

# Xoserve Defect Management Plan

## TST-PLN-007

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**Title of the Programme:**

### Central Switching System Consequential Changes



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## Defect Management Plan CSSC v1.1

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**Document Control****Revision History**

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**Approvals**

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**References**

Reference	Title	Author	Version Number
[1]	Project Initiation Document - Test Workstream	Xoserve Limited	1.0
[2]	Xoserve Release Management Plan	Xoserve Limited	

The referenced documents above are not embedded to ensure that the latest versions are always referred as they will be issued separately.

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## 1. Introduction

### 1.1. Purpose

The purpose of this Defect Management Plan is to define the formal management of the defects raised during ~~Consequential~~ Change Market Trials Test Phase of the CSS programme. The defect management approach specified in this plan will be followed across the entire programme which includes internal and external testing. This approach is agreed in order to maintain an unambiguous management process of the defects from the point of identifying an issue until the defect is resolved.

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The Defect Management Plan describes the overall managing of Defects within the Consequential Change Market Trials (CCMT) Test Phase of the programme. The purpose of the Defect Management Plan is to support the timely and efficient identification, triaging and the resolution of Defects. Xoserve will manage all the defects raised during the ~~CCMT~~ phase.

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#### 1.1.1 The purpose of this document is to:

- Define the scope, stages, and activities of the defect management process.
- Define defect types, classifications and definitions.
- Outline the defect management roles and responsibilities.
- Identify the defect management tools.
- Explain defect management governance.
- Define the defect management reporting.
- Define Xoserve roles and responsibilities (from the view point of defect management) during CCMT

### 1.2. Scope

The scope of the Defect management plan is to manage the defects during ~~Consequential Change~~ Market Trials test phase. The Defect management process will be from the time of raising the defect up to the resolution.

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~~All~~ defects raised during ~~the CCMT~~ test phase will be recorded ~~on~~ RQM/RTC to be managed. Rational tool (RQM/RTC) is the standard formal Xoserve Defect Management tool.

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### 1.3. Out of Scope

It will be out of scope of the ~~CCMT~~ Defect management process;

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- To raise change requests for the Defects which would be subsequently categorised as change requests. As per the diagram 1 below, the defects categorised as change requests will be closed within the defect management process. Subsequently these will be managed by the Xoserve standard business process.
- To manage test executions which are planned for a particular day or a certain test phase is out of scope for the defect management.
- To amend any test scripts which need changes as a result of defect triage meeting decisions.

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- To perform amendments or additions to data. Notwithstanding that all data related defects (i.e.– Data quality / Data integrity issues) will be tracked and assigned against the source system where the responsible fix team will be the owner of that particular data element. Consequently, it is expected that the defect to be resolved by the same fix team.
- To plan test resource.
- To manage non-CCMT defects. |

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## 2. Defect Management Process

