

Basic coverage classification	Description	Example
Server error/JS error	<ul style="list-style-type: none"> <li>• A crash in the system</li> <li>• A server errors</li> <li>• Error on page that stops the page functioning</li> <li>• Should have been discovered when the developer executes the positive test cases and during the internal demo</li> </ul>	<p>When you try to Open the Closed Request after submission and you receive a Server Error Error that stops the page functioning</p> <p>A show stopper that prohibit the user to complete the scenario even with a workaround</p>
Not implemented functionality	<ul style="list-style-type: none"> <li>• Feature isn't implemented</li> </ul>	<ul style="list-style-type: none"> <li>• Sorting feature isn't implemented</li> <li>• Paging isn't implemented</li> <li>• Business Validation isn't implemented</li> <li>• Business rule isn't implemented</li> </ul>
Not working functionality		<ul style="list-style-type: none"> <li>• Sorting option exist but it's not working</li> <li>• Paging exist but it's not working</li> </ul>
Unsaved/ non-reflected data	<ul style="list-style-type: none"> <li>• After a submission of a form, a data entered is not retrieved in another form.</li> <li>• Lost data</li> <li>• Data is not reflected between different forms/modules</li> </ul>	<ul style="list-style-type: none"> <li>• In an e-service, when you submit the form and send it to employee1, the data of the form appears in the form of employee 1 incomplete or does not appear at all</li> <li>• Data submitted in the frontend and not reflected in the backend or vice versa</li> <li>• Missing data in a read only form</li> <li>• E-service Request is lost</li> </ul>
RSD nonconformance	<ul style="list-style-type: none"> <li>• A module behavior differently from what's mentioned in the RSD</li> </ul>	<ul style="list-style-type: none"> <li>• Wrong user privilege</li> <li>• Missing field /button</li> <li>• Fields optional while the RSD mentioned that they must be mandatory</li> <li>• Form fields not matching the rsd</li> </ul>
Form/list fields issue	Defects in the form fields, technical issue	<ul style="list-style-type: none"> <li>• Defect in any item in the data validation checklist</li> <li>• Validator is working improperly</li> <li>• A field disappears as a result of form post back</li> <li>• Any issue in the form fields excluding the clear requirements that exists in the RSD.</li> </ul>
Logic defects	An implicit requirement not mentioned in the RSD but it has to be implemented by logic	<ul style="list-style-type: none"> <li>• The login button must not exist in case the user is logged in</li> </ul>
Navigation issue	Wrong navigation or site redirection	

#### UI/Usability

Basic coverage classification	Description	Example
Design non conformance	When the UI does not match the design	
Labels , texting and validations	Any defect related to	Change of label, validation message text ,

	labels or texts	confirmation message ...
UI/Layout issues	Any defect in the User interface	Alignment ,overlapping , increase or decrease space between fields, a misplaced controls, trimmed controls, wrong styling
Spelling mistakes	A spelling or grammatical mistake	
General usability	Any change in the UI in order to enhance the ease of using the system	Color change (example: grey color to mark an item as disabled, red validation messages) , sorting , change of order , consistency , mark links as clickable , tooltip
Translation	Translation between 2 languages	Message appears in English language in the Arabic site or vice versa