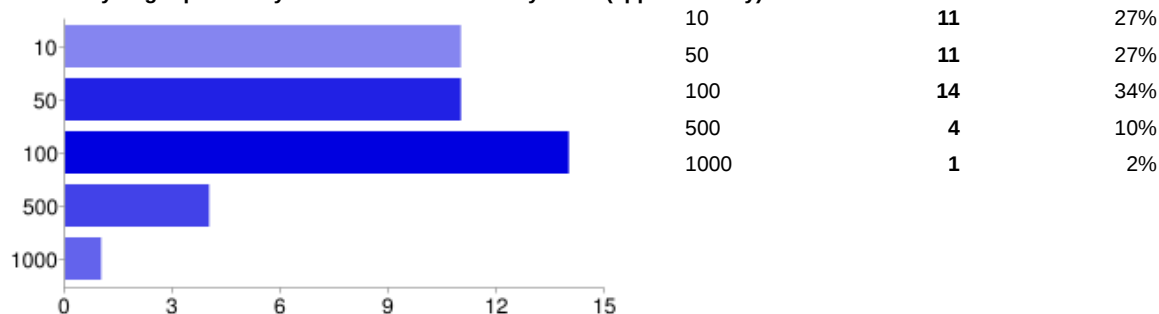


41 [responses](#)

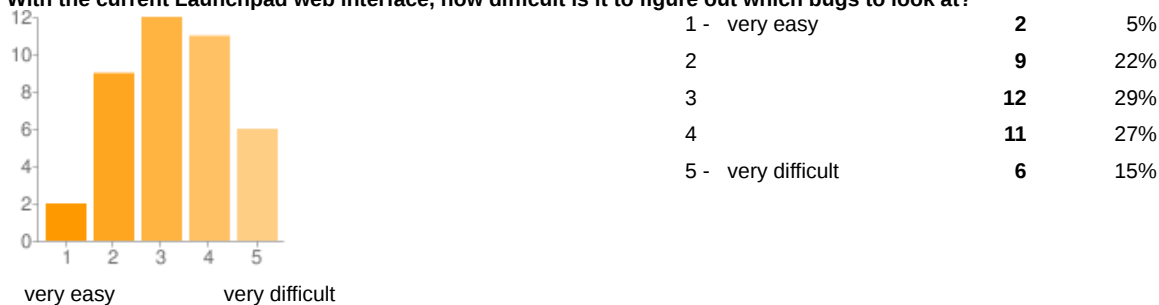
Summary [See complete responses](#)

Ease of Use

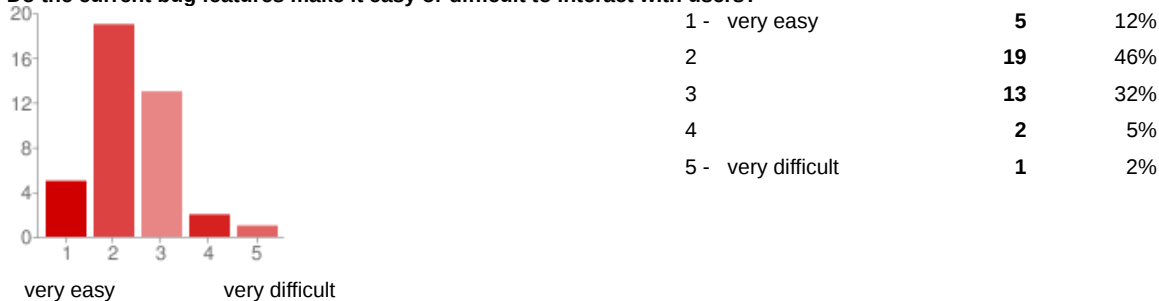
How many bug reports do you work with on a weekly basis (approximately)?

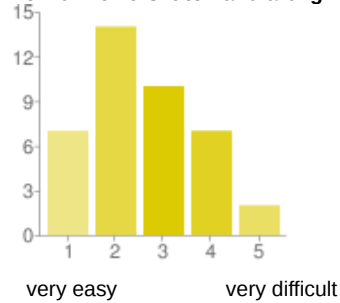


With the current Launchpad web interface, how difficult is it to figure out which bugs to look at?



Do the current bug features make it easy or difficult to interact with users?

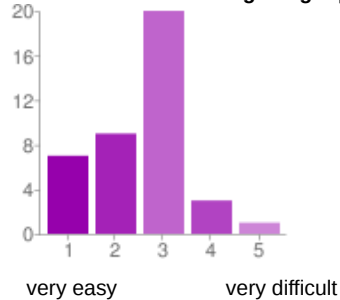


How difficult is it to hand a bug report off to another team?

1 - very easy	7	17%
2	14	34%
3	10	24%
4	7	17%
5 - very difficult	2	5%

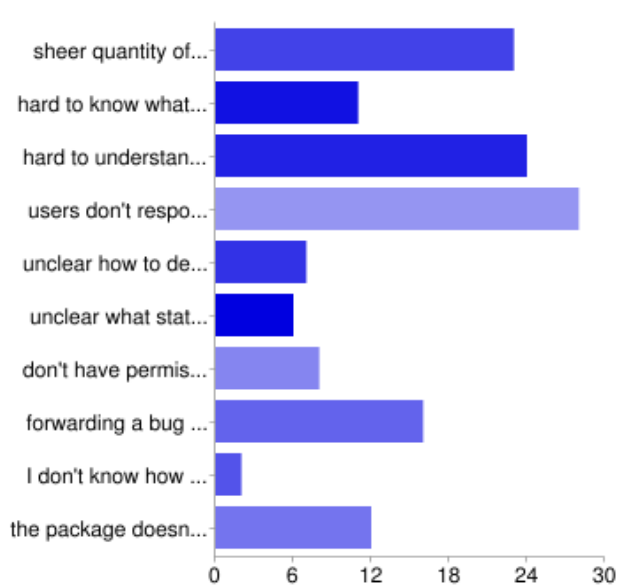
How difficult is it to get user testing for a fix?

1 - very easy	0	0%
2	6	15%
3	12	29%
4	12	29%
5 - very difficult	10	24%

How difficult is it to triage bug reports?

1 - very easy	7	17%
2	9	22%
3	20	49%
4	3	7%
5 - very difficult	1	2%

Have you experienced difficulty triaging bug reports for any of the following reasons (check all that apply):



sheer quantity of bug reports; too much work	23	62%
hard to know what information a developer will need	11	30%
hard to understand the user's bug report	24	65%
users don't respond to questions in a timely fashion	28	76%
unclear how to decide what importance to assign bugs	7	19%
unclear what status to give bugs	6	16%
don't have permission to set bug's status or importance	8	22%
forwarding a bug upstream is too much work	16	43%
I don't know how to forward a bug upstream	2	5%
the package doesn't have an upstream tracker registered	12	32%

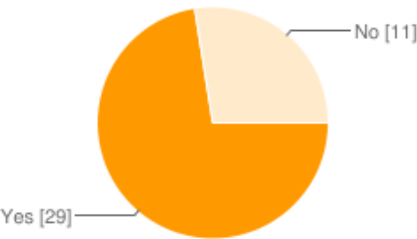
Are there common bug tasks not listed above that seem difficult in Launchpad?