### 2.1 Defect Process Flow

The defect process diagram

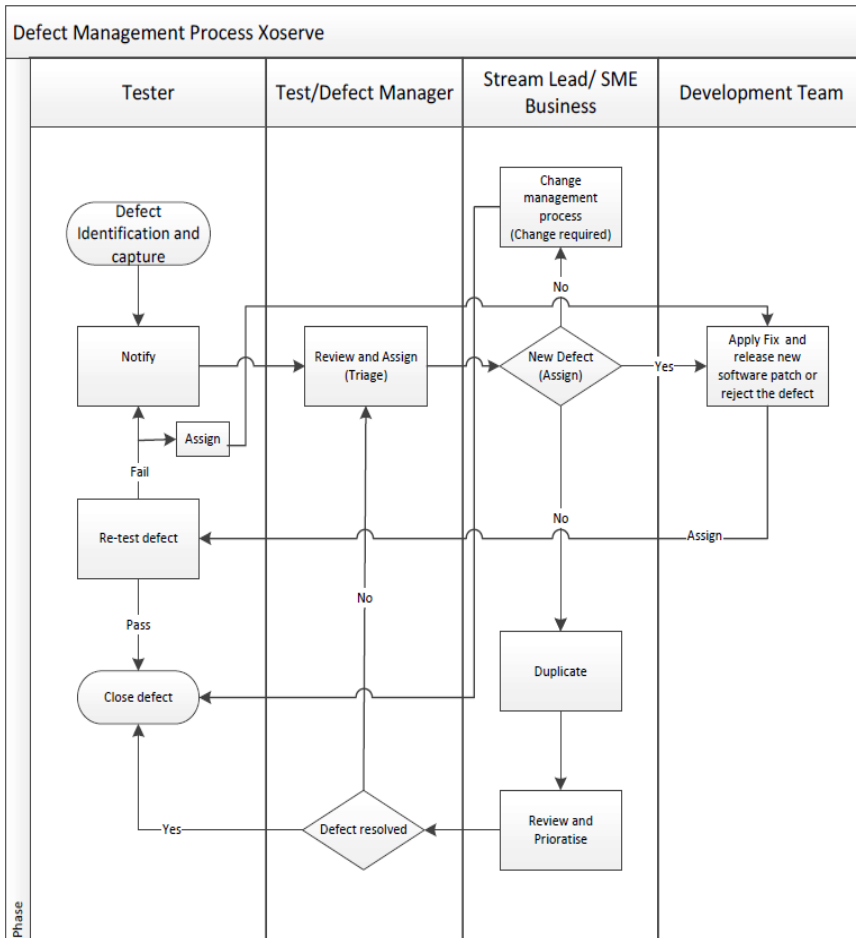


Diagram 1

#### 2.1.1 Identification and Capture

A defect could be defined as an error within the code which produces an unexpected result which is presented in an inadvertent means. During the CCMT test phase, if a system or an application produces unexpected results which are not conformed to the expected results of the Test Specification, then a defect will be raised by the tester.

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The above-mentioned defect recording procedure in diagram 1 will be followed for any defects found during the Consequential Change Market Trials test phase.

All defects will be recorded on the defect management tool RTC (Rational Team Concert) and will be linked to the respective test cases in RQM (Rational Quality Manager.) These will initially bear a status of 'New'.

Agreed contacts within the participating industry organisations will be provided with access to raise defects within RTC

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### 2.1.2 Review and assignment (Triage process)

All defects with the status of 'New' will be initially reviewed (Triage process) by the Test/Defect Manager and the Severity & Priority will be confirmed. Thereafter the same will be assigned to the respective stream defect lead/SME.

Consequently, this will change the defect status to 'Assigned' (In Progress)

### 2.1.3 Agreement on the defect validity

The Triage process will continue with the stream lead/business representatives/SMEs to assess the validity of the defect. If the defect is invalid (raised by the same organisation) then the status will be changed to 'Duplicate' / 'Invalid' and finally will be closed.

If the defect is a duplicate (raised by a different organisation) then the status will be changed to 'Duplicate' and linked to the parent defect. Post closure of the parent defect, the child entities will automatically be closed. Post discussions with Tech-ops and relevant stakeholders, all non-CSS BAU defects would correspondingly be categorised as invalid for the CSS programme defect management. These will be handed back to the standard BAU defect management process. Any CSS impacted BAU defects will follow this defect management plan.

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### 2.1.4 Application of the defect fixes & release management

If the defect validity is confirmed, thereafter the same will be investigated (status – 'In Progress') by the respective development team and a fix will be applied, where the defect status will be changed to 'Fixed/Awaiting Testing'. And the fix will be released through the formal release management process where the defect will be ready for re-test.

### 2.1.5 Re-testing of defects

Post defect fix, the same will be assigned to the respective test team/organisation for re-test and the status will be 'Fixed/Awaiting Testing'.

Following a successful re-test of the defect the status will be changed to 'Resolved' > 'Fixed' by the originator who raised the defect initially and the defect will be closed with comments including any available evidence (screenshots) attached of the correct system behaviour. Defects failed post re-test will be directly assigned back to the appropriate fix team within Xoserve.

**2.1.6 Change Management process**

During the triage process if a defect is deemed to be a change, then the defect will be closed within the tool, but the issue will go through the change management process in order for the change to be assessed, approved & applied.

