

PRIORITY RATINGS for USABILITY ISSUES		
	Level	Description
<b>P1</b>	<b>Bug, Defect – Fix now</b>	<ul style="list-style-type: none"> <li>➤ Product bug or defect - Enter into a defect tracking system and schedule fix</li> <li>➤ Defect against system requirements – Design does not meet the defined acceptance criteria - Enter into a defect tracking system and schedule redesign</li> <li>➤ Issues with a Severity Level of S1 or S2 (patch or interim release)</li> </ul>
<b>P2</b>	<b>Fix before product is released</b>	<ul style="list-style-type: none"> <li>➤ Issues with a Severity Level of S1 or S2 (if product not released)</li> <li>➤ Issues with a Severity Level of S3</li> <li>➤ Issues rated at Severity Level S4 - fix if time permits.</li> </ul>
<b>P3</b>	<b>Fix in next release</b>	<ul style="list-style-type: none"> <li>➤ Issues rated Severity Level S3 that cannot be fixed within current product schedule</li> <li>➤ Issues rated Severity Level S4</li> </ul>
<b>P4</b>	<b>Fix in future release</b>	<ul style="list-style-type: none"> <li>➤ Issues rated Severity Level S4 that cannot be fixed before the next release.</li> <li>➤ Issues rated Severity Level S5 to be included in a future release.</li> </ul>
<b>P5</b>	<b>Requirement for future product</b>	<ul style="list-style-type: none"> <li>➤ Issues rated Severity Level S5 that may be considered as a future enhancement or provided in the next generation of the product.</li> </ul>

SEVERITY LEVELS FOR USABILITY ISSUES		
	Level	Description
<b>S1</b>	<b>Catastrophic User Error</b>	<ul style="list-style-type: none"> <li>➤ Irrecoverable loss of data</li> <li>➤ Possible damage to the hardware or software</li> <li>➤ Error could cause harm to user</li> </ul>
<b>S2</b>	<b>Severe Usability Problem</b>	<ul style="list-style-type: none"> <li>➤ Irrecoverable loss of data is possible</li> <li>➤ Problem has no workaround – user cannot complete the task</li> <li>➤ Problem with a high impact task or a frequently performed task</li> <li>➤ Poor system performance - serious impact on user performance and satisfaction</li> </ul>
<b>S3</b>	<b>Moderate Usability Problem</b>	<ul style="list-style-type: none"> <li>➤ Problem impacts user performance, error rate, or satisfaction</li> <li>➤ Important product feature does not work as specified in the requirements (UI Specifications).</li> <li>➤ No permanent loss of data – user can recover</li> <li>➤ Problem has a workaround – user can complete task</li> </ul>
<b>S4</b>	<b>Minor Usability Problem</b>	<ul style="list-style-type: none"> <li>➤ No loss of data</li> <li>➤ User can recover from problem</li> <li>➤ Problem is annoying, but has a minimal effect on task completion, user performance, and error rate. Problem may affect user satisfaction.</li> <li>➤ Style guide conformance issue – standards, conventions, and look and feel issue</li> <li>➤ Problem involves a low impact task that is rarely performed</li> <li>➤ Problem is cosmetic or involves design aesthetics</li> </ul>
<b>S5</b>	<b>No Problem</b>	<ul style="list-style-type: none"> <li>➤ Not a usability problem (positive comment, design suggestion)</li> <li>➤ New idea for design or suggestion for design improvements.</li> </ul>