BEST PRACTICE

A Sample Defect-Tracking Process

After a defect is recorded it needs to be tracked. The steps below describe a simple defect tracking process. Depending on the size of the project or project team, this process may be substantially more complex.

1. <u>Execute the test and compare the actual results to the documented expected results</u>. If a discrepancy exists, log the discrepancy with a status of "open." Supplementary documentation, such as screen prints or program traces, should be attached if available.

2. <u>The Test Manager or tester should review the problem log with the appropriate member of the development team</u> to determine if the discrepancy is truly a defect.

3. <u>Assign the defect to a developer for correction</u>. Once the defect is corrected, the developer will usually enter a description of the fix applied and update the defect status to "Fixed" or "Retest."

4. <u>The defect is routed back to the test team for retesting</u>. Additional regression testing is performed as needed based on the severity and impact of the fix applied.

5. <u>If the retest results match the expected results, the defect status is updated to "Closed</u>." If the test results indicate that the defect is still not fixed, the status is changed to "Open" and sent back to the developer.

Steps 3-5 should be repeated until the problem is resolved. Test reports are issued periodically throughout the testing process to communicate the test status to the rest of the team and management. These reports usually include a summary of the open defects, by severity. Additional graphs and metrics can also be provided to further describe the status of the application.

References

Guide – CSTE Common Body Of Knowledge, V6.1