**2.2 Defect Status Definitions**

Status	Description	Owner
New	A 'New' Defect is any issue initially identified within a particular domain and recorded in the Defect Management tool (RQM). All mandatory attributes relating to the defect have been populated in the relevant fields within the tool. And wherever possible, screenshots or any other evidence of the issue are attached. The Defect will initially be assigned to the Xoserve Defect Manager (Triage process) by the individual tester.	Xoserve Defect Manager
Duplicate	The Xoserve Defect Manager would identify the defect as a potential duplicate when testers from different organizations raise the same defect, then the defect will be reviewed by the domain stream lead/SME to confirm that it is a duplicate. If so, the latest defect will be termed as duplicate. If not, the same would follow the triage process like any other issue.	Xoserve Defect Manager
Invalid	The Defect will be ' <b>Invalid</b> ' when rejected by the business/SME and assigned to the triage team with reasons for rejection under the circumstances such as Invalid / Incomplete / Duplicate (within the same domain).	Xoserve Defect Manager
Open	Xoserve Triage Team, as a part of initial assessment will review the new Defect and assign to the business/SME to confirm. Then the Severity and Priority are assigned, and the 'New' status will be changed to ' <b>Open</b> ' status. Then the Defect is assigned to the relevant Fix team for their investigation and fix.	Xoserve Business/SME
Change Required	If the defect is deemed to be a change, then the defect will be closed but the issue will go through change management process in order for the change to be assessed, approved & applied.	Xoserve Business/SME & Triage team
In Progress	The defect has been accepted by the Fix Organisation and the fix is in progress.	Fix Team
Fixed/Awaiting Testing	The Xoserve Defect Manager will initiate the retest of a fixed defect by selecting the defects	Fix team

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Status	Description	Owner
	fixed by the Fix team who initially set it to <b>'Ready for re-test'</b> .	
Failed Retest	When the Defect is retested but failed then the defect is assigned back to the Xoserve Defect Manager by the tester.	Fix Team
Rejected	When a defect is rejected by the Fix team due to a valid reason.	Fix Team
Blocked	Where the retest is blocked due to another Defect, then the status of the Defect will be set to <b>'Blocked'</b> and linked to the dependent defect by relevant Test Team.	Organisation Test Team
Resolved as Fixed (Closed)	The status will be changed to <b>'Resolved'</b> (Closed) when the Defect has been through a successful re-test and passed.	Defect Originator / Xoserve Defect Manager
Resolved as – *Works as Designed. *Works for me. *Fixed Upstream. *Deferred	The status will be changed to <b>'Resolved'</b> under the circumstances stated on the left column.	Defect Originator / Xoserve Defect Manager

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Table 1

### 2.3 Defect Types, Classifications and Definitions

Severity	Definition
S1 – Blocker	<ul style="list-style-type: none"> <li>One or more key market functions are at a standstill and no workaround is available with no possible testing.</li> <li>There is a critical adverse impact on the activities of a key stakeholder</li> <li>There is a high risk of significant financial loss or disruption</li> </ul>
S2 – Critical	<ul style="list-style-type: none"> <li>There is a significant adverse impact on the activities of a key stakeholder</li> <li>There is a high risk of limited financial loss or disruption</li> </ul>
S3 – Major	<ul style="list-style-type: none"> <li>There is a major adverse impact on the activities of a key stakeholder, but a workaround is available</li> <li>There is a moderate adverse impact on the activities of a key stakeholder</li> </ul>
S4 – Medium	<ul style="list-style-type: none"> <li>There is a minor adverse impact on the Solution</li> </ul>

S5 – Minor/Low	<ul style="list-style-type: none"> <li>There is a negligible impact on the Solution</li> </ul>
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Table 2

Priority	Definition
P1	<ul style="list-style-type: none"> <li>Testing is stopped or severely impaired</li> <li>More than 50% of the planned test scripts for that day are blocked and therefore there is a significant risk to Programme milestones</li> </ul>
P2	<ul style="list-style-type: none"> <li>Testing is seriously impacted</li> <li>A work around is available but complex and time consuming</li> <li>More than 25% of the planned test scripts for that day are blocked and therefore there is a moderate risk to Programme milestones</li> </ul>
P3	<ul style="list-style-type: none"> <li>Testing is impacted but execution is not impeded</li> <li>A workaround is available with less efforts</li> <li>Less than 25% of the planned test scripts for that day are blocked</li> </ul>
P4	<ul style="list-style-type: none"> <li>The impact of the problem is minor with limited impact on testing progress</li> </ul>
P5	<ul style="list-style-type: none"> <li>The impact of the problem is negligible or does not impact testing progress</li> </ul>

