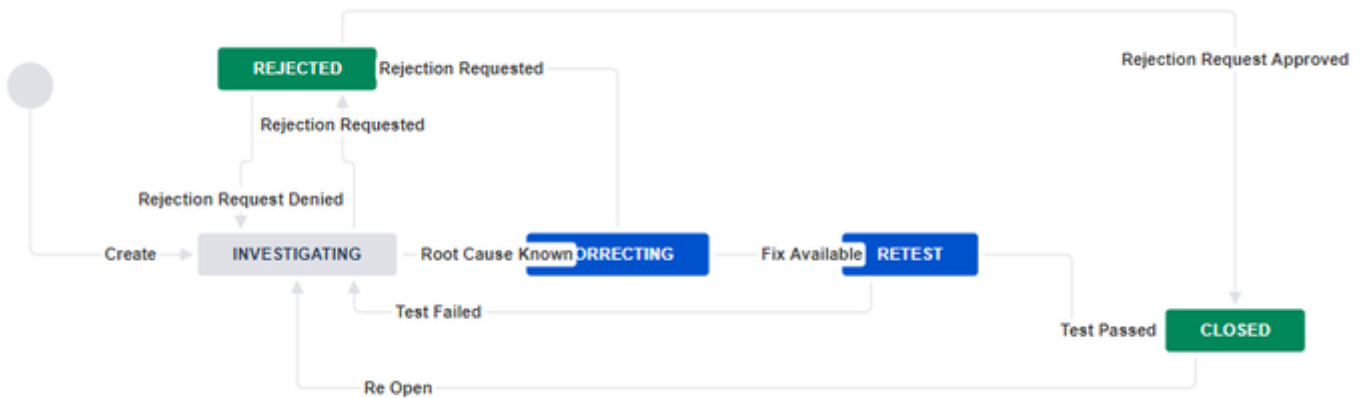


Creating a Defect



A Defect is an error or incorrect output. The Defect Issue Type is used when an error is found in production or in the testing phase.

Defect Workflow



Workflow Status Definitions


Status Name	Definition
INVESTIGATING	A Defect is found and submitted for further investigation
CORRECTING	A Defect is confirmed and is being reproduced for correction.
RETEST	Work is completed on fixing the Defect and the fix for the Defect is being tested.
REJECTED	Defect is rejected / working as intended.
CLOSED	Defect is closed, either by fixing the Defect or rejecting the Defect.

Required Fields During Transitions:

To change the status of a Defect from **INVESTIGATING** ---Root Cause Known---> **CORRECTING** the “Technical Root Cause Field” field must be filled.

This transition can only be performed by the Program Manager and Assignee of the Defect.


To change the status of a Defect from **CORRECTING** ---Fix Available---> **RETEST** the “Defects Resolved in Version” and “Fix Description” fields must be filled out, and the issue must be linked to the Test Case in which the Defect was fixed.

 This Transition can only be performed by the Project Manager or Assignee of the Defect.


The transition from **RETEST** ---Test Passed---> **CLOSED**

 This Transition can only be performed by the Program Manager, Tester or Reporter of the Defect.

If the test is failed then the Defect must be transitioned to **INVESTIGATING** . When the Defect's status is changed from **RETEST** ---Test Failed---> **INVESTIGATING** the "Retest Failure Result" and "Steps to Re-Create (Retest Failure)" fields must be filled out.

 This transition can only be performed by the Program Manager or Tester of the Defect.


To change the status of a Defect from **INVESTIGATING** ---Rejection Requested---> **REJECTED** the "Rejection Request Reason" field must be filled out.

 This transition can only be performed by the Program Manager or Tester of the Defect.

If the rejection request is denied then the status of the Defect is moved from **REJECTED** ---Rejection Request Denied---> **INVESTIGATING** and the "Rejection Denied Reason" field must be filled out.

 This transition can only be performed by the Program Manager, Tester or Assignee of the Defect.

If the rejection request is Approved then the status of the Defect is changed from **REJECTED** ---Rejection Request Approved---> **CLOSED** .

 This transition can only be performed by Project manager.

Defect Issue Creation

***Indicates Required Fields**

 **Defects should only be created in the [Defects Project](#) in Jira.**