No Targeting a bug to a specific release of Ubuntu is somewhat difficult as it requires a separate page load and ends up affecting every bug task. finding likely duplicates is hard retagging bugs the right way is hard
Yes Listing bugs by number of people affected/duplicates. Listing bugs that have not been triaged or responded to. Forwarding and following upstream should be much easier and not have to rely on other tools (filing in bugzilla, reportbug to Debian). Having less clutter (who cares about the 300 nicknames on the right that follow this bug???) and instead a big visual cue implying "Deb ...

What process takes the most time when working with bug reports?

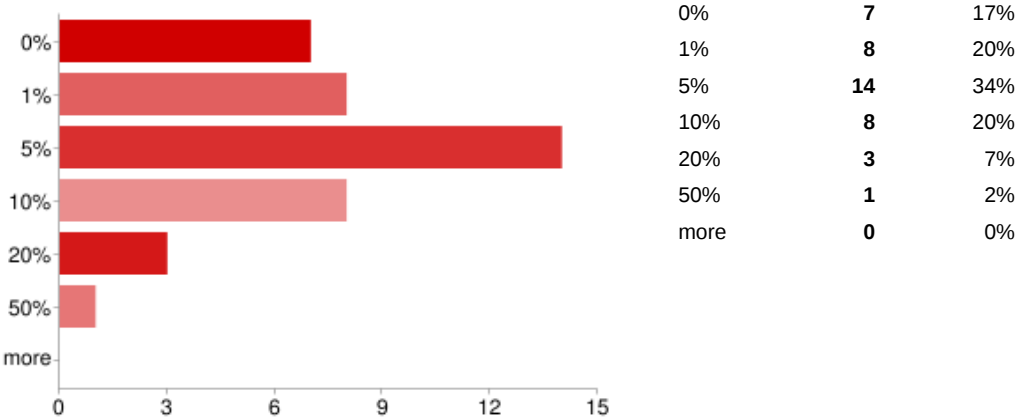
Waiting for the bug reporter to provide additional information. finding bugs analysis Reproducing the bug and gathering the required information. With this I mean exactly: 1. asking the user questions and waiting for answers; 2. forwarding upstream and answer the questions I'm asked there Upstreaming, se above. Also, please remove duplicates in bug listings when they affect more than one package, they are annoying and take up space. As I am new: finding out what to do next (ie getting experience). But I am helped nicely all the time, so it is no problem! Trying to find a bug that I know I've look ...

Do you do more manual work than you should?

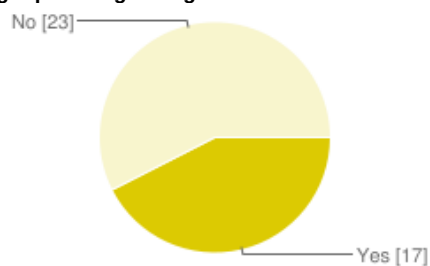


Yes	29	71%
No	11	27%

For the bug reports received during the Natty cycle, but not fixed by the day of release, what percentage do you suspect were critical bugs that should have gotten fixed pre-release?

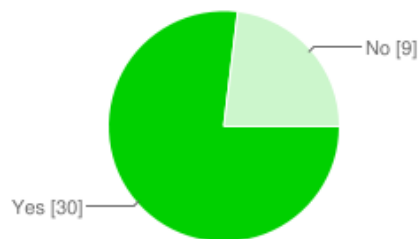


With the volume of bug reports that Ubuntu receives, do you believe that it's possible to look at every bug report long enough to assess whether it's critical or high?



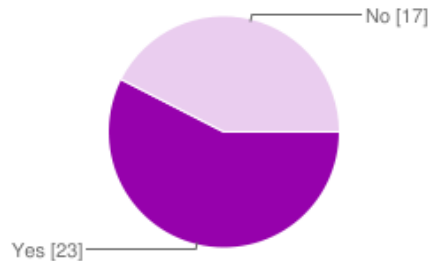
Yes	17	41%
No	23	56%

Do you think that different/better tools could make it possible to review every bug?



Yes	30	73%
No	9	22%

Do you use API clients for Launchpad bug reports?



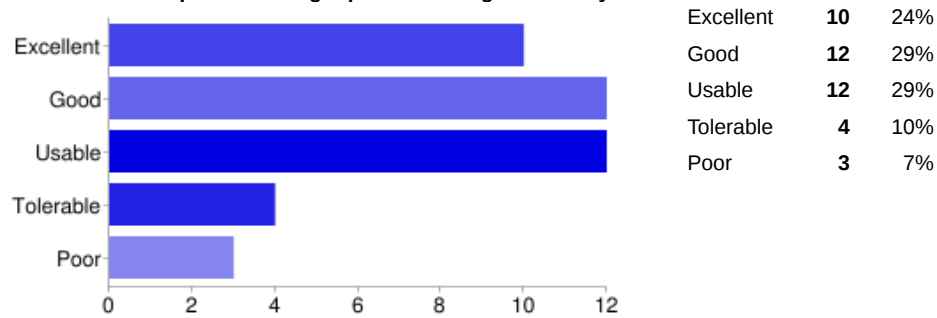
Yes	23	56%
No	17	41%

If so, which API clients? (With URLs if possible.)

launchpadlib launchpad.net/hydrazine <https://code.launchpad.net/arsenal> <https://code.launchpad.net/ubuntu-qa-tools> <https://code.launchpad.net/ubuntu-dev-tools> <https://launchpad.net/kanban> <https://launchpad.net/hydrazine> <http://pad.lv/> arsenal I use the API from Python. I have a bunch of Python scripts for various tasks: - release - bug information extraction to have more data than displayed on Launchpad (number of people affected, duplicates, etc.) in order to decide what to put on the next milestone I also systematically add a rough estimation of the effort required to each bug. All home grow ...

Status of Bug Reports

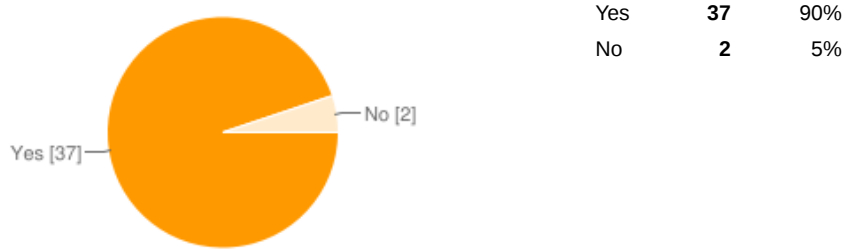
Are the current options for bug report status a good fit for your needs?



