Software Testing

Lesson 9 – Incident Management
Quiz
Uwe Gühl
Winter 2015 / 2016

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

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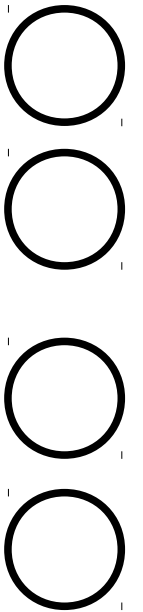
d) Incident description, environment, expected results. ◯

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Which of the following statements is 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. ◯

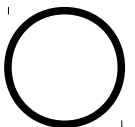d) The incident record does not include information on test environments. ◯

http://www.istqbsamplepaper.n18.in

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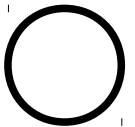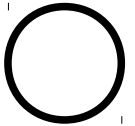d) The incident record does not include information on test environments. ◯
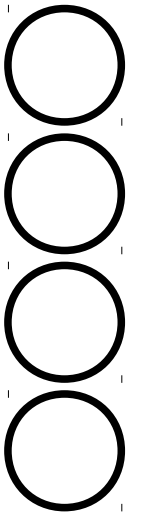
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What information needs NOT to be included in a test incident report?

a) how to fix the fault ⬤

b) how to reproduce the fault ⬤

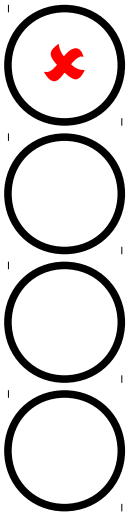c) test environment details ⬤

d) the actual and expected outcomes ⬤

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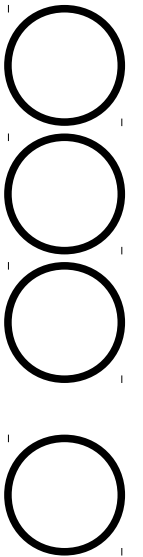
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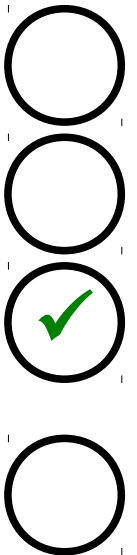d) should be used only by the test team. ◯

During an early period of test execution, a defect is located, resolved and confirmed as resolved by re-testing, but is seen again later during subsequent test execution.

Which of the following is a testing-related aspect of configuration management that is MOST LIKELY to have broken down?

a) Traceability.

b) Confirmation testing.

c) Configuration control.

d) Test documentation management.

http://www.proprofs.com/quiz-school/quizshow.php?title=istqb-chapter-5
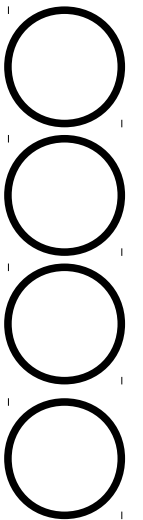
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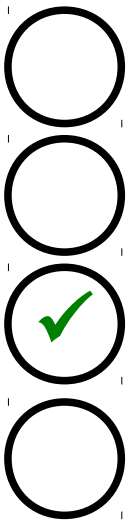c) Configuration control. ✓

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During test execution, the test manager reports:

- '90 % of the test cases have been run.
- 20 % of the test cases have identified defects.
- 127 defects have been found.
- 112 defects have been fixed and have passed confirmation testing.
- Of the remaining 15 defects, project management has decided that they do not need to be fixed prior to release.'

Which of the following is the most reasonable interpretation of this test status report?

a) The programmers should focus their attention on fixing the remaining known defects prior to release.

b) The remaining 10% of test cases should be run prior to release

c) The remaining 15 defects should be confirmation tested prior to release.

d) The system is now ready for release with no further testing or development effort.

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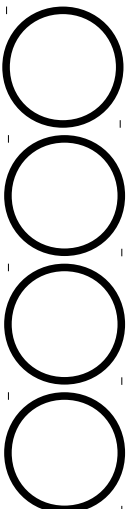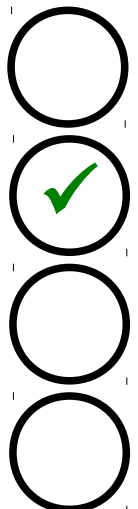# 6. Incident Management Incident Management

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7. Incident Management Incident Report

Out of an incident report: 'At this point, I expect to receive an error message explaining the rejection of this invalid input and asking me to enter a valid input. Instead the system accepts the input, displays an hourglass for between one and five seconds and finally terminates abnormally, giving the message, "Unexpected data type: 15. Click to continue." '

This statement is likely to be found in which of the following sections of an IEEE 829 standard incident report?

a) Summary

b) Impact

c) Item pass/fail criteria

d) Incident description
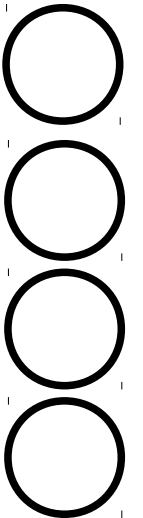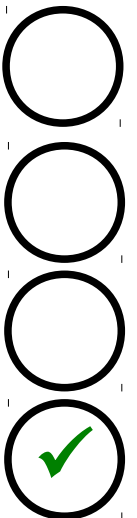
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8. Incident Management
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According to the ISTQB Glossary, what do we call a document that describes any event that occurred during testing which requires further investigation?

a) An incident report

b) A bug report

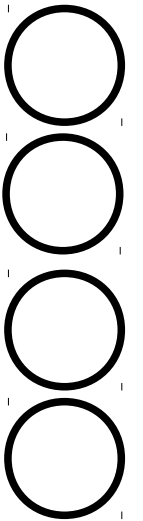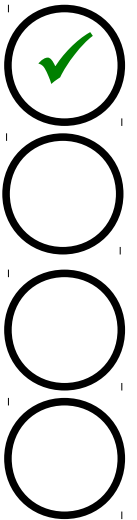c) A defect report

d) A test summary report

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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/01219343/index.html

  File name:
  Template_IncidentReport_v1.0.xls

Joe: I executed TestCase 204 on 01.03.2016. First I scheduled a meeting with System2, version 2.8, then I entered the description "Birthday party", described the location, proposed first day "28.03.16".

When entering the second date "29.03.16", 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 10.04., it should be fixed.

1 Proposal
Writing Incident Report (1/3)

Attribute	Values
Incident Number	1
Summary	Crash after entering schedule date "29.03.16"
Detected on date	01.03.2016
… by author	Joe
Last modified on date	
… by author	
Assigned to	Charly

1 Proposal
Writing Incident Report (2/3)

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

Writing Incident Report (3/3)

Attribute	Values
Description	**Description:** In scheduling a meeting, a system crash happened, when tried to enter "29.03.16" as proposed 2nd day. **Steps to Reproduce:** 1. Schedule a meeting 2. Entering description "Birthday party" 3. Entering description of the location 4. Entering first proposed day "28.03.16" 5. Entering the second date "29.03.16" **Expected Results:** 29.03.16 should get accepted **Actual Results:** System crashed
Attachments	crash-date.jpg
Comments	
Links	TC204