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DEFECT STATUS DEFINITIONS

New

Indicates that the issue has not yet been worked. The status of a defect when it is entered.

State transitions:

- New > In Progress
- New > Needs Review – Comments required
- New > Deferred – Comments required

In Progress

Indicates that the defect has been picked up for work by developer and is being worked on.

Click "Start Work" in a New defect to set In Progress.

State transitions:

- In Progress > Staged – Fixed By, Fix Description required.
- In Progress > On Hold – Comment required

Staged

Indicates that the issue has been coded and is ready to be compiled into the build.

Click "Stage for Deploy" to set Staged.

State transitions:

- Staged > Fixed –Fixed In Version required, comment required
- Staged > In Progress

Fixed

Indicates that the defect solution is ready for testing.

Click "Ready for Test" to set Fixed. For some projects there are custom plugins in Bamboo that pick up Staged issues during a deployment and automatically update the status to Fixed.

State transitions:

- Fixed > Verified – Verified In Version required, Verified By required.
- Fixed > Reopened – Comment required

Verified

Indicates that the defect solution has been tested and verified. Available for issues that are "Fixed".

Click "Verify" to set Verified. Indicates that testing was completed and verified in the test environment but has not yet been deployed to production.

State transitions:

- Verified > Closed – Closed By required
- Verified > Reopened – Comment required

Closed

Indicates that the defect solution release has been released to production and no longer needs work. Final defect state. Closed issues cannot be reopened. System sets Resolution = Closed.

Click "Closed" to set Closed.

State transitions:

- n/a

Deferred

Indicates that the defect is going to be put on hold for review at a later date by the business or applicable stakeholders. Development and QA should not set Deferred unless they are the ultimate stakeholders or acting on behalf of the business.

Click "Defer" to set Deferred.

State transitions:

- Deferred > Reopened – Comment required
- Deferred > Needs Review – Comment required

Reopened

Indicates that the defect fix did not work or can be worked after the review was completed.

Click "Reopen" to set Reopened.

State transitions:

- Reopened > In Progress
- Reopened > Needs Review

Needs Review

The defect is thought to be incorrect or invalid and should be rejected, or the defect needs to be reviewed and more information provided.

Click "Needs Review" to set Needs Review.

State transitions:

- Needs Review > Rejected – Reject Reason required, Comment required
- Needs Review > Reopened – Comment required

Rejected

Indicates that the defect has been reviewed and determined not be a valid defect. Final defect state. Only available for issues that are "Needs Review" status. Reject Reason required, system set Resolution = Rejected.

Click "Reject" to set Rejected.

State transitions:

- n/a

On Hold

Indicates that work needs to be paused for an extended period of time, but will resume when resources free up, or the conflict preventing completion of work is resolved. Only available for issues that have "In Progress" status.

Click “Stop Work” to set On Hold.

State transitions:

- On Hold > Reopened – Comment required
- On Hold > In Progress

SEVERITY AND PRIORITY DEFINITIONS

Severity indicates the level of impact the defect has on the overall health of the application or feature

Blocker

This designation is used when the running of test cases is stopped because of the defect or when the application is not working at all. Urgent priority type should be used.

Critical

This designation is used when a large number of test cases are affected by the defect or a major application failure has occurred. Example: New feature is not working at all.

Major

This designation is used to denote a defect that affects the overall functioning of a feature. Example: a new feature is not working as specified; or an ungraceful functionality failure.

Minor

This designation is used to indicate when the impact of a defect is less important to the overall health of the feature or application but is required to meet specifications. Example: a usability issue; user interface inconsistency; or an uninformative or missing error message.

Trivial

This designation is used to indicate a defect of little importance.

Priority is used to define the precedence which a defect resolution should be scheduled

Urgent

This designation is used to indicate that the application or feature is not working or not working as specified and the fix is required so that testing may continue. Example: an application crash; a portion of a feature is not working as specified; an ungraceful functionality failure; or a defect fix (which failed) is blocking the remaining test cases from being run. Defects with Urgent classification must be fixed in the next release.

High

This designation is used to indicate that the fix is required before the functionality is released to Production
Example: a typo

Medium

This designation is used when indicating that the urgency for the fix is minimal. Typically, these defects are reported because they are worth mentioning, however, the need for the fix is not great. Example: an issue with a workflow or error message that the user is generally unlikely to use or discover.

Low

This designation is used when indicating the fix is deferred to an undetermined future release.

Not Prioritized

This is used to indicate that the defect needs to be reviewed and prioritized.