What does the "New" status mean to you, or when do you use it?

testing To find bugs that have not yet been triaged. New means to me that the bug report has not been modified by a triager. Has not been assessed by a developer/triager. Reported but not reviewed. Incoming. Needs to be reviewed by a triager to determine if additional tasks need to be performed by the reporter, such as gathering more info or running some tests. I use it for New bugs, which have not been reproduced by anybody else, only the reporter. New means that the bug has never been touched by anybody. Bug has not been looked at at all yet OR bug has been looked at but could not be confirmed by ...

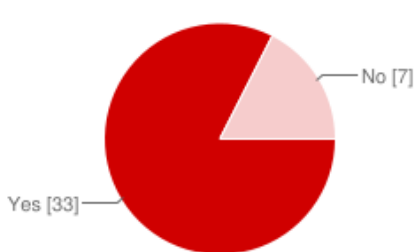
Is the "New" status useful to you?



What does the "Incomplete" status mean to you, or when do you use it?

testing When I need further information from the submitter before I feel the bug could actually be worked on by a developer. when more user input is required to clarify what the bug is exactly It means to me that more information is required to determine if the bug report is valid or not. If no more information is provided, this bug might as well be closed. (useful, but laborious, because developers need to manually move things back out of incomplete) The bug needs more information. One or more tasks have been identified, which the bug reporter must do. When the bug doesn't contain enough details ...

Is the "Incomplete" status useful to you?

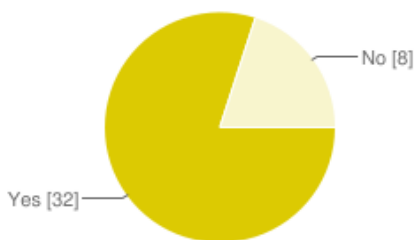


Yes	33	80%
No	7	17%

What does the "Confirmed" status mean to you, or when do you use it?

testing The bug has enough details to be able to work on a fix. Possibly reproduced, but not necessarily. not used Confirmed means that another user has recreated the bug report but there may not be enough information for a developer to start working on the bug. it's a real bug and eligible to be fixed The bug is confirmed by another person than the submitter The reporter has performed all required tasks. The bug needs to be analyzed to determine what tasks need to be done on the packager/developer side. When more people experience the same bug/request the same feature. A bug is Confirmed when it i ...

Is the "Confirmed" status useful to you?

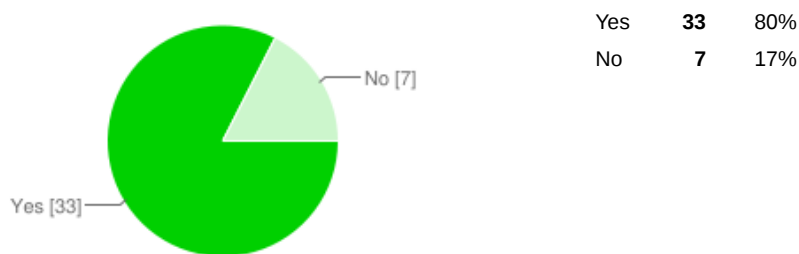


Yes	32	78%
No	8	20%

What does the "Fix Committed" status mean to you, or when do you use it?

testing A fix has been committed somewhere (possibly as a patch, etc), but is not available. when a fix lands on a trunk (but is not in a release yet) It means that a fix is available in a bzt branch but a new package has not been built. the status is unclear because it's used inconsistently across projects and between people. sometimes it means there is a fix in a feature branch; sometimes it means the fix is in trunk and not released. The problem is solved but not uploaded yet All packager/developer tasks have been completed, but the fixed package is not yet available for end users. Automated pr ...

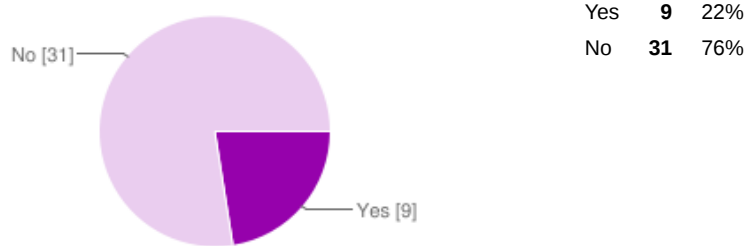
Is the "Fix Committed" status useful to you?



What does the "Opinion" status mean to you, or when do you use it?

testing I want to say Wontfix/Invalid, but those sound too harsh. It really doesn't mean much to me at all. "I don't want to talk about this any more". I rarely use it. It seems to overlap a lot with wontfix/invalid. Needs opinions from other users/developers It means, "This bug has too many opinions that differ from mine, but I'm the boss so I'm going to close the bug and what I say goes." I use it for bugs which are about features/issues important/requested by the reporter, but the feature/bugfix does not fit into the vision of the application. Opinion is used when the developers don't want to ...

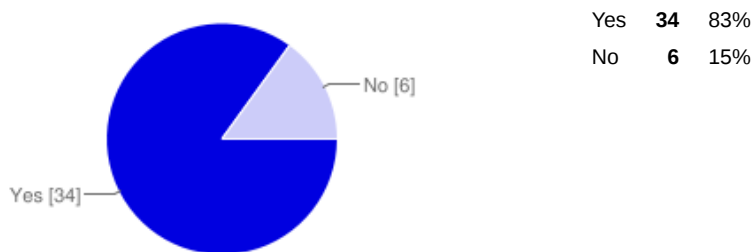
Is the "Opinion" status useful to you?



What does the "Won't Fix" status mean to you, or when do you use it?

It is a confirmed shortcoming/bug but it isn't something that will be fixed. This tends to matter more for distro releases vs upstream. Most upstreams at least want to eventually fix all bugs. However, many fixes may not be appropriate for a given release. (Either for backporting, or not-worthy-enough for the next release.) When there is a request to change the software that the developers will not make. "Even if someone sent us a patch to address this, there is no chance we would fix it." I rarely use it. I think there is at most a very narrow niche where it makes sense. If the bug is v ...

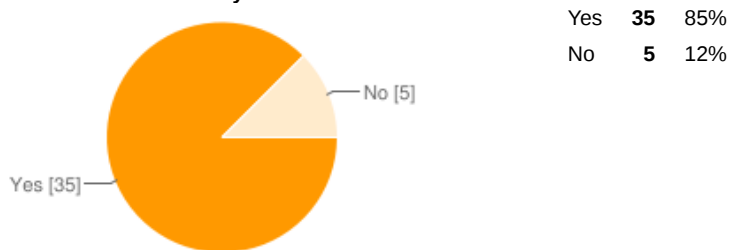
Is the "Won't Fix" status useful to you?



