APPENDIX C
INCIDENT REPORTING

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C.1 INTRODUCTION

C.1.1 OBJECTIVE OF DOCUMENT

The objective of this document is to define the mechanism by which suspected errors or queries are recorded and answered. This document also defines the system of classification that constrains the timescale for completion of any associated action.

C.1.2 SCOPE OF DOCUMENT

The incident reporting procedure and classification is applicable throughout the lifecycle of a test system including Alpha and Beta acceptance and thereafter during support.

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C.2 THE FUNCTION OF INCIDENT REPORTS

Incident reports may be raised during the Alpha or Beta acceptance evaluation period for a number of reasons. Common reasons for raising an incident report are as follows:

1. An error is found in the operation of the test system or in its documentation.
2. An error is suspected in the operation of the test system or in its documentation.
3. Certain features of the operation of the test system require clarification.
4. The specification is not clear and requires interpretation.
5. A test result requires interpretation.
6. A suggested enhancement to the test system or its documentation is identified.
7. There is an observation on the test system.

The X/Open Conformance Administrator will monitor all incident reports to ensure they are complete and that they are answered. Only some incident reports, however, will require action. Of those incident reports that do require action only a proportion will be due to an error in the test system. (An error in the test system is defined as a failure to meet its specification.)

Where an incident report is identified as representing an error, it shall be classified in accordance with the error classification codes defined in this document. The Conformance Administrator will ensure that all incident reports are cleared in the appropriate time for the error classification.

C.2.1 INCIDENT CLASSIFICATION

Incidents that require action are classified into enhancements and errors and given a classification code as follows:-

1. FATAL ERROR
   an error which prevents the acceptance testing of the test system. That is the test system as a whole cannot be run in its entirity or more than 25% of the test cases are suspected of error. If the supplier can identify a method by which the problem can be overcome in the short term to enable acceptance testing to continue then a provisional classification of FATAL may be reduced to STANDARD. An example of such a 'work around' is the avoidance of a certain command sequence.
2. CRITICAL ERROR
   an error which prevents the running of, or produces incorrect results for a group of tests. A critical error may also be raised if more than 10% of test cases in a suite are suspected of error. If the supplier can identify a method by which the problem can be overcome in the short term to enable acceptance testing to continue then a provisional classification of CRITICAL may be reduced to STANDARD. An example of such a 'work around' is the avoidance of a certain modes of operation.
3. STANDARD ERROR
   an error which does not affect the functionality of the test system but affects its usability or maintainability: for example, documentation error or failure of the test system after mis-operation.

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ENHANCEMENTS

An incident report may identify a desirable feature for the test system which is not in the specification. In this case, action to resolve the incident report should be identified and the status classified as an enhancement. There is only one class of enhancement:

4. ENHANCEMENT
   any enhancement that will improve the functionality or usability of the test system.

It may be desirable but not essential: for example, a grammatical error in the documentation. However, an essential enhancement may be identified which might prevent continuing to the next step in the release process. Such an enhancement must be highlighted, in order for X/Open to negotiate any additional work needed.

INFORMATION

An organisation or individual raising in incident report may be unsure how to classify it, for example it may be desired to record an observation or seek a clarification. In this case the provisional classification should be :

5. INFORMATION
   any report not conforming to the above categories.

The supplier in reviewing the classification may change it to error or enhancement if this is appropriate. Similarly where an error cannot be proven the supplier may downgrade an error classification to (information), for example if the suspected error was caused by misuse.

Finally and importantly this classification is used to document "grey areas". That is issues requiring interpretation of the standard. Incident reports which are neither errors or enhancements may be finally classified as (information) and such reports may be used to draw up the "grey areas" list.

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CONTENTS

C.1 INTRODUCTION 1
C.1.1 OBJECTIVE OF DOCUMENT 1
C.1.2 SCOPE OF DOCUMENT 1
C.2 THE FUNCTION OF INCIDENT REPORTS 2
C.2.1 INCIDENT CLASSIFICATION 2
ENHANCEMENTS 3
INFORMATION 3