

# Experience Report – Bug Advocacy

(Orientation exercise)

One of the key opening issues in bug advocacy is the question, *what is a bug?*

Different people have very different definitions and those differences lead to (or sustain) arguments:

- Is X really a bug?
  - Should we class it instead as a:
    - feature request?
    - enhancement?
    - documentation or training issue?
    - user error?
  - Do we have to file X in the database?

This exercise is an orientation exercise. It's important to do this BEFORE students see the lecture, so that we solicit students starting views rather than their reactions to the lecture.

## ***Exercise Process***

We did two simple brainstorms, with some additional discussion.

The brainstorms focus around 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.

## ***What Happened***

We took votes:

- Who thinks this is a reasonable definition of a bug.
- Who doesn't?
- Why?

And then went back to brainstorming.

Students often change position several times, some to go along with the process, but others as they rethink their classifications.

We create an edited compendium of answers