

## Experience Report – Session 4

(Orientation exercise)

Lecture 4 focused on bug advocacy. One of the key opening issues in bug advocacy is the question, what is a bug? Different people have very different definitions. Within development groups, there are definition wars, people argue about whether a bug should have been filed in the database or (based on the definition of *words* like bug, feature request, enhancement, defect, rather than on the case-specific analysis of the report) that a given bug need not be considered, let alone fixed, in this release.

I did this as an orientation exercise. We did this BEFORE students saw the lecture rather than after.

### ***Exercise Process***

We did a simple brainstorm, with some additional discussion. I had two key questions—***What is a bug?*** And then later, after we came to the idea that a bug report is a request for a quality improvement, ***What is Quality?***

I led the discussion, primarily taking definitions, but asking clarifying questions as well while I recorded answers on the flipchart. At some points, I pointed out incompatibilities between some answers, especially when some students gave frownyfaces. We took votes, who thinks this is a reasonable definition of a bug. Who doesn't? Why? And then went back to brainstorming. Students changed position several times, some to go along with the process, but others because they were rethinking their classifications.

### ***What Happened***

An edited compendium of answers to what is a bug is given in the lecture itself. This exercise is good as an orientation, not as a post-lecture activity.