



# **Issue types. Issue severity. Bug submission rules. Issue Life Cycle.**

**Coherent Solutions**

Better Teams. Better Results.

# Issue types

# Issue Types

## New Feature

Something new in the Product, what didn't exist before. Contains new or additional requirements (can be described as User Stories)

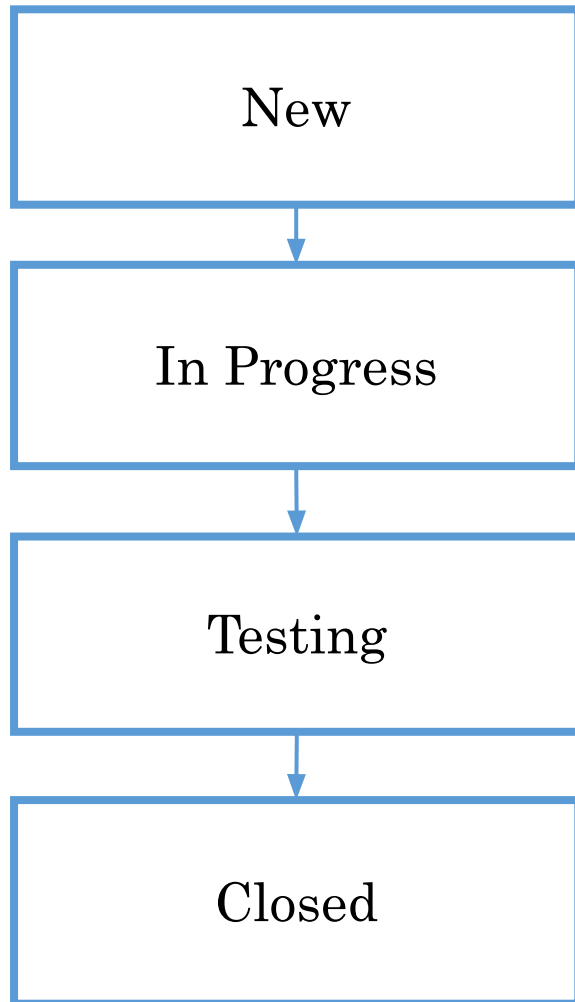
Can be called a **Story**.

Example:

### Acceptance Criteria

1. Ensure that a new right - to view Member portal ("View Member Portal")- is added to the admin users.
2. Ensure that I can follow the link that is placed on member's level (see the screen attached) and be redirected to the Member portal if:
  - I have a right to view Member portal  
AND
  - this member has been already registered in to the member portal.
  - otherwise, the link is hidden.
3. Ensure that when following the link, the Member portal is opened in a separate tab.

# Feature Life Cycle



Depending on Project process statuses may differ:

- In BA
- In development
- Under Review
- Done
- Open
- Etc.

Reopen status is missing here, in case of found bug separate issue should be created and linked to the Feature.

# Issue Types

## Improvement

An enhancement to an existing feature. Contains some requirements modifications.  
Can be called a **Change Request**.

Example:

Need to replace display link “View Member Portal” on the next row after Member Name instead of displaying on the same row.

# Issue Types

## Bug

A problem which impairs or prevents the functions of the product.

Difference (=discrepancies) between requirements and actual behavior of the product.

Example:

