The Bradley Bug Chart

Preface
This is not part of the Scrum framework — this is an implementation strategy within the Scrum framework. Further, this is an example strategy, and not one every team will need. In other words, your mileage may vary. You won’t always know the exact answers to these questions, or have the time to know, so just make your best guess and then you can always come back and re-classify later (if you feel there is value in doing so).

Time Spent Researching Production Issues
Whether the Dev Team creates (and/or estimates) a Sprint Backlog task to represent time spent researching (triage, etc.) a particular production issue is up to the Dev Team. My personal preference is to track all material tasks, regardless of what they are, to enable the highest transparency. Keep in mind, though, that the PO should approve all material production support time, because it could affect the Product Backlog Items that the Dev Team can deliver in the current Sprint*.

Definition of Bug
PO would agree that there is unacceptable system behavior, AND the Dev Team believes that the behavior is inconsistent with requirements that were previously understood by the Dev Team. Be honest! Also, if it takes longer than 10 minutes to decide if the issue meets this definition, flip a coin to decide whether it is a bug or not, because it’s not worth spending any more time on it right now. You can always come back and re-classify later (if you feel there is value in doing so).

To download, or for the accompanying article, see: http://www.ScrumCrazy.com/bugs
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