

Problem Reporting Guidelines

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

Problem Reporting Guidelines
Identification: x

- Date Resolved
- Recommendation(s)
 - Functional Recommendation (procedural)
 - Technical Recommendation (development)
 - Vendor Recommendation (support)
- Action(s) Taken
- Current Status
- Comments