**Precondition:** Member is created in system but is not registered on Member portal.

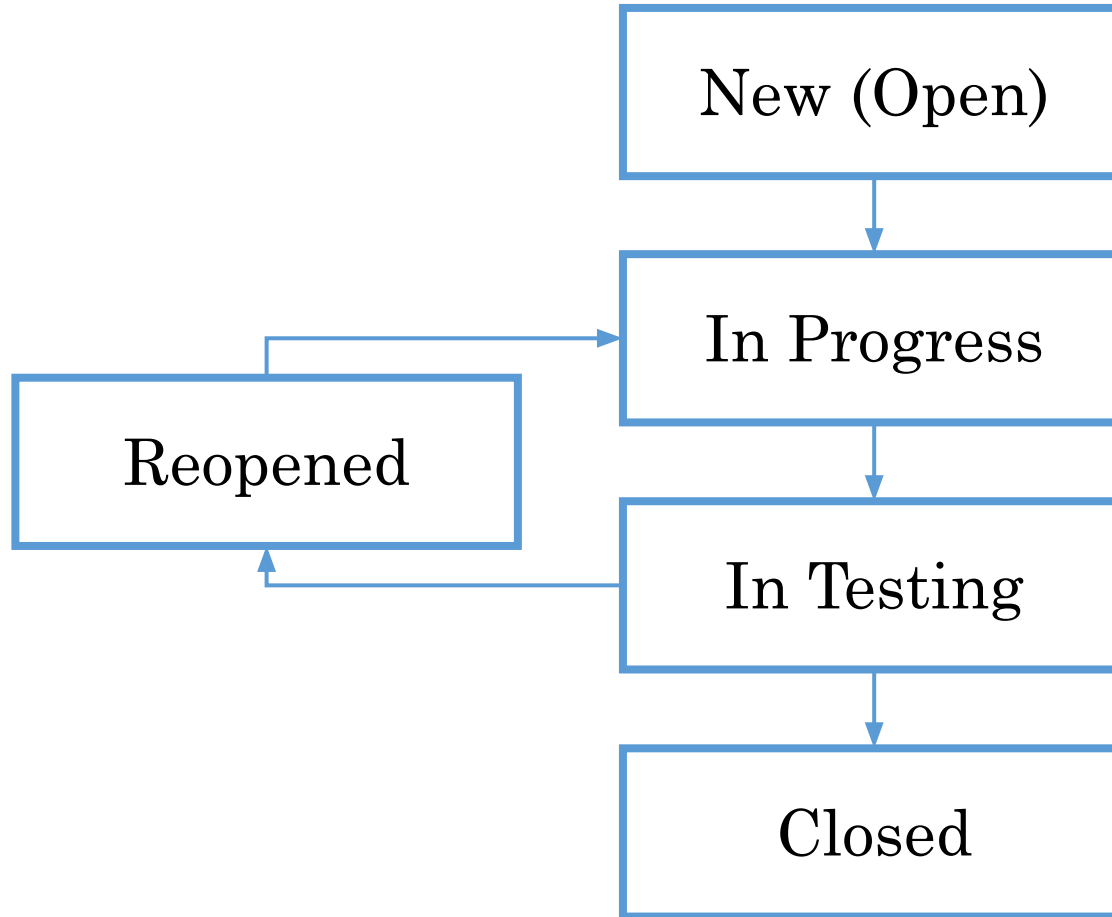
**Steps:**

1. Login as Admin User
2. Open Member from Precondition
3. Verify availability of “View Member Portal” link

**Actual Result:** “View Member Portal” link is displayed and Internal Server Error appears after click on it.

**Expected Result:** Link shouldn't be displayed because Member is not registered on Member portal

# Bug and Improvement Life Cycle



# Issue Types

## Task

Something that needs to be done.

Can be created as separate issue or as sub-item for Feature, Improvement, Bug.

## Custom Issue

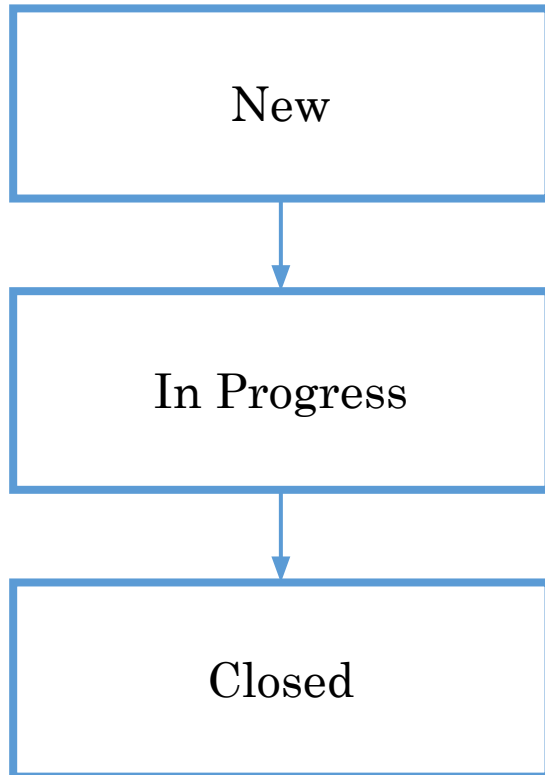
A custom issue type, as defined by your organization if required.

