

This is a 'fictionalized' example of a problem reporting form. -- Raymond Sonoff

Problem Report Form

Lab/Development/Log/Testing

{m:\danproj\docs\sonoff\working\PRFTSS2.DOC}

Manager: _____

Editor: Raymond Sonoff

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NOTICE

NOT FOR USE OR DISCLOSURE OUTSIDE OF THE XYZ CORPORATION OR ANY OF ITS SUBSIDIARIES EXCEPT UNDER WRITTEN AGREEMENT .

The form shown on the next page can serve as a general format for reporting of any problems encountered while performing any particular test procedure (lab, development, log, and testing).

*NOTE: Please be sure to supply all relevant reference information in the region of the **Problem Report Form** just below the "PROBLEM SUMMARY" section. Such information will help the development team to pinpoint more readily just what circumstances are associated with the stated problem.*

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CATEGORY (circle): Lab / Dvpmnt / Log / Testing (Formal / Informal) RELEASE # _____ VERSION # _____

REPORTED BY _____ DATE ____ / ____ / ____

=====

PROBLEM SUMMARY:

TEST PROCEDURE OR ACTIVITY: _____

Please describe where problem(s) occurred:

CAN YOU REPRODUCE THE PROBLEM? (Yes/No) ____

If yes, please describe how to reproduce it.

SUGGESTIONS? (optional)

=====

== FOR USE ONLY BY THE DEVELOPMENT TEAM ==

PROBLEM ASSIGNED TO: _____

COMMENTS:

PRIORITY (1 - 5) _____

STATUS: • OPEN • CLOSED • N/A

TREAT AS DEFERRED? (Y/N)

PROBLEM RESOLUTION (1 - 9) _____

- | | | | | |
|---------------------|---------------------------|----------------------|------------------------------|--------------------------|
| 1 - Pending | 2 - Fixed | 3 - Not reproducible | 4 - Deferred | 5 - Performs as designed |
| 6 - Cannot be fixed | 7 - Withdrawn by reporter | 8 - Need more info | 9 - Disagree with suggestion | |

RESOLVED BY _____

DATE ____ / ____ / ____

RESOLUTION VERSION _____

RESOLUTION TESTED BY _____

DATE ____ / ____ / ____

NOTICE