

Defect Tracking

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This page describes the process of tracking defects using Jira. Waysys, Waysys LLC, Quality Assurance, defect, defect tracking, Jira

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1. Overview

Defects uncovered during QA activities, with the exception of unit testing, will be log. Defect reports will be recorded in the JIRA Issue Tracking system. Before recording a new defect, testers should:

- Verify that the problem can be re-created.
- Check the existing logs to ensure this problem has not already been recorded and is currently open or has been accepted.

2. Defect Tracking Lifecycle

The diagram below shows the lifecycle of a defect report.

3. Defect Tacking Processes

- Creating a Defect Report
- Assigning a Defect Report
- Resolving a Defect Report
- Handling Defects in Pending Verification Status
- Reopening Closed Defect Reports

4. Typelists

4.1. Defect Statuses

Use these values in the Issue Settings - Statuses

Open	The issue has been created and is ready to be assigned.
In Progress	The issue has been assigned and is being worked.
Pending Verification	The defect report is awaiting verification by reporter. From here issues are either reopened, or are closed.
Closed	The issue is considered finished, the resolution is correct. Issues which are closed can be reopened.
Reopened	This issue was once resolved, but the resolution was deemed incorrect. From here issues are

either marked assigned or resolved.

4.2. Priorities

Use these values in the Issues Settings - Priorities.

Critical	A significant number of test cases and testers have been affected and are unable to continue testing.
High	Testing cannot continue on this test case.
Medium	Testing can continue with conditions.
Low	Problem is visual in nature.
Unknown	The priority of the defect is unknown.

4.3. Severity

Add Severity as a custom field with these values:

1 - Catastrophic Error
2 - Major Functional Error (default)
3 - Minor Functional Error
4 - Minor cosmetic errors

4.4. Resolutions

When a defect is resolved, a resolution that most closely describes the defect will be selected. This field is mandatory.

Accepted – Technical decision	Selected when the defect has been accepted for technical reasons. Usually used when the defect has little or no impact to the function or the fix was so complex and significant that a decision has been made not to pursue it further.
Accepted – Workflow	Indicates the defect has been accepted and can be incorporated into the workflows. Usually used when the defect is very minor or cosmetic in nature.
Configuration Error	Used when the cause of the defect is determined to be a problem in the configuration

	of the system.
Data Error	Used when the cause of the defect is determined to be an error with the data.
Deferred	A fix for the defect has been deferred to a future release.
Design Error	Selected when the report was generated due to an error in the design.
Duplicate	Indicates another issue had already recorded this problem.
Environment Error	Selected when the cause of the defect is determined to be a problem with the test environment.
Fix Rejected	Selected when the original fix(es) for a defect had been rejected.
Future Iteration	A defect is written for a failed result, but a decision is made not to make the fix because the requirements for a future iteration are changing the expected results.
Integration Error	Indicates the issue was generated due to a defect in the integration code.
Legacy Error	Indicates the issue was generated due to a defect in the legacy code. A fix has been implemented to resolve the problem.
Production Problem	Used when the cause of the defect is determined to be in the production code, rather than the program being tested.
Regression Error	The defect was fixed and then reappeared.
Specification Error	Used when the issue was generated due to an incorrect or missing requirement or specification.
Unable to Recreate	Issue cannot be recreated by developer or testing team.
Working as Designed	Used when a report has been opened for an issue that is not a defect in the code or the requirements. The program is working as intended.