Epic, Idea, Enhancement, Test Task, Technical Task, etc.

<https://confluence.atlassian.com/jira064/what-is-an-issue-720416138.html>



# Task and Custom Issue Life Cycle

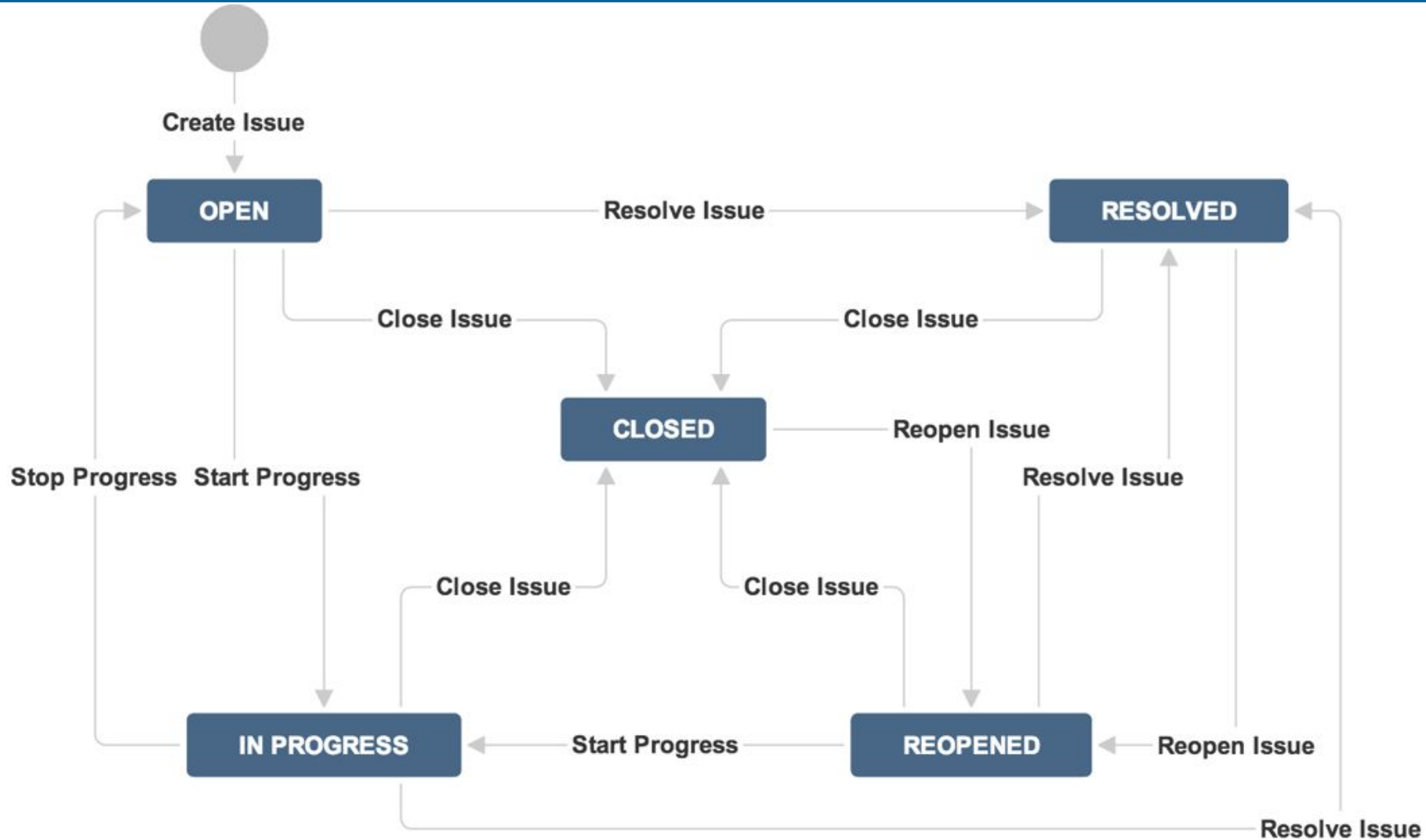


If Task is created as a separate issue  
**Testing** status can be added

# Bug tracking systems

1. Hubstaff Tasks
2. Jira Software
3. Trello
4. Asana
5. Bugzilla
6. Etc.

# Basic JIRA Status workflow



# Bug Structure

# Bug Structure

## Summary

Edit

Comment

Assign

To Do

In Progress

Done

Type:

Bug

Status:

TO DO (View workflow)

Priority:

Medium

Resolution:

Unresolved

Labels:

None

Sprint:

## Description

*Click to add description*

## Attachments

...



