Handling for defect issues

**Owner**  Marc Neumann  
**Updated**  8/09/04  
**Status**  final

New Issue submitted

NEW / UNCONFIRMED

The steps in the description are useful and can be reproduced (yes) or not (no)

- The description is useless
  - Set NEEDMOREINFO keyword and ask for more information

The described issue occurred (yes) or not (no)

- Send to the developer
  - Fix defect
- Set Target

Wait at least 2 weeks (no) or more information arrived? (yes)

- Set RESOLVED WORKSFORME and ask for more info
- Wait at least 2 weeks

More information arrived? (no) or yes

- Set RESOLVED INVALID
- Close issue

New information arrived

**Group, team, role** QA
Set to STARTED/ACCEPT and set the EFFORT* field.

- Fix the issue in a CWS.
- Update the EFFORT* field if necessary.
- Set the COMPLETED* field, until 100%.

Write feature mail if necessary.

Set ROOTCAUSE.

Set to FIXED.

Verify the fix in the CWS.

Send back to QA.

Verify defect.

* The use of the effort and completed field are not yet official announced. So it's more a CAN then a MUST.
Verify defect

Wait until CWS is READY FOR QA

Is it fixed?

Set to VERIFIED

If other issues duplicate to this one check also the duplicate issues if possible.

Update testplan or testscript if necessary

Wait until the fix is in the master

Is it fixed in the master/snapshot? (1)

Set REOPEN and send back to the developer

Fix reopen defect

Close the issue.

(1) Is the fix available for the submitter. For an OOo submitter a snapshot on OOo should be available. For an internal submitter a master build should be available.