MONTHLY NEWSLETTER                          **PRAGMATIC** S·O·F·T·W·A·R·E

# Best Practices for Describing Defects

To ensure quick resolution to defects that are found, it is important to provide as much information as possible in your defect reports, allowing developers to quickly resolve the issue. Below are some tips for creating a solid defect report:

### Tip 1 - Create a descriptive Title

Include a descriptive title with each defect. The title is the short description of a defect. Notice in the 2n example below, the defect titles contain error numbers and better describes the issue.

**Poor defect titles:**
Screen crashes
Issue found when adding an invoice

**Better defect titles:**
Error -214123556 when printing an invoice using HP 6210 printer
Invalid Use of Null error when adding an invoice in Customer Portal

### Tip 2 - Create detailed Steps to Reproduce

Steps to Reproduce are the most critical part of your defect report, it should describe how to reproduce the error. It is easiest to follow if the Steps to Reproduce are numbered and begin with information about the person logging in and what project or workspace they were working in. Notice in the 2nd example below, we first told the programmer what software we were logging into, along with the User Id we used. Next, we identified the workspace we were working in. Next, we described the exact invoice number we were working on and explained the exact steps to produce the issue, along with our expected results.

**Poor Steps to Reproduce:**
Once italic font style been applied to the text it cannot be undone clicking the "i' or Remove formatting icons.

**Better Steps to Reproduce:**
1. Log into Widgets Invoicing program (version 4.1) using User Id abc00012
2. Select workspace named "My Sandbox"
3. Click Search, enter Invoice number 18738766, press Go
4. Once invoice is displayed, click EDIT
5. Once in edit mode, highlight the invoice address
6. Press the italics button on the editor toolbar to change the entire address to italics font.
7. Once italics is pressed, press CTRL+Z to undo the italics
8. It keeps the address in italics, it should revert back to no italics

### Tip 3 - Attach Screen Shots

When describing a defect, many times a picture is worth a thousand words. In most cases, you should attach a screen shot that describes the error you received or what is not correct. Learn to use a basic paint program to draw on the screen shot to give more details. Below is an example:

**Add Widgets Invoicing**
**Widgets Release 4.1**

To edit a record, simply overtype the values. Click the Submit button or ALT+S when done.

Invoice Number: 123

* Billing Address:

Widgets R Us
123 Elm Street
Suite 120
Englewood, CO 80112

**1 - Press Italics to italicize the address**

**2 - Press CTRL+Z or the Undo button to undo**

* Line Item 1: USB Plug - $35
* Line Item 2: Power Supply - $150
Line Item 3: Voltage Regulator - $32

File Attachments:

Browse...
Browse...
Browse...
Browse...
Browse...

Cancel   Submit

## Helpful Templates

Below are some helpful templates to aid you in developing software solutions on-time and on-budget:

- **Pragmatic Agile Development (PAD) Overview** -
  http://www.PragmaticSW.com/PADOverviewPresentation.pdf
- **PAD Road Map** -
  http://www.PragmaticSW.com/Pragmatic/Templates/RoadMap_Template.pdf
- **PAD Best Practices Excerpt** - http://www.PragmaticSW.com/PADBestPracticesExcerpt.pdf
- **Additional PAD Information** - http://www.pragmaticsw.com/PADOverview.pdf
- **Project Management Guidelines** -
  http://www.PragmaticSW.com/Pragmatic/Templates/ProjectMgtGuidelines.rtf
- **Functional Specifications** -
  http://www.PragmaticSW.com/Pragmatic/Templates/FunctionalSpec.rtf
- **Architectural Overview** -
  http://www.PragmaticSW.com/Pragmatic/Templates/ArchitectureOverview.rtf
- **Detailed Design** - http://www.PragmaticSW.com/Pragmatic/Templates/DetailedDesign.rtf
- **Strategic Planning Document** -
  http://www.PragmaticSW.com/Pragmatic/Templates/StrategicPlanning.rtf
- **Test Design** - http://www.PragmaticSW.com/Pragmatic/Templates/TestDesign.rtf
- **Risk Assessment** - http://www.PragmaticSW.com/Pragmatic/Templates/Risk%20Assessment.rtf
- **Weekly Status** - http://www.PragmaticSW.com/Pragmatic/Templates/WeeklyStatusRpt.rtf
- **User Acceptance Test Release Report** -
  http://www.PragmaticSW.com/Pragmatic/Templates/UATRelease.rtf

- **Post Mortem Report** - http://www.PragmaticSW.com/Pragmatic/Templates/PostMortem.rtf
- **All Templates** - http://www.PragmaticSW.com/Templates.asp
- **Prior Newsletters** - http://www.PragmaticSW.com/Newsletters.asp
- **Software Planner** - http://www.SoftwarePlanner.com/SoftwarePlanner.asp
- **Defect Tracker** - http://www.DefectTracker.com
- **Remoteus (Remote Desktop Sharing)** - http://www.PragmaticSW.com/Remoteus.asp

## About the Author

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