

Software Testing

Lesson 10 Incident Management

Quiz
V1.0

Uwe Gühl



Winter 2013 / 2014

1. Incident Management

Incident Report



What do you consider to be the most important information in an incident report to include according to the IEEE Std. 829?

- a) Impact, incident description, date and time, your name. ☐
- b) Unique id for the report, special requirements needed. ☐
- c) Transmitted items, your name and you're feeling about the defect source. ☐
- d) Incident description, environment, expected results. ☐

<http://www.istqb.org>

1. Incident Management

Incident Report



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<http://www.istqb.org>

2. Incident Management Incident Management



Which of the following statements are TRUE?

- a) An incident may be closed without being fixed. ☐
- b) Incidents may not be raised against documentation. ☐
- c) The final stage of incident tracking is fixing. ☐
- d) The incident record does not include information on test environments. ☐
- e) Incidents should be raised when someone other than the author of the software performs the test. ☐

<http://www.istqbsamplepaper.n18.in>

2. Incident Management Incident Management



Which of the following statements are TRUE?

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- b) Incidents may not be raised against documentation. ☐
- c) The final stage of incident tracking is fixing. ☐
- d) The incident record does not include information on test environments. ☐
- e) Incidents should be raised when someone other than the author of the software performs the test. ☒

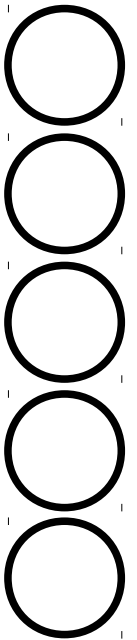
<http://www.istqbsamplepaper.n18.in>

3. Incident Management Incident Report



What information needs NOT to be included in a test incident report?

- a) how to fix the fault
- b) how to reproduce the fault
- c) test environment details
- d) severity, priority
- e) the actual and expected outcomes



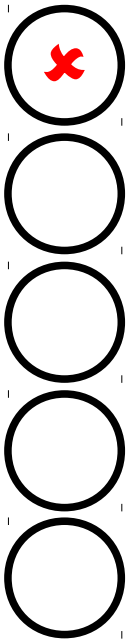
3. Incident Management

Incident Report



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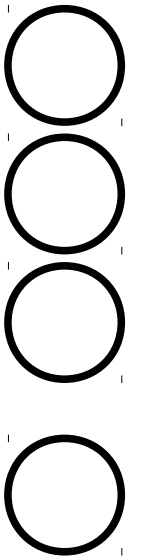
4. Incident Management

Incident Management System



An Incident Management System

- a) only records defects.
- b) is of limited value.
- c) is a valuable source of project information during testing if it contains all incidents.
- d) should be used only by the test team.



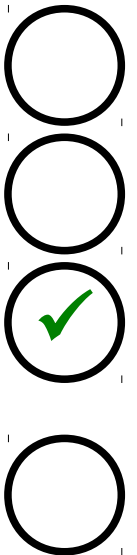
4. Incident Management

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1 Task

Writing Incident Report (1/2)

- A tester comes to your place and tells you an incident description (see next slide)
- You should write an incident report in a structured way following the “Incident report template” on <https://mike.cpe.ku.ac.th/~uwe/219343/>

File name:

KU-Bangkok_SWTest_2013-

14_10_IncidentMgmt_IncidentReport-Template_1.1.xls



1 Task

Writing Incident Report (2/2)

Joe: I executed TestCase 204 on 01.03.2014. First I scheduled a meeting with System2, version 2.8, then I entered the description “Birthday party”, described the location, proposed first day “28.03.14”.

When entering the second date “29.03.14”, it did not appear, instead the web site crashed, made a screenshot “crash-date.jpg”. All data were lost!

I think, developer Charly should look into it, in next planned release 2.9 on 10.03., it should be fixed.



1 Proposal

Writing Incident Report (1/3)

Attribute	Values
Incident Number	1
Summary	Crash after entering schedule date "29.03.14"
Detected on date	01.03.2014
... by author	Joe
Last modified on date	
... by author	
Assigned to	Charly



1 Proposal

Writing Incident Report (2/3)

Attribute	Values
Product	System2
Detected in version	2.8
Target version	2.9
Fixed version	
Incident Type	
Severity	2=High
Priority	2=Urgent
Status	Open



1 Proposal

Writing Incident Report (3/3)

Attribute	Values
	<p>Description: In scheduling a meeting, a system crash happened, when tried to enter "29.03.14" as proposed 2nd day.</p> <p>Steps to Reproduce:</p> <ol style="list-style-type: none">1. Schedule a meeting2. Entering description "Birthday party"3. Entering description of the location4. Entering first proposed day "28.03.14"5. Entering the second date "29.03.14" <p>Expected Results: 29.03.14 should get accepted</p> <p>Actual Results: System crashed</p>
Description	
Attachments	crash-date.jpg
Comments	
Links	TC204