What does the "Invalid" status mean to you, or when do you use it?

Not a bug. Either the action is the desired behavior, or it is a client-side configuration issue, etc. That the bug report was due to a configuration issue, user error or hardware. I also use it when a bug is mysteriously fixed as Fix Released seems inappropriate. "This isn't really a bug" Typically this means it was actually a user error or an environmental problem, not a bug. (Though often those cases can be transformed into actually being a documentation or error-reporting bug.) Also commonly used when the report is too unclear to even be worth marking incomplete. The bug is unreproduci ...

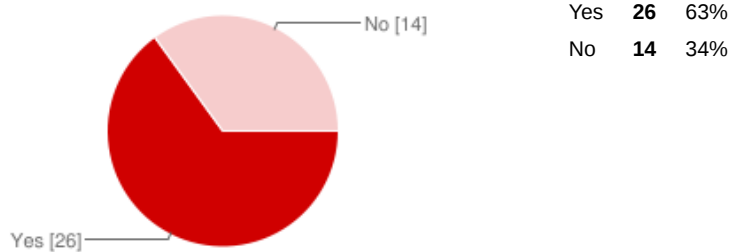
Is the "Invalid" status useful to you?



What status(es) do you use when a bug needs testing?

Incomplete In Progress incomplete Fix Committed? inprogress, and a comment asking for testing. I think capturing test data would be useful but I wonder if it's too complex to fold it into a single status field. If there are mixed results from testing what would happen. Confirmed Depends on the type of testing. If the testing is to better identify or characterize the bug, I set it to Incomplete. If the testing is for analytical purposes such as trying out different patches, I set to In Progress. If the testing is to validate that an identified fix does indeed fix it, I don't really have a stat ...

Would a "Needs Testing" status be useful to you?



Are there other states in your workflow that aren't represented by the current status options?

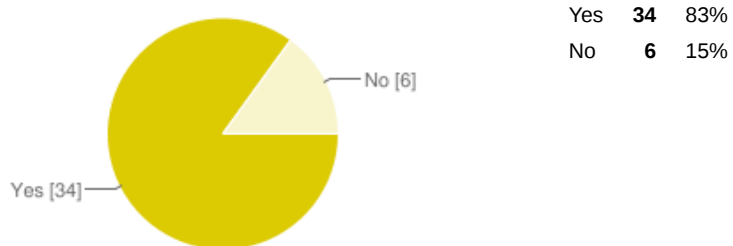
No. I'd like the merge proposal and release state to be more clearly shown in the bug, though not folded in to the status field. For instance there's a big difference between a bug that's inprogress because someone is looking at it, vs one that's got an approved change and just needs to land. It would be good to show that more clearly on the bug summary pages.

Yes. But I don't think adding statuses is the right way to handle it. That would just make the current problem of confusing statuses even more confusing.

No. In my opinion, the fewer the statuses, the better.

Every project has its o ...

Have you experienced users setting the wrong status?



If so, what do you think caused them to set the wrong status?

Re-opening a bug for a "similar-but-not-the-same" bug. Or opening a bug that focuses on "current" when the bug is only in "old". (So yes, it is the same bug, but it has been fixed over-here which is what the bug was tracking.)

The fact that there is no definition of statuses in Launchpad at all. I think the ui makes it easy for them to accidentally click things and then not know how to undo it; also this generates bug mail for quickly undone actions. I think the meaning of the statuses is not at all clear to users, so they may reasonably think "confirmed" is a "higher" status than "triaged". ...

What status would you use for a bug report that has been forwarded upstream?

Add an upstream bug task.

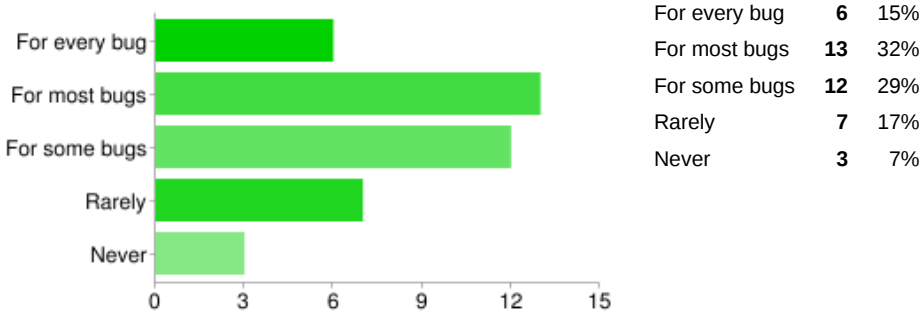
I try to forward them upstream. google for the upstream tracker, create an account there, file the bug (with a link back to lp), create the bug there, come back to launchpad, ...

What status would you use to mark a bug that was fixed by an archive update (where it's not clear exactly which package caused the fix)?

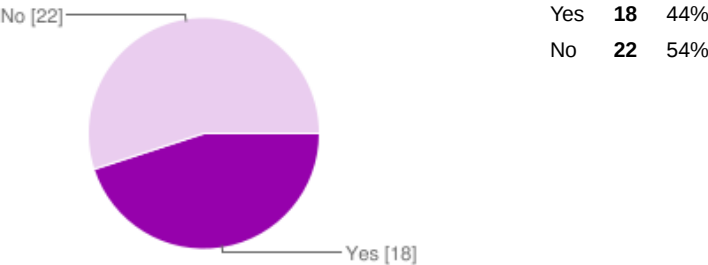
Fix Committed/Released Fix Released Invalid fixreleased fix
committed Fix Released Fix Released Fix Released Fix released, and
optionally a comment 'apparently fix, reopen if happens again' fix
released Invali ...

Tags for Bug Reports

How often do you use tags for a bug report?



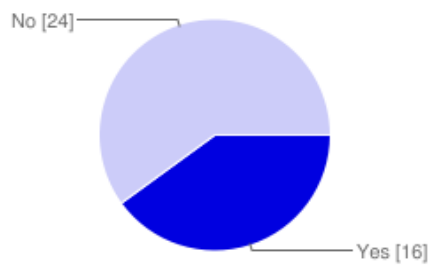
Do you use tags to make it easy to find related bug reports across multiple packages?



Which tags?

related fsys-tarfile-error package-install-segfault short-read corrupted-
package oneiric natty metadata, bitesize, string-fix running-unity,
suspend, resume, manpage, gnome3, hibernate arm ftbfs related ...

Do you use tags to separate similar bug reports, to make it easy to find a subset of bugs?

