

Test incident report

**VERSION 1.0**

This template was created to enable departments to more easily develop their project plans. The Department of Technology, Consulting and Planning Division, created this template based on its experiences. The template relies on industry best practices combined with decades of experience on California state information technology projects. The way it was structured is to enable a department to complete the information related to its project without having to write background information related to the discipline. A department may use as much or as little of the template as it wishes.

**Template Instructions:**

* ***Instructions for completing*** this template – written for the author of the project plan - are encased in **[ ]** and the text is ***italicized*** *and* ***bolded.***
* *Examples* are provided as a guideline to the type of sample information presented in each section and the text is *italicized*.
* Boilerplatestandard language for each section is written in the document font and may be used or modified, as necessary.
* A department’s project specific information goes within the brackets ***<< >>***.
* *Informational text is italicized* within square brackets [ ] for informational purposes to the person who has to create the plan and includes background information, explanation, rationale, etc.

DOCUMENT HISTORY

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| **DOCUMENT APPROVAL HISTORY** | |
| Prepared By |  |
| Reviewed By |  |
| Approved By | *<< The designated responsible person(s) specified in the organization’s test policy and strategies or project approves the document. Typically, the Test Manager is the designated approver. Insert name(s) here and have them sign it. >>* |

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# INTRODUCTION

A test incident is any issue that is found during testing that requires an action(s) (e.g., defect). A Test Incident Report documents the incidents reported during testing (e.g., Unit, Integration, System, Performance, Acceptance, or Pilot). There will be one incident report for each unique incident detected. Often, the Test Incident Report has been synonymous to a defect report, bug report, or fault report. Note: Depending on the project, incidents may be documented in a defect tracking tool.

It is important that the tester or designated test representative diligently documents each incident in a timely manner. The Test Manager and Project Manager will use the Incident Reports to manage test progress during a test phase and adjust accordingly to ensure the test efforts complete within the project timelines.

# test incident report template

Below is a test incident report that can be used as a sample.

Test Incident Report for << Project Name >>

***[Instructions: Complete a Test Incident Report for each incident reported during the Test Level.]***

|  |  |  |
| --- | --- | --- |
| **GENERAL INFORMATION** | | |
| **Test Level: *[Select the Test Level.]* Incident Date: << MM/DD/YY >>**  Unit  Integration  System  Performance  Acceptance  ☐ Other **<< Specify Test Level. >>** | | |
| **Incident Number: << >>**  ***[Specify the unique identifier assigned to the incident.]*** | | **Test Case/Test Script Number: << >>**  ***[Specify the Test Case or Test Script Number being tested.]*** |
| **Application:**  ***[Specify the System or Function Under Test.]*** | | **Build, Version/Revision Number:**  ***[Specify the Build Number and Version Number/ Revision Number for the System or Function Under Test.]*** |
| **INCIDENT DETAILS** | | |
| **DATE AND TIME** | * ***[Record the date and approximate time when the incident occurred.]*** | |
| **ORIGINATOR AND TITLE** | * ***[Specify the name and title of the person who identified the incident.]***   *Example: John Doe, Test Lead* | |
| **ENVIRONMENT INFORMATION** | * ***[Specify any environment conditions that were specific for the test execution.]***   *Example: The Test Case was executed in Test Environment #1 (e.g., coretest1). The environment contains recently converted test data covering January 1 – June 30, 2013.* | |
| **INCIDENT DESCRIPTION** | * ***[Provide a detailed description including the sequence of actions taken when executing the test case that resulted in the incident*** * ***Indicate if the incident is reproducible and provide the information to reproduce the error (e.g., reproduced the error 3 times)*** * ***Specify any related information that may help to isolate and correct the cause of the incident*** * ***Specify the location where additional supporting information can be used to aid in the diagnosis of the incident (e.g., screen shots, system logs, output files).]***   *Example: The user was trying to register a person using Function XYZ for System 123. The user received a dialog box explaining that the request was invalid and the person was not authorized to register the person. The request number was ABC123. The Test Case that was executed was Test Case #1, which traces back to Requirement R-1 (Register Participant). The user captured a screen shot of the error and attached the document to the incident report. Today, other staff has experienced similar issues with registering a person using Function XYZ for System 123. Prior to today, the system did not experience issues with registering a person.* | |
| **EXPECTED RESULTS** | * ***[Describe the expected result when executing the test case.]*** | |
| **ACTUAL RESULTS** | * ***[Describe the actual result when executing the test case.]*** | |
| **VARIANCE (EXPECTED & ACTUAL RESULTS)** | * ***[Describe how the actual results differed from the expected results*** * ***Specify any abnormalities of the test result.]*** | |
| **ATTACHMENTS** | * ***[Are attachments included in the incident report? Describe any attachments included.]*** *Example: Screen Shot of Error Message* * Yes  No | |
| **ASSESSMENT OF SEVERITY** | * ***[Specify the depth and breadth of the impact (e.g., High, Medium, or Low)*** * ***Specify any known workarounds, if one exists*** * ***If known, specify an estimated time and effort to fix the incident (e.g., defect).]***   *Example: Technical – Significant code modification and regression testing are required to fix the defect; Business – The incident will prevent the users from processing X number of critical health transactions per hour during the open enrollment period, which will impact customers receiving their health cards by an additional 2-3 weeks.* | |
| **ASSESSMENT OF PRIORITY** | * ***[Specify the urgency for fixing the incident.]***   *Example:*  *High - Incident needs to be fixed immediately. The defect has significant business impact to the customers or technical infrastructure (e.g., system slowness).*  *Medium - Incident is fixed in the next release. Workaround exist.*  *Low - Incident is not a showstopper and can be fixed in a future release.* | |
| **RISK** | * ***[Identify any new risk or changes to an existing risk due to the reported incident*** * ***If this section does not apply, enter N/A.]***   *Example: The incident is tightly coupled with many related functionalities (e.g., register participant, track status, and confirm registration). Failure to fix the defect timely may delay the Registration Component of the core business operations.* | |
| **INCIDENT STATUS** | * ***[Identify the current status of the incident.]***   *Example:*  *Open*  *Approved for Resolution*  *Fixed*  *Retested With Fix Confirmed*  *Closed*  *Rejected*   *Withdrawn* | |