

# Task 1 - Prioritization

Given you've received a number of bug reports and you've been asked to prioritize them using the tags:

- Urgent
- High
- Normal
- Low

Brief:

How would you prioritize the bug reports below?

Why would you prioritize them like this?

1. "Forgot password" email is not being sent for the user account.
2. Swapfiets language switcher is not working.
3. "About-us" Swapfiets footer links are redirecting to the homepage.
4. Month date-of-birth dropdown box is only showing "November".
5. "Complete registration" button not working.

## Priority criteria

Here are some criteria that can help determine a defect's priority:

Defect priority	Urgent	High	Normal	Low
Number of users affected	All or majority	$\geq 100^*$	$\geq 10^*$	$< 10^*$
Monetary risks	High	Medium	Low	No
Legal risks	High	Medium or low	No	No
Affects company image	Yes	Yes	Yes	No
Does it block the user path?	Yes	Yes	Yes	No
Is there a workaround?	No	No	Yes	Yes

\*arbitrary numbers, depend on the amount of users

Some examples of defects with different priorities

- Urgent: Site is down
- High: Users unable to start new subscriptions
- Normal: "Book a free test ride" button not displayed on city page (but available on bike configuration page)
- Low: Incorrect font on Help page in Internet Explorer 11

## Priority estimation

Now to estimate each defect based on these criteria:

Defect	"Forgot password" email is not being sent for the user account.
Number of users affected	Some, only users that need to reset their passwords
Monetary risks	Minor, users unable to manage their subscriptions
Legal risks	None
Affects company image	Yes
Does it block the user path?	Yes
Is there a workaround?	No
Priority	High

Defect	Swapfiets language switcher is not working
Number of users affected	Some, assuming most users in a country use the default language and most existing users have their preferred language selected and stored in browser cache
Monetary risks	Minor, some new users may choose not to use the service
Legal risks	None
Affects company image	Yes
Does it block the user path?	No
Is there a workaround?	Yes: use another language
Priority	Normal

Defect	"About-us" Swapfiets footer links are redirecting to the homepage.
Number of users affected	A minority of users that want to access the "About us" page

Monetary risks	None
Legal risks	None
Affects company image	Yes
Does it block the user path?	No (does not block the main user scenarios)
Is there a workaround?	No
Priority	Normal

Defect	Month date-of-birth dropdown box is only showing “November”
Number of users affected	All new users
Monetary risks	High: users unable to start new subscriptions
Legal risks	None
Affects company image	Yes
Does it block the user path?	Yes
Is there a workaround?	No
Priority	High

Defect	“Complete registration” button not working
Number of users affected	All new users
Monetary risks	High: users unable to start new subscriptions
Legal risks	None
Affects company image	Yes
Does it block the user path?	Yes
Is there a workaround?	No
Priority	High

I didn't assign Urgent priority to any of the defects since Urgent priority would be reserved for total outages rendering the whole system unusable.

I didn't assign Low priority to any of the defects since in my opinion Low priority means such defects can be ignored.