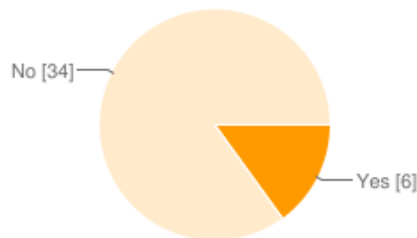


Yes **16** 39%
No **24** 59%

Which tags?

subset squashfs-error media-error lots metadata i386,
amd64, hw-specific arm ftbfs
related bitesize patch* security,
agent, cli, docs, etc.

Do you use tags to filter *out* types of bugs you're not interested in?

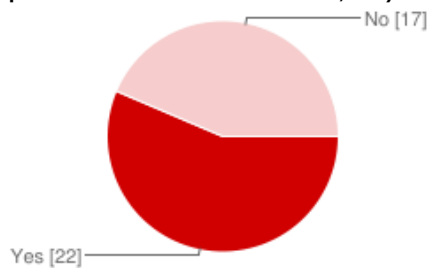


Yes **6** 15%
No **34** 83%

Which tags?

filter kubuntu xubuntu ppc needs-packaging, patch-
forwarded-*, patch-accepted-*,
patch-* ftbfs patch*

Do you use tags to mark stages in the workflow? (For example, whether a patch has been submitted to Debian, whether a patch needs work, whether stable release update verification has been done, etc.)

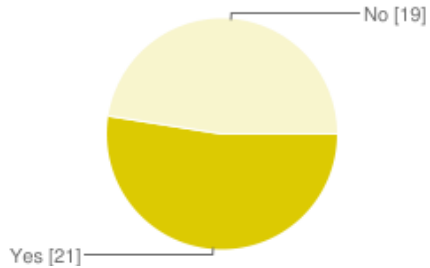


Yes **22** 54%
No **17** 41%

Which tags?

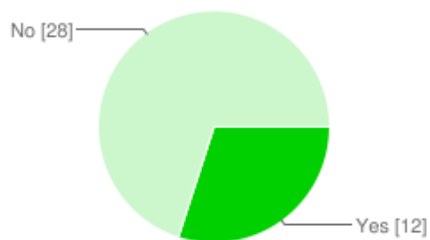
workflow verification-needed verification-done
 patch, patch-forwarded-upstream, patch-forwarded-debian
 patch-needswork, patch-forwarded-{debian,upstream}, patch-accepted-{debian,upstream}, patch-reject ...

Do you use tags to mark Ubuntu release name?



Yes **21** 51%
 No **19** 46%

Do you use tags to mark symptoms (crash, corruption, etc.)?

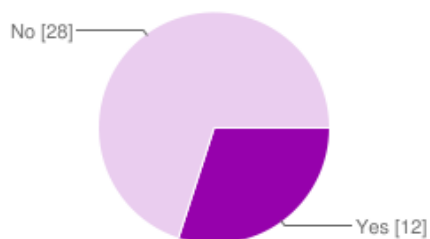


Yes **12** 29%
 No **28** 68%

Which tags?

symptom usability, visual,
 crash

Do you use tags to mark hardware types or variants?



Yes **12** 29%
 No **28** 68%

Which tags?

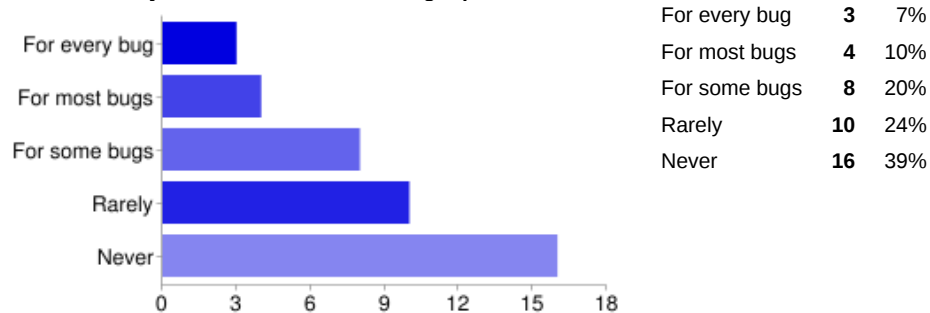
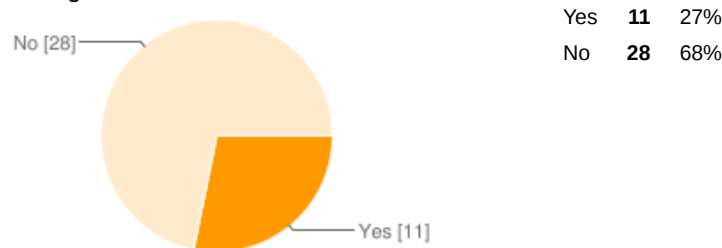
hardware i386, amd64 hw-specific, i386,
 amd64, armel arm iwlag, wpa, broadcom i386
 amd64 amd64 armel i386

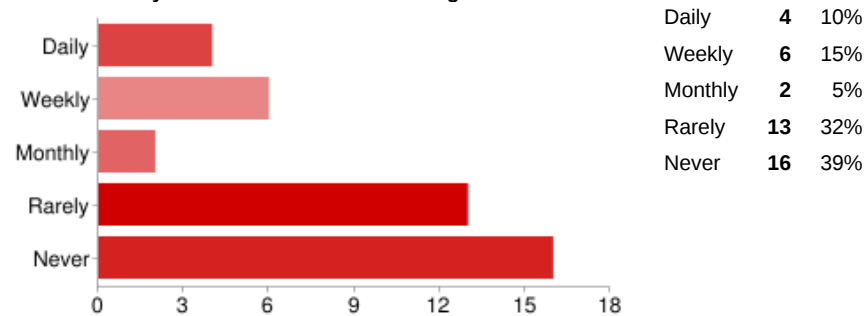
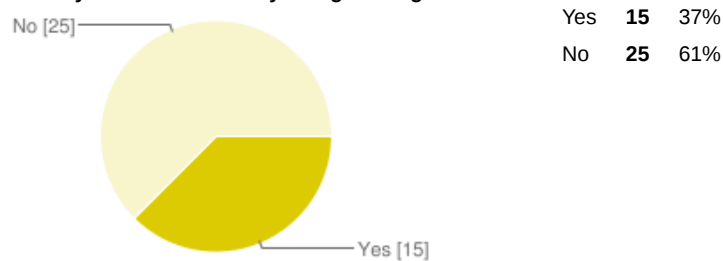
powerpc

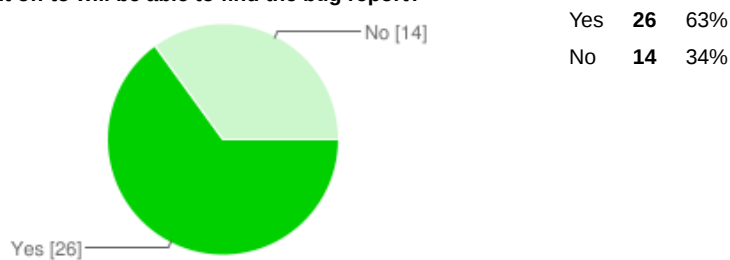
PCI or USB ID

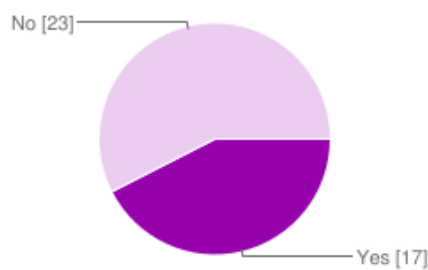
Are there other ways you use tags?