Table 3

### 3. Defect Management Domains, Roles and Responsibilities

#### 3.1 Defect domains

Domain	Description
UK Link (AMT/SAP ISU/ SAP PO/ SAP BW/ EFT)	Gas Registration service
DES	Data Enquiry service (Gas)
IX	Industry Gateway Networks (Gas)
Gemini	Suppliers & Shippers IDs, MEMs, MAPs, Nominations, Forecasts
Data migration / Quality	Data issues
QAS 1	Quality Assurance Server Environment 1
QAS 2	Quality Assurance Server Environment 2
PPTE 1	Pre-Production Test Environment 1
PPTE 2 + PPTE 3	Pre-Production Test Environment 2 & 3
API Solutions	Application Programme Interface built for each system
Adaptor Solutions	Three options providing support to gas and electricity message flows
Third Party System	Third Party Systems not stated above

Table 4

#### 3.2 Roles and Responsibilities

Role	Description
Xoserve Defect Manager	<ul style="list-style-type: none"> <li>• Management of defects with adhering to the standard Xoserve company process.</li> <li>• Initial assignment &amp; escalation of defects.</li> <li>• Conduct regular (daily) defect status/ triage meetings</li> <li>• Lead the defect triage process.</li> <li>• Analysis of defects together with the business representatives in order to determine the Severity/Priority/Duplicate/Validity etc.</li> <li>• Liaise with stakeholders and domain Test and Programme stream teams.</li> <li>• Single point of contact for any user level access management towards Defect Management Tool (RQM/RTC).</li> </ul>
Xoserve Programme Test Manager	<ul style="list-style-type: none"> <li>• Overall in charge of Testing process and receive regular updates from the Xoserve Defect Manager.</li> </ul>

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Role	Description
Tester (within each market participant test team)	<ul style="list-style-type: none"> <li>• Raise new defects as a result of testing.</li> <li>• Provide all relevant information to enable effective triage and resolution of defects</li> <li>• Retest the fixed defects and record the outcome.</li> <li>• Access &amp; understand release notes in order to re-test.</li> </ul>
Xoserve CCMT Manager	<ul style="list-style-type: none"> <li>• Provide communication channel between Xoserve and the industry regarding defects and their resolution</li> <li>• Act as escalation point for industry test managers</li> <li>• Provide update on overall defect position via daily calls</li> <li>• Work with Xoserve Defect manager and industry test managers to ensure effective defect resolution to enable industry test schedule completion</li> </ul>
Xoserve Triage Team	<ul style="list-style-type: none"> <li>• Representation from Xoserve Test, SME and Programme teams.</li> <li>• Review and analyses the newly raised defects (along with Severity and Priority) with the business and the relevant domain Test teams.</li> <li>• Amend Priority and Severity if required during the process.</li> <li>• Take part in regular Defect Triage Meetings.</li> </ul>
Domain Test Defect Manager	<ul style="list-style-type: none"> <li>• Review the quality of the defect submitted by the domain tester.</li> <li>• Attend regular Defect Triage meetings.</li> <li>• Point of contact for the Xoserve Defect Manager and Test Execution Team.</li> <li>• Lead retest of defects that have been delivered into the test environment for the own particular domain.</li> <li>• Monitor the escalation process within the own domain.</li> </ul>
Xoserve Environment Manager	<ul style="list-style-type: none"> <li>• Responsible for liaising with the environment development team on all environment defects raised by relevant test teams.</li> <li>• Ensure the continuous stability of the environments during testing.</li> <li>• Manage &amp; track changes applied to the test environments.</li> <li>• Attend Defect Triage meetings on regular basis.</li> <li>• Ensure environment readiness prior to test execution.</li> </ul>
Xoserve Release Manager (Gemini & Integration Platform <i>specifically for Gemini application</i> )	<ul style="list-style-type: none"> <li>• Manage release process from the development to the test environment.</li> <li>• Produce &amp; submit release notes when a new software patch is delivered to the environment.</li> <li>• Close co-ordination with the Xoserve/Domain Defect managers.</li> </ul>
Fix team	<ul style="list-style-type: none"> <li>• Responsible for making the required changes to resolve a defect.</li> </ul>

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Role	Description
	<ul style="list-style-type: none"> <li>• Attempt to recreate the defect in the development environment.</li> <li>• Attend Defect Triage meetings wherever required.</li> <li>• Liaise with the Xoserve Defect Manager, domain Test Defect Manager and the domain Tester when required, in order to obtain any relevant information.</li> <li>• Apply fix as a resolution to the relevant defect.</li> <li>• Populate the defect resolution details such as Root Cause, Fix Time and Functional Area of the defect.</li> <li>• Retest the fixed defect in the development environment and change the status if ready for re-test by the tester.</li> <li>• Attend daily defect calls.</li> </ul>
ECMS	<ul style="list-style-type: none"> <li>• Ensure the continuous stability of the Gemini environments during testing.</li> </ul>

Table 5

During the Consequential Changes Market Trials Test phase, the defects will be managed through the CSSC defect management approach.

