

TARGETPROCESS BUG PAIN CALCULATOR USER GUIDE



v.2.18

Bug Pain Calculator User Guide

This document describes Bug Pain Calculator plugin usage and configuration.

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Bug Pain Calculator Overview

TargetProcess Bug Pain Calculator allows calculate a numeric bug priority (pain) value in compliance with the provided bug severity, visibility and class. The plugin configures and controls the following custom fields: *Pain*, *Visibility* and *Class*. The *Pain* value is calculated automatically using the following formula:

$$[\text{Bug Pain}] = X * [\text{Severity}] + Y * [\text{Visibility}] + Z * [\text{Class}],$$

where X, Y and Z are specified during the profile creation. The calculated *Pain* value can't be changed manually.

Configure Bug Pain Calculator Plugin

Navigate to *Admin -> Plugins* and click *Add Profile* in the *Bug Pain Calculator* plugin. The profile form will appear.

You should specify several parameters:

- 1) **Profile Name:** whatever profile name.
- 2) **Process:** process, to which the profile will be applied.
- 3) **Severity, Visibility, Class Coefficients:** specify the coefficients for bug pain calculation in compliance with your process characteristics. The following values are specified on default:

Calculation settings of numeric priority.
[Numeric Priority] = X * [Severity] + Y * [Visibility] + Z * [Class]

X
Specify X value

Y
Specify Y value

Z
Specify Z value

They can be deleted or changed.

- 4) **Visibilities:** specify the numeric value and description of bug visibility – the value, describing how many people can be faced with this problem and how much times it can happen. The following values are created on default:

Visibility and Class values

Visibilities
Specify numeric value and description of visibility. Ex. 1 - '< 50%'.

Numeric Value	Description	
4	~ 100%	Edit Del
1	~ 5%	Edit Del
2	< 50%	Edit Del
3	> 50%	Edit Del

Numeric Value Description
 → [Add](#)

They can be deleted or changed.

- 5) **Classes:** specify numeric value and description of the bug classes. Classes can be whichever. They should be defined in compliance with your process characteristics. The following classes are created on default:

Classes
Specify numeric value and description of class. Ex. 2 - 'Free/Trial customer, Cosmetic, Performance'.

Numeric Value	Description	
1	No Customer, Security	Edit Del
2	Free/Trial user, Cosmetic, Perofrmance	Edit Del
3	Paid Customer, Usability, Whooops	Edit Del

Numeric Value Description
 → [Add](#)

They can be deleted or changed.

Save the data. The created profile appears on the *Plugins* page.

Working with Bug Pain Calculator Plugin

To validate the created profile click *Validate/Install Custom Fields* button.

Bug Tracking

Bug Pain Calculator
 Append to bug custom field numeric value which is calculated by formula configured in plugin. [Add Profile](#)
 PLEASE NOTE: The plugin configures and controls the following custom fields: 'Pain', 'Visibility', 'Class'. The changing of these custom fields over admin console will not give any affect

[Pain](#) [Log](#) [Del](#)

The following message should appear in case of successful validation:

Admin

General Settings Roles Processes Priority/Severity Companies License Plugins

Show Help Show this page info **Successfully validated/installed. Bug pain settings for process with id:1**

Click *Enable* button to enable the validated plugin.

Go to QA -> Bugs page. Click *Add* link.

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Project **Project1**

Add Dashboards Planning Tracking QA Help Desk Reports Project Admin

Bugs Test Cases Test Plans Test Runs Test Case Library

Show Help

Bug

Name
New Bug

Description

Severity Normal Priority Fix If Time

Pain

Visibility < 50%

Class Free/Trial user, Cosmetic, Perofrmance

Found in Build - Select Build

User Story (click Find link to select an item or start typing item name) Find

Release/Iteration - Backlog

Developer - Select Developer - Select Developer 0 h Effort

QA Engineer - Select QA Engineer - 0 h Effort

0 h total

To get Bug Pain select Severity, Visibility and Class

Save the data. Go to the View Bug Details page.

The screenshot shows the 'New Bug' page in TargetProcess. The bug is titled '#286. New Bug'. The 'Pain' field is highlighted with a red box and a callout bubble stating 'Bug Pain is calculated automatically'. The interface includes various tabs like 'General', 'Times', 'Requests', 'Source', and 'History'. On the right, there is a summary table for the bug's details.

Estimate	Effort
Developer	0 h 0 h
QA Engineer	0 h 0 h
Tasks Effort	0 h
Total	0 h 0 h
Progress	0%
Time Spent	0 h
Time ToDo	0 h
Rank	
Priority	Fix If Time
Severity	Normal
State	Open
Assignments	Dev. Unassigned QA. Unassigned
Build	
User Story	
Release	
Iteration	
Owner	Administrator Administrator
Cycle Time	
Lead Time	
Creation Date	25-Jan-10
Completion Date	
External Link	
Pain	42
Visibility	< 50%
Class	Free/Trial user, Cosmetic, Performance

The calculated Bug Pain can't be changed manually.

Other

Please, email to support@targetprocess.com if any problems with TargetProcess Bug Pain Calculator.

Visit support forum at <http://support.targetprocess.com> or TargetProcess Help Desk at <http://helpdesk.targetprocess.com>

If you have any questions about TargetProcess, just contact us:

Email: info@targetprocess.com

Web: <http://www.targetprocess.com>