Yes easy' etc to flag bugs good to suggest to new users 'patch-needswork' for things that need piloting 'doc' etc for people who want to work on that many functional-area tags like 'i18n', 'help', 'error-reporting' to help find duplicates and so people can get momentum in improving a particular area i wish the tag ui was better To give more context on the status of the bug. To store the estimated effort to fix a bug. No. I do not use tags Mostly as a search filter. I use them to tag all accessibility bugs a11y, which allows a search for accessibility to be done easily Tags are over used. Additional ...

Bug Heat**How often do you look at the heat of a bug report?****Do you use bug heat as part of assessing the priority of a bug report or whether to work on a bug?**

How often do you look at the list of "Hot bugs"?**Do you feel that you understand why a bug has high or low heat?**

Communication**When you hand off a bug report, are you confident that the person you've handed it off to will be able to find the bug report?****When you hand off a bug report, are you confident that the person you've handed it off to will take action on that bug report?**



Yes	17	41%
No	23	56%

How do you track whether the bug report you handed off has stalled?

testing There isn't a good way to track whether a bug is not receiving in Launchpad. looking at the list of inprogress bugs sorted by importance Some user comes back to me and asks, "OMG why hasn't this been fixed??" Asking questions in comments, pinging on IRC. I contact the person/people directly. When prodded, or when coming across it again during triaging. I don't I do not, although I really do not have a clue how much time it takes untill the Triaged bug is picked up and fixed... I stay subscribed to the bugs I hand off and look at them periodically. I track progress on all bugs via email, so I k ...

How do you determine who needs to take action on a bug report next?

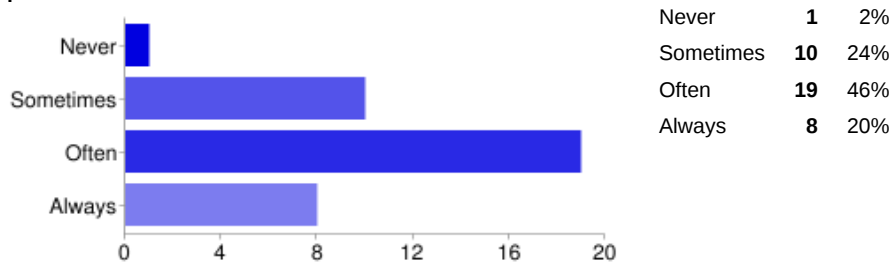
testing Looking at the assignee or reading the last comment(s). read the last comment on the bug Ask around on IRC usually For packages, the maintainer of the package or the team responsible for it. For upstream projects, the developers of the project. If I cannot fix it myself it is usually clear who is more apt to do so. I try to find the person who has the expertise needed to diagnose/fix the bug. I set the bug to Triaged if I (and my mentors) think that the report is complete and confirmed. I do not know how to find someone who will fix the bug! It depends largely on the status set; for hand-off ...

How do you mark a bug report to show that someone else needs to take action on it next?

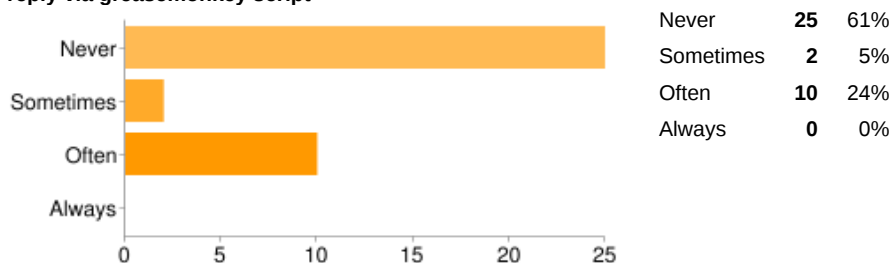
testing For a bug that needs fixing I assign it to an individual or a team. say so on the bug, and often also assign it to them Mark as incomplete and assign him. Assign it to them. Or sometimes subscribe them. Assign the bug to the person in

question. If I need feedback: Incomplete If I have triaged it and need somebody to work on the fix: Triaged If I have provided a fix and forwarded the patch: In Progress + the correct patch-* tag If I have provided a fix and need somebody to sponsor it: In Progress and I manually look for a sponsor Ping them on IRC, subscribed them to the bug, add a comment in ...

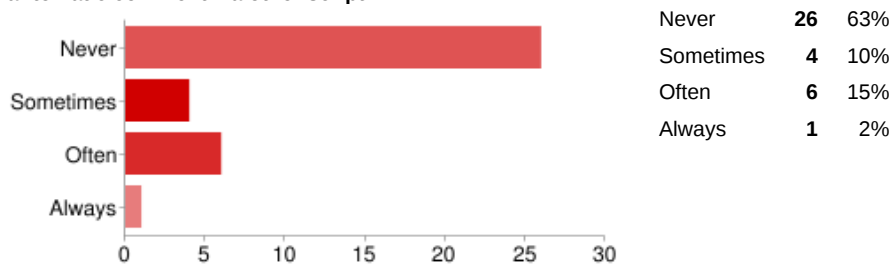
How often do you indicate what the next action should be for a bug report by: - personalized comment



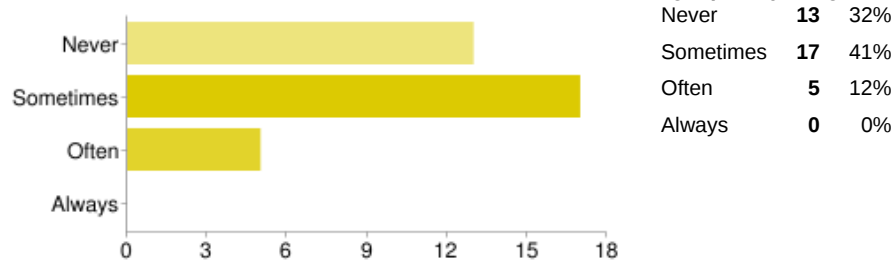
How often do you indicate what the next action should be for a bug report by: - stock reply via greasemonkey script



How often do you indicate what the next action should be for a bug report by: - automatic comment via other script



