

Process 10: A Bug Reporting Process

Step #	Step	Done?
1.	Run each test using structured, careful testing techniques.	<input type="checkbox"/>
2.	Reproduce any deviations from expected behavior.	<input type="checkbox"/>
3.	Isolate the bug by checking the effect of key variations, looking for workarounds as well.	<input type="checkbox"/>
4.	Look for the general case, especially one more severe or objectionable.	<input type="checkbox"/>
5.	Compare the abnormal behavior observed with the behavior of the system under similar conditions on this or previous test releases.	<input type="checkbox"/>
6.	Summarize the failure, including the effect on customers or users.	<input type="checkbox"/>
7.	Condense the report, removing unnecessary information.	<input type="checkbox"/>
8.	Disambiguate, removing confusing, misleading, or imprecise words.	<input type="checkbox"/>
9.	Neutralize the bug report, expressing ideas impartially and fairly.	<input type="checkbox"/>
10.	Submit the bug report to a peer review, resolve any problems found, then enter the bug report into the bug tracking system	<input type="checkbox"/>