Issues will be logged directly in the Rational Test tool RTC by the industry participants

Contact details will be required from each participating organization and access will be provided by Xoserve accordingly

A "How to" Guide will be provided to all industry contacts prior to the start of CCMT test phase.

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For any CCMT significant issues which are blockers would additionally need to be highlighted through incident management. This would be agreed during the defect triage meetings which are planned to be scheduled twice a week and on ad-hoc basis. Progress of these defects will only be shared with the industry partners who own the defects. It is anticipated that any defects being managed through incident management would impact all parties and, therefore all parties would be advised of progress

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## 4. Defect Management Tools

### 4.1 Defect Tracking Tools

For the recording of the defects and to keep a track of them, the IBM Rational Test tools, RQM (Rational Quality Manager) & RTC (Rational Team Concert) will be used during the CCMT phase

If required, the tests could be executed within RQM and the defects also will be raised within the tool. The defects can be linked to the Test Cases and to the Requirements if stored within RTC & DOORS. Defect reports will be generated by the Defect Manager through RTC where the reports could be configured according to the required format in respect of Test phase, Test cycle and other relevant fields.

### 4.2 Defect recording procedure

The Defect summary should be a succinct explanation of the defect. However, the description should explain with adequate details for the wider audience/stakeholders, especially for the fix team to understand the details in order for re-creation and fix process. Post each defect review individually by the defect manager & the SME, the issue will be assigned to the relevant team/individual. The defect details as below should be populated in the fields within the defect tracking tool during the creation of a defect.

- **Type:** on the dropdown select 'Defect' from the various types displayed.
- **Summary:** write a brief summary of the defect but with enough detail that anyone would understand the issue on high-level.
- **Filed Against:** Select the correct test phase (in this case CCMT) where the issue was identified.
- **Severity:** select a Severity level from the dropdown list.
- **Application Affected:** select the appropriate value from the dropdown list.
- **Owned By:** select the individual responsible for the ownership of the defect.
- **Priority:** select a Priority level from the dropdown list.
- **Planned For:** defaulted to 'Unassigned', click on the three dots and select the correct test phase.
- **Description:** write a full description of the issue in order for the reader to understand the defect clearly and the gravity of the issue. The below given attributes of the defect to be described.
  - ✓ Test environment
  - ✓ Application/System under test (AUT/SUT)
  - ✓ Pre-Requisites
  - ✓ Steps to reproduce
  - ✓ The Expected Result
  - ✓ The Actual Result
  - ✓ If there is a workaround to achieve the expected result.

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Subsequently populating the details within the initial defect creation page, click on 'Ok'. The defect is created within the tool RQM. If available, ensure the defect is linked to the relevant test case and preferably to the test step.

By selecting the newly created issue on the RQM 'Dashboard' the user is presented with the defect details screen where any required evidence, screenshots, logs or test data could be attached. Any data including the screenshots attached need to be complied with the GDPR and any other Xoserve/Industry security standards.

If any participating organisation understands a defect & data are or commercially sensitive in any way, then the same needs to be brought to the attention of the Xoserve Defect Manager who will address it appropriately together with the Xoserve CCMT Manager.

All BAU defects which impact **CCMT** will be handled through the programme defect management process detailed in this document. All non-CCMT BAU defects will be managed through the Xoserve standard BAU defect management approach. These decisions will be agreed at the defect triage meetings where the stakeholders are present.

It is yet to be agreed on the management of defects raised through CCMT which may also impact on the CSS E2E process run by the SI. Once agreed this plan will be updated and all market participants will be advised.

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### 4.3 Test tool Administration (RQM/RTC)

**CCMT** project area of the test tool administration will be under the control of the Xoserve Defect manager. The responsibilities include;

- Setting up or creating of new users.
- Clearing of the user accounts which are obsolete.
- Manage the user access permissions.
- Generate different types of reports as per the Ofgem reporting requirements.