Drop files to attach, or [browse](#).

## Activity

All

**Comments**

Work log

History

Activity

There are no comments yet on this issue.

# Bug Structure: Summary

Where? **What?** **When?**

Example: [Value] cannot be saved after deleting and adding the same plan again in Dependent form.

A **brief summary** of the bug, mostly within 60 words or below. Make sure your summary is reflecting on what the problem is and where it is.

# ? Good or Bad: Summary

## Example 1

Online Store > Main Page > Menu > Form > 45686, &&&%%%, ))) , ---, ++++ symbols can be entered in the Name field and saved

## Example 2

Special symbols can be set

## Example 3

Menu > Name field allows saving special symbols in the Form

## Example 4

Menu > Field allows invalid values

# Bug Structure: Priority

**High** – as soon as possible

**Medium** – in normal work process

**Low** – when everything with higher priority is fixed



# Bug Structure: Resolution

- Fixed
- Won't Fix
- Duplicate
- Cannot Reproduce
- Deferred
- Done
- Rejected
- Etc.

*Resolution types can be configured by your project.*

# Bug Structure: Description

**Preconditions:** *what is needed for reproduce (specify actions, custom settings) **if any**.*

**Steps to Reproduce or Steps or STR:**

1. *Log in Portal*
2. *Go to **Page Name** page*
3. *Click on ...*
4. *Verify the elements..*

**Actual Result or AR or Actual:** *what works wrong*

**Expected Result or ER or Expected:** *how it should work*

Can be additionally colored, ex. **Actual Result**

} Avoid copy pasting here.

# Example

## Close button is not working

Edit

Comment

Assign

To Do

In Progress

Done

Type:

Bug

Status:

TO DO

(View workflow)

Priority:

Medium

Resolution:

Unresolved

Labels:

None

Sprint:

### Description

### Steps to Reproduce:

1. Click on Delete button for any vacation
2. Click on Close button

**Actual Result:** Pop-up is still displayed.

**Expected Result:** Pop-up is closed. The action is canceled.

# ? Good or Bad: Results

## Example 1

AR: Nothing happens.

ER: Everything is correct.

## Example 2

AR: The app is not responding; user can't close the app or proceed to the next screen.

ER: User should be able to navigate to the next screen of the form upon clicking Next.

## Example 3

AR: #, \$, %, ^, &, \*, (, ), 0, !, eT, >, <, /< ?, ", ' symbols can be saved in the field.

ER: #, \$, %, ^, &, \*, (, ), 0, !, eT, >, <, /< ?, ", ' symbols are not allowed to save.

# Priority and Severity

# Priority

- Defines the **order** in which we should resolve a defect
- Shows an important issue for **business (client)**
- Is set by **managing** person

# Priority Levels

High

As soon as possible

Medium

In the normal course, released with  
**planned Release**

Low

Can be deferred until more serious  
defects have been fixed.

# Severity

- The **impact** that a given defect has on the system
- Is set by **QA**
- **Optional** for using on Project



## Critical

- Complete shut-down of the process
- Nothing can proceed
- Important data are lost or damaged

### Example:

Unsuccessful installation

Complete failure of application after login

# Severity Levels

## High

- System is broken, but some parts remain functional
- **Main function** is not working

### Example:

Cannot create new payment in Mobile banking

Some functionality is available for user without permission

# Severity Levels

## Medium

- Some unwanted behavior, but the system is still functional
- Unimportant features may be absent

### Example:

User should be able to upload .xls and .doc files, but .xls is not uploaded

Email validation can be skipped

# Severity Levels

## Minor

- Affects minor functionality or non-critical data
- It has an easy **workaround**