How often do you indicate what the next action should be for a bug report by: - tags



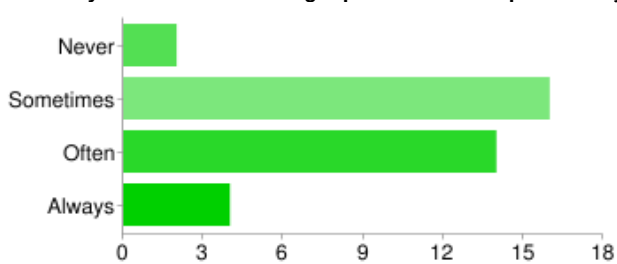
When do you choose to communicate with others about a bug report over IRC, email, voice, or other channels instead of in the bug report?

testing When I want to receive confirmation that they really know about the bug. Because Launchpad did not used to have granular bug mail subscriptions and I fear people ended up filtering all bug mail to /dev/null I often end up checking with them via other channels. if it's urgent and i want to make sure they see and act on it or when i'm working on it and i need help or a second opinion or more information to avoid getting blocked When they ask. I generally prefer to operate through the bug report itself. When I need feedback as quick as possible. When I need to be sure that the right peopl ...

What tasks are you trying to accomplish when you need more direct communication?

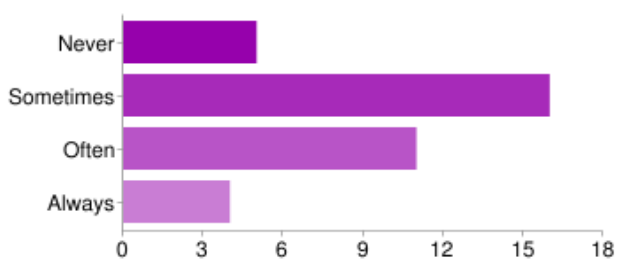
testing I'm generally assigning the bug to a person. understanding the bug report working out if my solution is going to work agreeing on priority getting someone to work on a particular bug Testing Finding out who should take the next actions on a bug, what needs to be done to get it Fixed. Getting information about how to handle/fix/ the bug/get the fix accepted. Making others aware of the bug. Handing off a bug, getting a second opinion on a bug. Setting Importance Helping out with triaging open bugs. Get information about the bug: debug logs, system information, etc. Get unblocked by informatio ...

How do you find out about bug reports that are important to you? - IRC



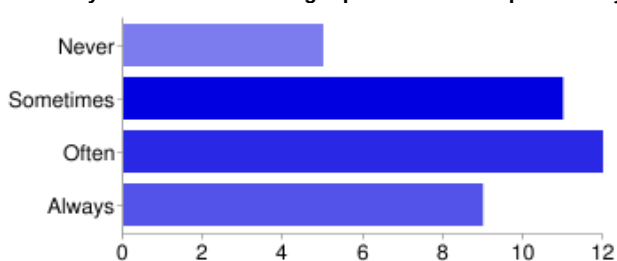
Never	2	5%
Sometimes	16	39%
Often	14	34%
Always	4	10%

How do you find out about bug reports that are important to you? - email



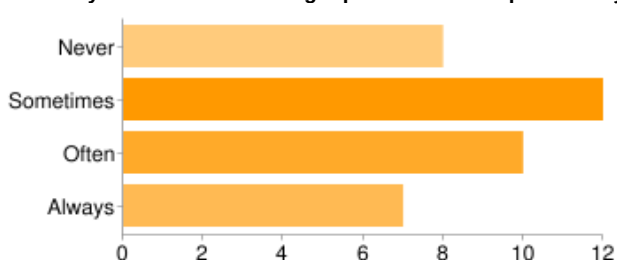
Never	5	12%
Sometimes	16	39%
Often	11	27%
Always	4	10%

How do you find out about bug reports that are important to you? - bug subscription



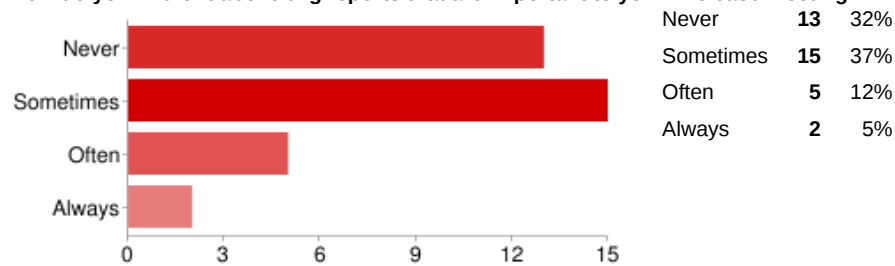
Never	5	12%
Sometimes	11	27%
Often	12	29%
Always	9	22%

How do you find out about bug reports that are important to you? - bug assignment



Never	8	20%
Sometimes	12	29%
Often	10	24%
Always	7	17%

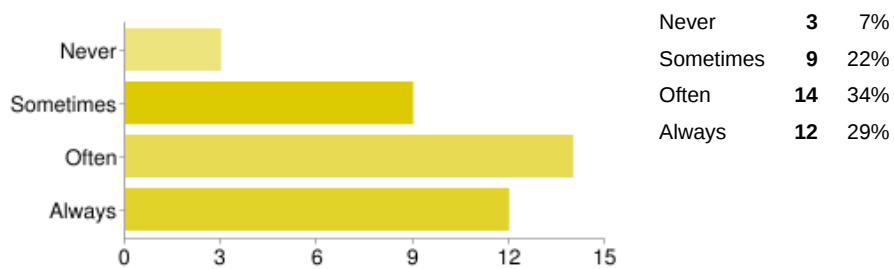
How do you find out about bug reports that are important to you? - release meeting



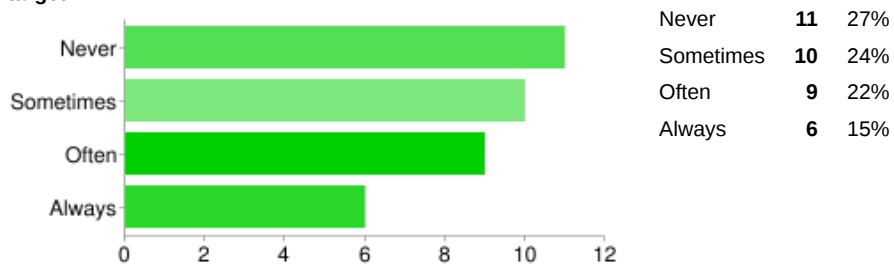
How to you let others know a bug report is important to you or your team?

testing By adding a
comment to the bug report or
mentioning it out of
band. mark it High or Critical
assign it to a person or team
tell people about it in a voice or
irc meeting send mail to the list
about it I target it to a
release, set a milestone, and
set priority to high or critical.
Sometimes I also bug someone
on irc or email. I write a
comment or I send a mail or I
edit the bug summary adding
why the bug is
important. Assign to
myself, comment on
it. Comment on the bug
report, ping the person working
on it on IRC I do not think
bugs are important to me.
When I am triaging I look at
certain ...

