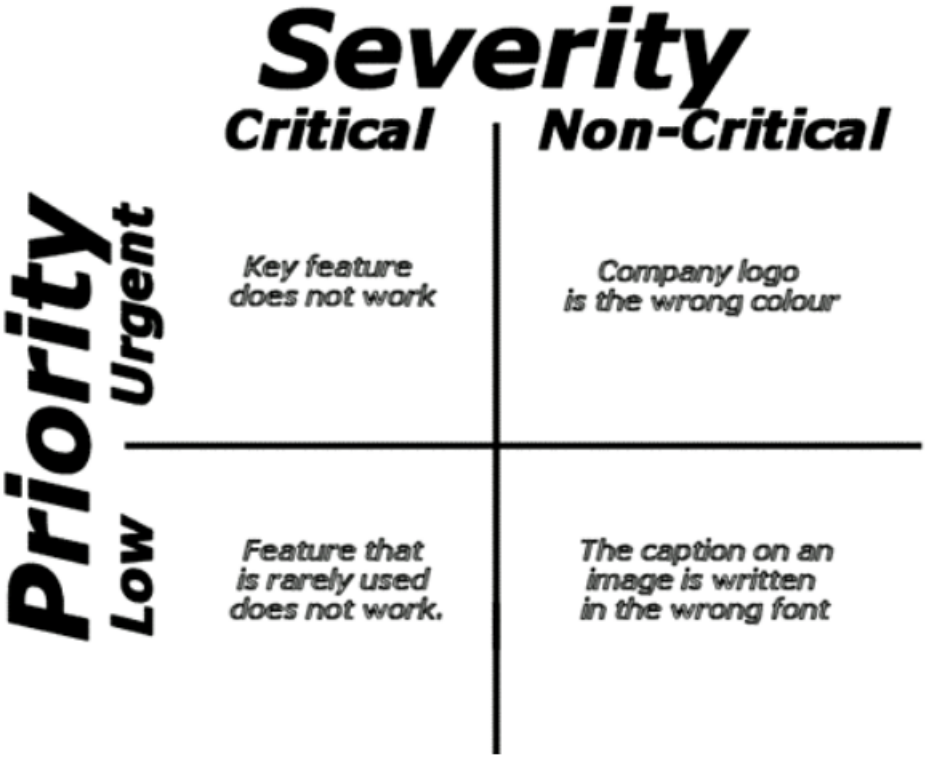
severity-vs-priority

*Both Severity and Priority are attributes of a defect and should be provided in the bug report. This information is used to determine how quickly a bug should be fixed.

*Severity of a defect is related to how severe a bug is. Usually the severity is defined in terms of financial loss, damage to environment, company's reputation and loss of life.

*Priority of a defect is related to how quickly a bug should be fixed and deployed to live servers.



High Severity – High Priority bug

This is when major path through the application is broken, for example, on an eCommerce website, every customers get error message when hitting pay now in cart page and cannot place orders, or the products page throws a Error 500 response.

High Severity – Low Priority bug

This happens when the bug causes major problems, but it only happens in very rare conditions or situations, for example, customers who use very old browsers cannot continue with their purchase of a product. Because the number of customers with very old browsers is very low, it is not a high priority to fix the issue.

High Priority – Low Severity bug

This could happen when, for example, the logo or name of the company is not displayed on the website. It is important to fix the issue as soon as possible, although it may not cause a lot of damage.

Low Priority – Low Severity bug

For cases where the bug doesn’t cause disaster and only affects very small number of customers, both Severity and Priority are assigned low, for example, the privacy policy page take a long time to load. Not many people view the privacy policy page and slow loading doesn’t affect the customers much.

Defect severity can be categorized into four class

- **Critical**: This defect indicates complete shut-down of the process, nothing can proceed further
- **Major**: It is a highly severe defect and collapse the system. However, certain parts of the system remain functional
- **Medium**: It cause some undesirable behavior, but the system is still functional
- **Low**: It won't cause any major break-down of the system

Defect priority can be categorized into three class

- **Low:** The Defect exist but repair can be done once the more serious Defect have been fixed.
- **Medium:** During the normal course of the development activities defect should be resolved. It can wait until a new version is created.
- **High:** The defect must be resolved as soon as possible as it affects the system severely and cannot be used until it is fixed.