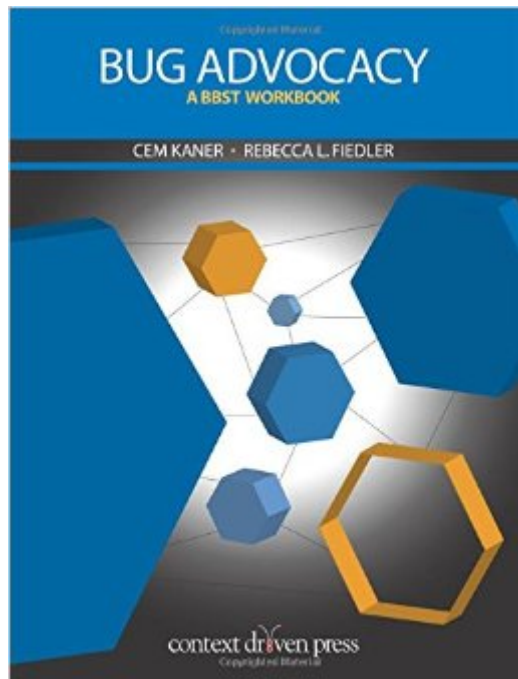


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# Bug Advocacy: A BBST Workbook



## Synopsis

Bug Advocacy, second in the BBST workbook series, supports students and self-studiers who want a context-driven introduction to black box software testing. Used in parallel with the instructional materials provided at the Center for Software Testing Education and Research ([testingeducation.org/BBST](http://testingeducation.org/BBST)), the workbook helps readers understand that bug reports are not just neutral technical reports. They are persuasive documents. The key goal of the bug report author is to provide high-quality information, well written, to help stakeholders make wise decisions about which bugs to fix. Key ideas in this book include: Defining key concepts (such as software error, quality, and the bug processing workflow) The scope of bug reporting (what to report as bugs, and what information to include) Bug reporting as persuasive writing Bug investigation to discover harsher failures and simpler replication conditions Excuses and reasons for not fixing bugs Making bugs reproducible Lessons from the psychology of decision-making: bug-handling as a multiple-decision process dominated by heuristics and biases and Style and structure of well-written reports The learning objectives in this book include this content, plus improving your abilities / skills to: evaluate bug reports written by others revise / strengthen reports written by others write more persuasively (considering the interests and concerns of your audience), participate effectively in distributed, multinational workgroup projects

## Book Information

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## Customer Reviews

Bug Advocacy is the term Kaner uses to describe the purpose of writing bug reports: to advocate for

a bug to be fixed by writing clear, concise and persuasive bug reports. BBST Bug Advocacy is probably my favorite course material and is certainly the most practical. Anyone who deals with software (personally and professionally) has either written or considered writing a bug report. For those of us that deal with bugs professionally (or deal with software as a profession) the value of well written bug reports is immense. Well written bug reports can be the difference of getting a fix in quickly and accurately vs a fix that never comes. In other words well written bug reports have a direct impact on quality. It's not about who files the most bugs, it's about who gets the most bugs fixed. This is the material to help you do that. This book is a great companion if you take the online classes or if you just want to learn at your own pace. I keep a copy as a reference for the great material.

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