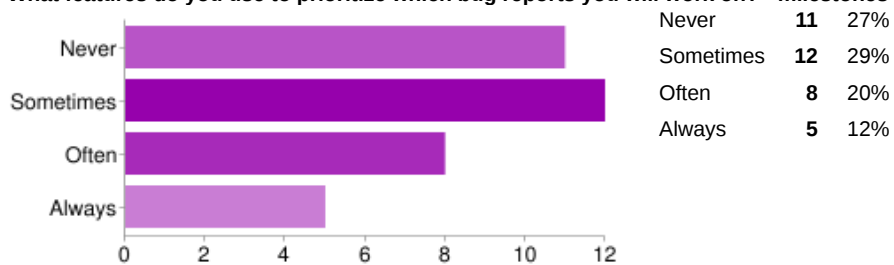
What features do you use to prioritize which bug reports you will work on? - importance



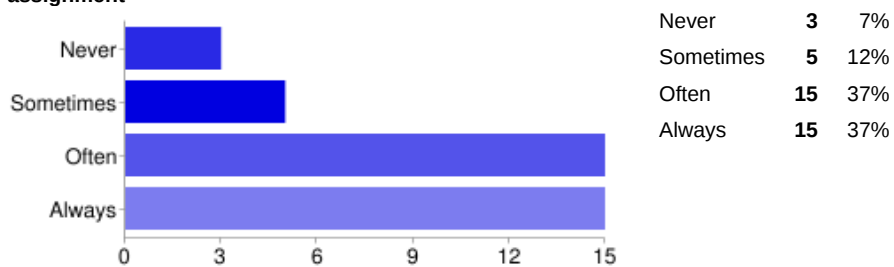
What features do you use to prioritize which bug reports you will work on? - release target

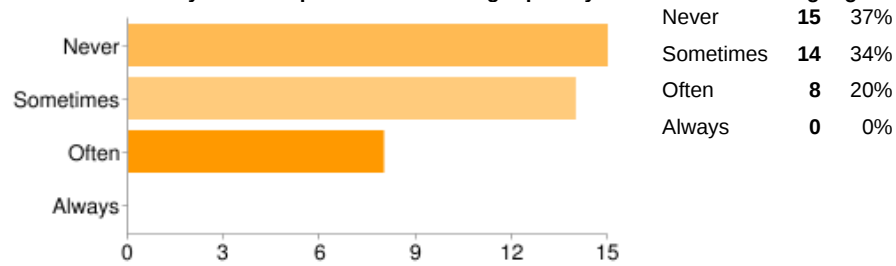
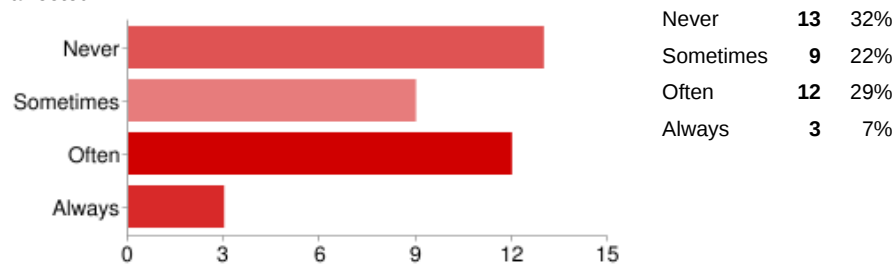
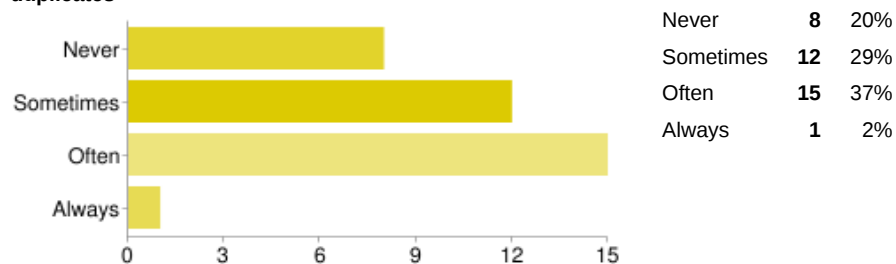
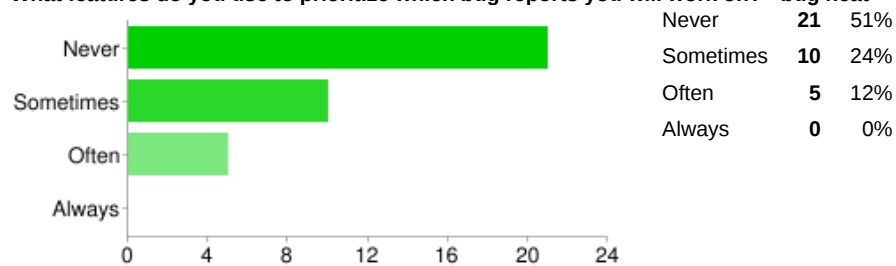


What features do you use to prioritize which bug reports you will work on? - milestones



What features do you use to prioritize which bug reports you will work on? - assignment



What features do you use to prioritize which bug reports you will work on? - bug tags**What features do you use to prioritize which bug reports you will work on? - users affected****What features do you use to prioritize which bug reports you will work on? - number of duplicates****What features do you use to prioritize which bug reports you will work on? - bug heat**

**When do you
assign a bug to**

yourself?

testing When

I am actively
working on

fixing the
bug. when
i'm genuinely
likely to work

on it
soon When I
think I can fix

it When
there is a
clear,
straightforward
action that can
be taken to
resolve the
issue, or when

the bug is a
problem
reported by a
VIP and
flagged to
me. When I

start
investigating
it, or start

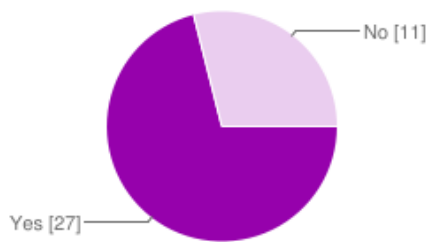
Working on it,
and have
enough
information to
reproduce. When
I'm going to
start to

fix. When I
start working
on it or plan to
work on it very
soon (next
milestone). When

looking for
things to fix
among
unassigned
and unsolved
bugs in my
area. When

I feel I can
close it in the
near
future, ...

Do you think the meaning of assignment is clear, accurate, and consistently used?



Yes **27** 66%
No **11** 27%

Number of daily responses

