



Defect Management Plan Template (Technology Template Series)

Ronald Kohlman

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The Defect Management Plan is a deliverable for all projects and programs. The document outlines how Defects will be managed. It also describes who will be involved and the roles and responsibilities of all parties. This e-book provides you with a well structured template for you to write your own Defect Management Plan, whether for a project or a program.

The purpose of this document is to define a high-level plan for defect management including a high-level approach, defect management process, defect management organisation and management controls for a Project / Program and demonstrate how it aligns with the requirements management, release management, testing and quality management capabilities within the program.

This document is developed during the planning phase of a Project / Program Once approved the Defect Management Plan represents the agreed approach for all teams in all work streams engaged on a Project / Program to follow.

One of the primary roles of this Defect Management Plan is to ensure that there is standardisation of the defect management processes across a Project / Program. That each of the work stream on the Project / Program is engaged to run defect management in a consistent manner and in collaboration across the Project / Program; e.g. all Projects / Programs are using the same terminology, tools, templates, processes, etc. This assists the project / program in managing and tracking the defect management effort and the reporting from each stream is done in a consolidated manner that can easily be rolled up into a program view.

We trust that you will gain benefit and insight from each of our templates. Our approach is to provide you with a standardised model and access to the knowledge gained over 30 years within the Information Technology industry and offer this in a modularised manner. Thus allowing you to purchase only the pieces that you require, without purchasing an entire methodology or text book on the subjects covered.

The structure is to provide you with the layout of each template, with details within each section that define what you are required to write to complete the document and in most cases examples of this.

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