## Defect Scoring?

You might ask yourself, “Oh, no! How will we estimate?” You do so by using the TRAM’s method of verification points. Verification points are a defined, rather than a fuzzy, metric. Each requirement is given a score based on the type of defect it would cause if it failed, as follows:

* **Catastrophic**: The defect could cause disasters like loss of life, mass destruction, economic collapse, etc. This severity level should only be used in mission- or life-critical systems and must have at least exciter (see below) priority.
* **Showstopper**: The defect makes the product or a major component entirely unusable. In mission- or life-critical systems, failure could be hazardous. This severity level must have at least recommended priority.
* **High**: The defect makes the product or a major component difficult to use, and the workaround, if one exists, is difficult or cumbersome.
* **Medium**: The defect makes the product or a major component difficult to use, but a simple workaround exists.
* **Low**: The defect causes user inconvenience or annoyance but does not affect any required functionality.

These scores are then modified by the priority level:

* **Mandatory**: The defect is highly visible or critically impacts the customer. It must be repaired prior to general availability release.
* **Exciter**: The defect has significant impact upon the customer and inclusion of this functionality would greatly increase customer satisfaction with the product.
* **Moderate**: The defect moderately impacts the customer and should be repaired before a general availability release, but it is not necessary unless at least medium severity. This level is also used for requirements that have not been prioritized.
* **Recommended**: The defect has some impact upon the customer and should be repaired before a general availability release, but it is not necessary unless the defect is scored at least high severity.
* **Desired**: The defect has a low impact upon the customer and should be repaired before a general availability release, but it is not necessary.