### Example:

User clicks on Cancel button, and nothing happens

Image cannot be resized

# Severity Levels

## Trivial

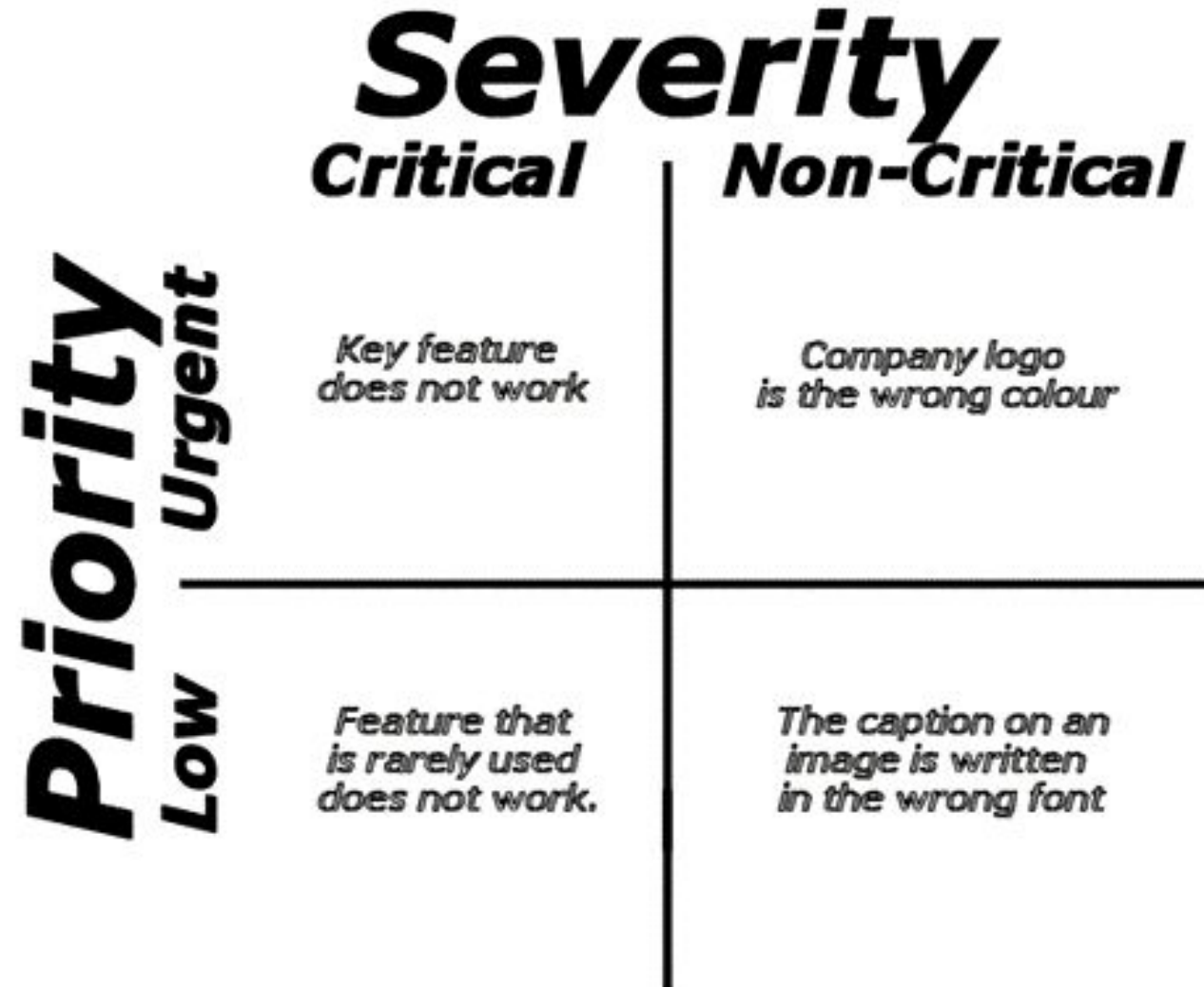
- **Non-urgent** UI bugs
- Often can be united with Minor level

### Example:

Spelling mistakes

Button is greater on 2px than on the mockup

# Severity vs Priority



# Examples: Define the severity and possible priority

1. Upon login to the system, a simple user is authorized as an administrator.
2. User has set Automatic Payments (it's one of main features in the application). Day of the payment has gone, but user's money is still on their bank account.

# Examples: Define the severity and possible priority

1. Logo of the company is incorrect on the main page. McDonald's logo is displayed instead.
2. User can't create a PDF version of the payment receipt for download, otherwise it's saved in his account.