# Problem Reporting Guidelines N:\My Pictures\uwlogo.gif

Problem and issues arising from testing (mainly scripted formal testing) needs to be documented in a formal problem report log, for subsequent management of required actions to address them. They can be documented using Word, Excel or any other tool that provides table / column references.

The table columns to be used are as follows:

* Problem Sequence Number
* Test script ID
* Test Script Title
* Description of Problem
* Impact / Consequences

Impact Category

Cost

Low = < 5% increase

Medium = 5 to 10% increase

High = 10 to 20% increase

Very High > 20% increase

Schedule

Low = < 5% slippage

Medium = 5 to 10% slippage

High = 10 to 20% slippage

Very High = > 20% slippage

Quality

Low = small effect on output or usability – results accurate

Medium = some user intervention required – results accurate

High = user intervention required – results require some correction

Very High = process or output is unusable

Scope

Low = < 5% +/- change in scope – low impact on cost/schedule/quality

Medium = 5 to 10% +/- change in scope

– moderate impact on cost/schedule/quality

High = 10 to 20% +/- change in scope

– high impact on cost/schedule/quality

Very High = > 20% +/- change in scope

– very high impact on cost/schedule/quality

Impact Description

* Priority
* Identified by (initial and last name)
* Owner / Resource(s) Assigned (initial and last name)
* Dates
  + Date Opened
  + Target Date for Resolution
  + Date Resolved
* Recommendation(s)
  + Functional Recommendation (procedural)
  + Technical Recommendation (development)
  + Vendor Recommendation (support)
* Action(s) Taken
* Current Status
* Comments