IT Quality and Software Test

Lesson 9
Incident Management

Quiz
V1.0

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Winter 2011/ 2012

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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b) Unique id for the report, special requirements needed. ○

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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
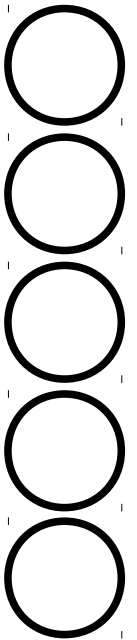# Incident Management

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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 ✓

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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 ◯

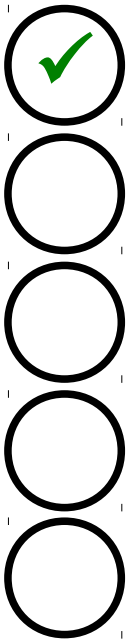d) severity, priority ◯

e) the actual and expected outcomes ◯

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d) severity, priority

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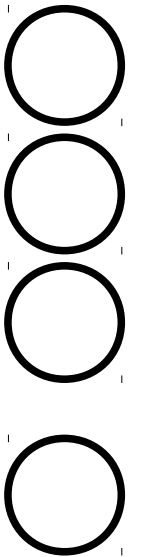
http://www.istqbsamplepaper.n18.in

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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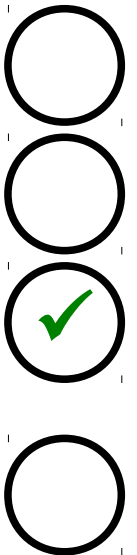
d) should be used only by the test team. ◯

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 template "IncidentReport-Template_1.0.xls"
(see https://mike.cpe.ku.ac.th/~uwe/219498/)

Tester02: I executed TestCase 204 on 01.02.2012. First I scheduled a meeting with System3, version 2.8, then I entered the description "Birthday party", described the location, proposed first day "28.02.12".

When entering the second date "29.02.12", 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 on 10.02., it should be fixed.

1 Proposal
Writing Incident Report (1/2)

Attribute	Values
Incident Number	1
Summary	Crash after entering schedule date "29.02.12"
Detected	01.02.2012
… by author	Tester02
Last modified	
… by author	
Assigned to	Charly

Attribute	Values
Product	System2
Detected in version	2.8
Target version	
Fixed version	
Incident Type	Defect
Severity	2=High
Priority	2=Urgent
Status	Open
Description	**Description:** In scheduling a meeting, a system crash happened, when tried to enter "29.02.12" as proposed day. **Steps to Reproduce:** 1. Schedule a meeting 2. Entering description "Birthday party" 3. Entering description of the location 4. Entering first proposed day. 5. Entering the second date "29.02.12", **Expected Results:** 29.02.2012 should get accepted **Actual Results:** System crashed
Attachments	crash-date.jpg
Comments	
Links	TC204