



Test Incident Report Template (IEEE 829-1998)

Test Incident Report Identifier

Some type of unique company generated number to identify this incident report, its level and the level of software that it is related to. The number may also identify what level of testing the incident occurred at. This is to assist in coordinating software and testware versions within configuration management and to assist in the elimination of incidents through process improvement.

Summary

This is a summation/description of the actual incident. Provide enough details to enable others to understand how the incident was discovered and any relevant supporting information such as:

- References to:
- Test Procedure used to discover the incident
- Test Case Specifications that will provide the information to repeat the incident
- Test logs showing the actual execution of the test cases and procedures
- Any other supporting materials, trace logs, memory dumps/maps etc.

Incident Description

Provide as much details on the incident as possible. Especially if there are no other references to describe the incident. Include all relevant information that has not already been included in the incident summary information or any additional supporting information including:

- Inputs
- Expected Results
- Actual Results
- Anomalies
- Date and Time
- Procedure Step
- Attempts to Repeat
- Testers
- Observers

Impact

Describe the actual/potential damage caused by the incident. This can include either the Severity of the incident and the Priority to fix the incident or both. Severity and Priority need to

be defined in the standards documents so as to ensure consistent use and interpretation, for example:

- Severity – The potential impact to the system
 - Mission Critical - Application will not function or system fails
 - Major - Severe problems but possible to work around
 - Minor – Does not impact the functionality or usability of the process but is not according to requirements/design specifications
- Priority – The order in which the incidents are to be addressed
 - Immediate – Must be fixed as soon as possible
 - Delayed – System is usable but incident must be fixed prior to next level of test or shipment
 - Deferred – Defect can be left in if necessary due to time or costs