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The RQM Test defect template is made up of the following attributes

RQM Attributes	Attribute Description	Mandatory	Visible	Editable Field
Summary	A description of the defect to be used as the title	Y	Y	Y
Owned By	The user who 'owns' the defect. The drop-down will default to show the team members but the search option can be used to locate and assign any RTC user	Y	Y	N
Raised external or internal	Select external or internal depending on where the fault was raised	Y	Y	N
Anticipated External Customer Impacted	The customer(s) that are anticipated to be impacted. Select tick boxes that apply	Y	Y	N
Defect Classification	Classification of the defect e.g. data fix, code fix, clarification etc.	Y	Y	N
Application Affected	The system(s) where the defect has been detected. Select the system(s) using the tick boxes that apply	Y	Y	N
Process Function Affected	The business processes that the defect has an impact on. Select the business processes using the tick boxes that apply	N	Y	N
Defect Description	A free text field to provide a detailed description of the defect, to be completed by the test analyst when raising the defect	Y	N	Y
Defect Discussion	A free text field to provide discussion comments when the defect is in the resolution stage.	N	Y	Y

Table 6

The above stated table contains just the RQM tool attributes, nonetheless the Defect recording procedure in section 4.2 must be followed where most of the fields are populated as good practice.



The following table details the common function icons used in RQM.


Icon	Function	Icon	Function
	Duplicate		Create manual test script from test case design
	Print View		Record manual script
	Set to lock		Create test script
	Export to PDF		Generate new test execution record
	Refresh		Create requirement
	Copy link for the page		Reconcile requirement
	Quality task		Switch risk profile
	Remove / delete		Clear
	Click to collapse		Create development item
	Add quality task		Download as spreadsheet (csv.)
	Create quality task		Create a keyword
	Maximise		Assisted data entry verification
	Preview		Comment
	Edit		Attachment
	Show/hide archival approval groups		Roll up
	Add		Maximise steps display
	Change column display settings		Stack top to bottom
	Show/hide archived iterations		Stack left to right
	Add or remove columns		Run default query
	Evaluate quality objectives		Set default query
	Manage quality objectives		Enter more filters
	Add quality objectives		Calculate weighting
	Remove quality objectives		Move up
	Manage test suite categories		Move down
	Run		Select test case
	Change suspect status	N/A	To search for artefacts use "*" and "?" as wild card characters

Table 7

## 5. Defect Management Governance

### 5.1 Consequential Change Market Trials Phase

The Consequential Change Market Trials- phase will be managed by the Xoserve Test Team. And the Xoserve Defect Manager will bear the ownership of the defect management throughout the CCMT phase and will support across the programme on defect management.

During the CCMT phase, the Xoserve Defect Manager together with the CCMT Manager and industry stakeholders will review any open defects being carried forward from UAT phase and determine the progress of the same. The outstanding number of defects will be analysed to ensure that they are within the accepted limits and that the CCMT entry criteria from the number of open defect perspective is met.

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### 5.2 Service Levels and Response Times

For an efficient resolution of Defects, the response times from various organisations are standardised and given below in the table as per the target Service Level Agreements (SLAs):

- The response times are determined on Severity and Priority of level of the Defects.
- The SLA response times are based from time of a defect is raised until the closure of that defect followed by a successful retest.
- If the resolution process of any defect needs to 'stop the clock' from the delay to the fix is beyond the control of the fix organisation, then this will be brought to the attention of the Xoserve Defect manager.

Defect Priority	Defect Severity					
	Blocker	Critical	Major	Normal	Minor/Low	Unclassified
P1	4 Business Hours	6 Business Hours	8 Business Hours	10 Business Hours	12 Business Hours	No SLA
P2	6 Business Hours	8 Business Hours	10 Business Hours	12 Business Hours	1 Business Day	No SLA
P3	8 Business Hours	10 Business Hours	12 Business Hours	1 Business Day	2 Business Days	No SLA
P4	10 Business Hours	12 Business Hours	1 Business Days	2 Business Days	3 Business Days	No SLA
P5	12 Business Hours	1 Business Day	2 Business Days	3 Business Days	4 Business Days	No SLA

Table 8

### 5.3 Defect Status Meetings

Defect status meetings will be held daily on a regular basis with all the required participant test teams and any other required stakeholders. The Xoserve Defect Manager will chair the daily defect status meetings and share the defect reports generated with the details stated

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further in this document. These reports will be shared prior to the status meeting as the participants will have the latest information available when attending the meeting.

Since the focus of the Defect Status meetings will be to review progress of the defects, attendance will be mandatory for all parties who are responsible for any existing defects which are in 'Open' status. The rest would have the option of attending if they wish to.

