

# At a glance

## Bug Advocacy

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# Bug Advocacy

## *What is Bug Advocacy?*



### Bug Advocacy is...

- A presentation of the facts and data around a bug.
- An assessment of a bug's impact and the consequences of not fixing it.
- Tailored communication for different stakeholders (Product/Project Managers, Developers, Test Managers).
- A way to reach a common understanding.
- A means of motivating people to want to fix a bug.
- Accepting the final decision made by the appropriate body about a bug after your case has been made.
- A way of helping others assess the cost of fixing a bug.

### Bug Advocacy is not...

- A platform for airing complaints about a product or process.
- An opportunity for blaming someone.
- About the Tester's agenda.
- Emotional or personal; it's an exchange of facts and impacts.

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## *DOs and DON'Ts*

### DOs

- ✓ Be available to answer questions and assist with investigating the bug.
- ✓ Have empathy for the person you're talking to about the bug.
- ✓ Use Bug Advocacy as a way to build your reputation as conscientious and trustworthy.
- ✓ Thoroughly investigate the bug before bringing it to Stakeholders.
- ✓ Include details of your environment to avoid "Works on my Machine" Syndrome. Try it on more than one environment, if possible.
- ✓ Understand the system from the user's perspective. If you don't know what that is, find out. Their story will have much more impact than your own.
- ✓ Escalate through an appropriate channel if you don't think people understand the risk.

### DON'Ts

- ✗ Name and shame the person who introduced the bug.
- ✗ Make it difficult for the Developer to find the bug.
- ✗ Assume that the Tester is the only person who speaks for the user.
- ✗ Form a personal emotional attachment to a bug.
- ✗ Expect a fix for a bug which is poorly described.
- ✗ Think that you are the person making the decision on whether to fix; that's up to the business.