 6 above to the email.

User Unable to Login - Scriber Software - 5/10/2023   _ ⤢ ✕

development@scribersoftware.com

User Unable to Login - Scriber Software - 5/10/2023

Name: Amanda Nichols
Role: Quality Assurance Engineer
Date/Time the issue was first discovered: 5/2/2023 at 3:30pm PT
Number of customers impacted: Three (3)

User Unable to Login - Scriber Software.pdf (1K)   ✕

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   d. Below is a screenshot example of the email:

8. After the email has been sent, our development team will review the information provided and get back to you if there are any questions. To track the continued progress and status of the defect, you can monitor the "Existing Defects" article. If there are any support cases that are related to this defect, work with the assigned support engineer to notify the customer that our development team is investigating the issue.

Process Flow Chart

The image below provides a view of the steps listed in the Procedure section but in flow chart form.
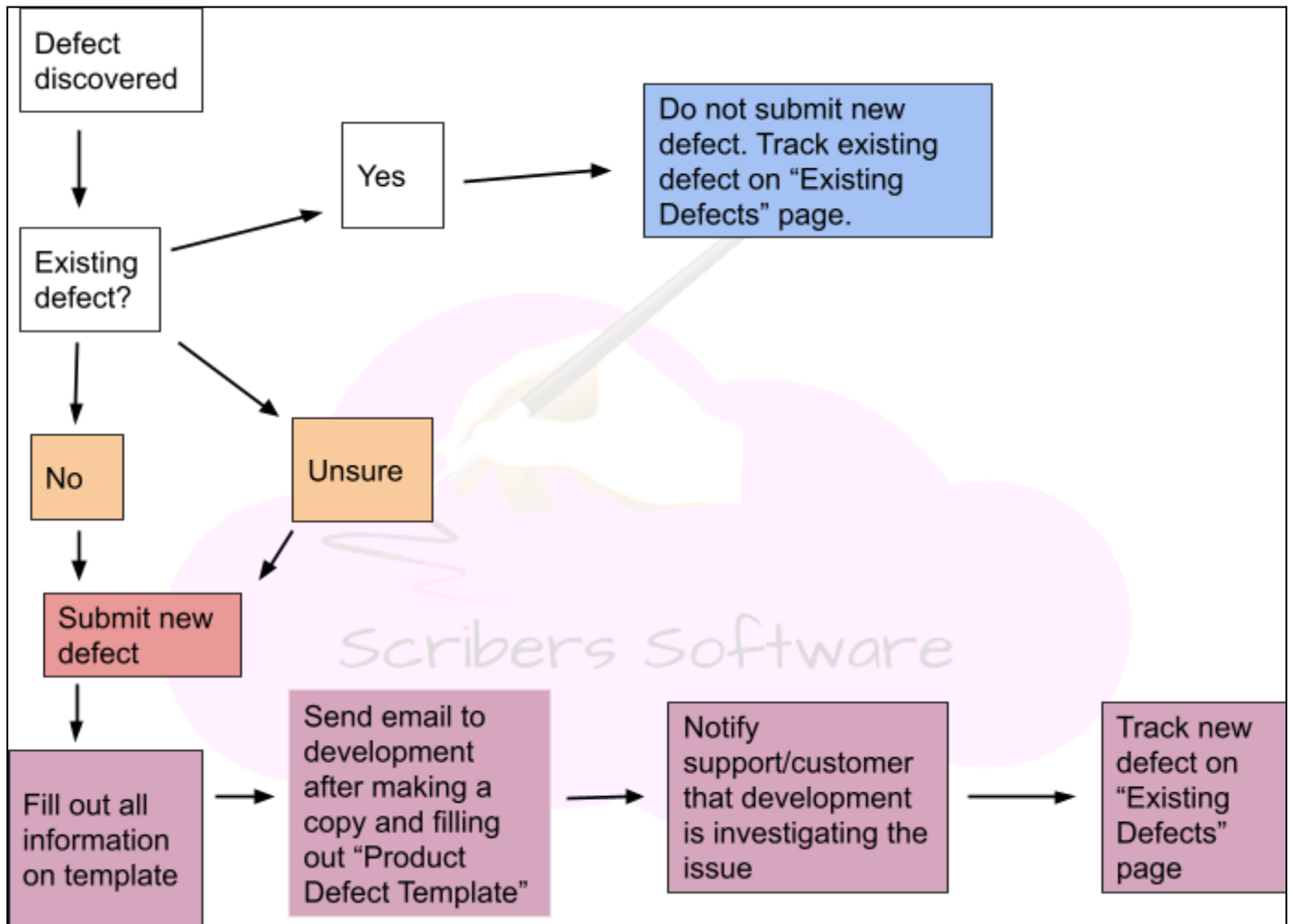
Product Defect Template

Defect Name:

Example: Users Unable to Login to Scribers Cloud

Support case number:

Example: #12345

Case escalated?:

(Yes or No)

Priority:

(High, Medium, or Low)

Product:

Example: Scribers Cloud

Does the customer have a workaround?:

(Yes or No)

Description of the issue:

Example: When certain users go to their Scribers Cloud login page, they receive the error "Unknown User". This issue started happening out of nowhere on April 20, 2023, at 5:05 pm PT. This issue does not happen for all users. The customer would like this issue resolved as soon as possible and would like to understand the root cause. A screenshot of the error will be attached to the email.

Steps to reproduce the issue:

Example:

1. *Go to the Scribers Cloud login page.*
2. *Enter email address and password.*
3. *Click sign in.*
4. *Error "Unknown User" is returned immediately after clicking the sign in button.*

Log snippet:

(Provide a preview of the product logs from when the issue occurred and the timestamp)

Current outcome:

Example: Certain users are unable to login to their Scribers Cloud site. They receive the "Unknown User" error

Desired outcome:

Example: All users should be able to login to their Scribers Cloud site without receiving any errors.