Prior to the Defect Status calls all parties who own any open defects must ensure the defect status is updated within the tool and relevant comments are added to the particular defect. The defect update to be completed latest by 13.00hrs each business day in order to commence the daily defect call at 15.00hrs.

#### **5.4 Defect Triage Meetings**

In addition to the daily internal defect status calls, the Xoserve Defect Manager will organise regular Defect Triage meetings whenever required which will be held with the Xoserve Triage Team together with any required Business/SME. Representation from the relevant participants, Business areas, Fix teams and the Test Teams will be required to attend. These meetings will analyse defects that need clarification and confirmation input from the stakeholders. The Xoserve Defect Manager will share the latest Defect Triage Report prior to the meeting. The triage meetings are planned to be held whenever required each. And an ad-hoc triage meeting will be held individually if required by any market participant.

Defect Triage meeting discussions are expected to include:

- Analysis and the confirmation of the correct classification of defects.
- Sufficient information has been collected and included on the defect.
- Agreement on the correct Severity and Priority of the defects.
- Assignment of the defect to the correct Domain/Fix organisation.

Market participants are expected to be communicated through the dedicated Xoserve email account given below which will be monitored by the CCMT team.

[Xoserve.ccmt@xoserve.com](mailto:Xoserve.ccmt@xoserve.com)

#### **5.5 Defect Escalation Process**

Defects will be escalated due to the reasons given below,

- Defect resolution SLA times are exceeded.
- Dispute on the ownership of the defect or the fix team.
- Failure to agree defect Severity or Priority.
- Any other issues to be addressed formally.

## 6. Defect Management Reporting

Reporting of the defect management will be carried out daily by the Defect manager during CCMT and the Xoserve Defect Manger is responsible for the generation and the distribution of the daily defect reports. This will enable the stakeholders to closely monitor & precisely obtain the required details of the defects.

The different Defect Management Reports that will be generated are detailed below:

### 6.1 Daily Defect Status Reports

The regular defect status reports shared by the Xoserve Defect Manager will include the details as below;

- Number and details of New Defects
- Number and details of Outstanding Defects with their statuses
- Number of Defects Closed
- Number of Defects Rejected
- Number and details of Defects Failed Retest
- Number and details of Defects Deferred
- Number and details of Open Defects by Priority
- Number and details of Open Defects by Severity
- Number and details of Defects Re-opened

A high-level generic defect report will be circulated with the defect numbers and the statuses but without the market participant names. All market participants could extract reports for their own defect through the Rational defect management tool (RTC).

### 6.2 List of Defects for Triage

The Xoserve Defect Manager will generate a list of defects that need to be triaged and will include the following as a minimum:

- Defect Number
- Defect Description
- Assigned to
- Severity
- Priority

**7. Assumptions**

Assumption Reference	Assumption
A 001	Unimpeded access to the Xoserve defect management tool.
A 002	All owners of the defects can access the Xoserve defect management tool.
A 003	Defect Lead from each market participant who owns an open defect attends the daily defect update calls.
A 004	The SLAs are met accordingly by the stakeholders as per the time frames in table 6.
A 005	Test environments are readily available for re-testing of defects.
A 006	Test resources are available for re-testing of defects.
A 007	Test support is available from the stakeholders as agreed during the defect management process.
A 008	Resource responsible for logging the defect provides required adequate details for the analysis of the issue.
A 009	Xoserve business users / SMEs attend the regular triage meetings and are available ad-hoc basis for categorising the defects.

*Table 10*

**8. Glossary of terms**

Acronym	Definition
AUT	Application Under Test
BAU	Business As Usual
CSSC	Central Switching Service Consequential (Changes)
DES	Data Enquiry Service
(R) DOORS	(Rational) Dynamic Object-Oriented Requirements System
E2E Testing	End to End Testing
Fix Team	Team who is responsible to fix the identified defect e.g. Xoserve, UK Link, DES etc.
Ofgem	Office of Gas & Electricity Markets
PIT	<del>Pre-Integration Testing (Prior to the SI external SIT)</del>
RQM	Rational Quality Manager
RTC	Rational Team Concert
SP	Service Providers
SUT	System Under Test
Tester / Originator	A person who performs test execution, identifies defects and raises them within the defect tracking tool
UK Link	Systems that support the competitive gas market, commercial balancing of the gas network, and transportation and energy charging to shippers, operated by Xoserve

**Commented [GJ31]:** remove as not appropriate

Table 11

----END OF DOCUMENT----

