Bug Report Application
Problem Tracking Life Cycle Details
Audience – Producers & Development Managers
Bug Tracking Database Location: http://qaweb01/bugtrack/mainframe.asp

BUG STATUSES:
    IN QA:
New
Withdrawn
    Not a bug or duplicate
Ready for Development
    By QA Mgr/Lead
Ready for QA
    After Dev fix
Reopen
    Still a bug there
QA Sign Off
Closed (QA closes)

    IN DEV
Assigned
    By Dev Mgr to Dev
Programming
Reopened
Hold
Dev Requires Info

BUG SEVERITIES:

Showstopper:
This is any problem that exposes the company to financial loss, legal liability or exposes the system to a loss of data. A problem that renders the system or an entire set of functionality unusable or impedes the use of essential functionality. There is no work-around, the system crashes or is unusable in the current state.

High:
Functionality is significantly impaired. Either a task cannot be accomplished or a major workaround is necessary.

Medium:
Functionality is somewhat impaired, but is ultimately still usable. Minor work around is necessary to complete task.

Low:
Task can be accomplished, but a minor issue still exists

BUG CLASSIFICATION
    Compliance
    Cosmetic
    Functionality
    Enhancement

A BUG'S LIFE

NEW BUG FOUND	1. Any user with an account in the bug database can create a new bug. All new bugs default to a status of *New*. The user creating the bug should provide whatever the minimum set of data is to enter a bug. Required data fields include: application, environment (production, QA, or development), browser type, OS type, build version, severity, classification, description (brief description of the bug) and steps to reproduce (thorough description of what the bug is, how it happened, error message, etc).
READY FOR DEV BUG ASSIGNED	2. The QA manager or lead will review all bugs with a status of *New* to verify all necessary information is included in the report. The review includes verifying the bug entered for correctness, especially in terms of severity (critical bugs aren't always critical, etc.), and making sure there are enough details in the bug to help the developer solve the problem. When a bug is determined to be a duplicate, or not an actual bug, the QA Manager will set the status to *Withdrawn* after reviewing the bug with the appropriate parties in the daily bug meetings. After the bug has been reviewed and it has been determined that all necessary information has been included the status is changed from New to *Ready for Development*, and then will be assigned to a developer by the Development Manager.
DAILY BUG MTGS & ASSIGNED STATUS	3. The QA team will meet in daily bug meetings with the development leads and producers to review all new bug reports. The goal of the bug review meeting is to review and discuss the new bug reports in detail. The development leads or producers will then assign the bug to a developer as

appropriate. When the bug is assigned to a developer, the status in the development section automatically changes to *Assigned*.

BUG STATUSES IN DEV

4. A Developer has the ability to change the bug status in the Development section to the following: *Programming, Hold, Dev Requires Info* and *Fixed*. When a Developer changes the status to *Fixed*, it automatically changes the main status to *Ready for QA*. When a Developer changes the status to *Dev Requires Info*, it automatically sends an email to the author and the QA manager outlining additional information needed. The bug database always remembers the fact that it was originally assigned to that developer in the Developer field. The developer can make comments in the development comments section.

READY FOR QA

5. A QA analyst will see bugs with a status of *Ready for QA* and it is the responsibility of the QA Analyst to validate the bugs and change the status to *QA Sign Off* or *Reopened*. When a QA analyst changes the status to *Reopened*, it automatically sends an email to the assigned developer and development manager (or producer) outlining the bug has been reopened.   Developers can make comments in the Dev Comments section of the bug report.

QA SIGN OFF & CLOSED

6. When a bug that has been both fixed and verified in the QA environment moves into the latest production build, the status on the bug should be changed to *QA Sign Off*.

7. Once the build is released to production, QA will verify the bug in the production environment and change the status to *Closed*.

BUG DATABASE SCREENS

New Search

New Bug

Previous Filtered Report

▶ **Report-All Bugs**

▶ **Homespace**

▶ **Homespace 2.0**

▶ **SilkNet**

▶ **Horizon**

▶ **Toolset**

▶ **Referral**

Logout