

Improving Bug Tracking Systems

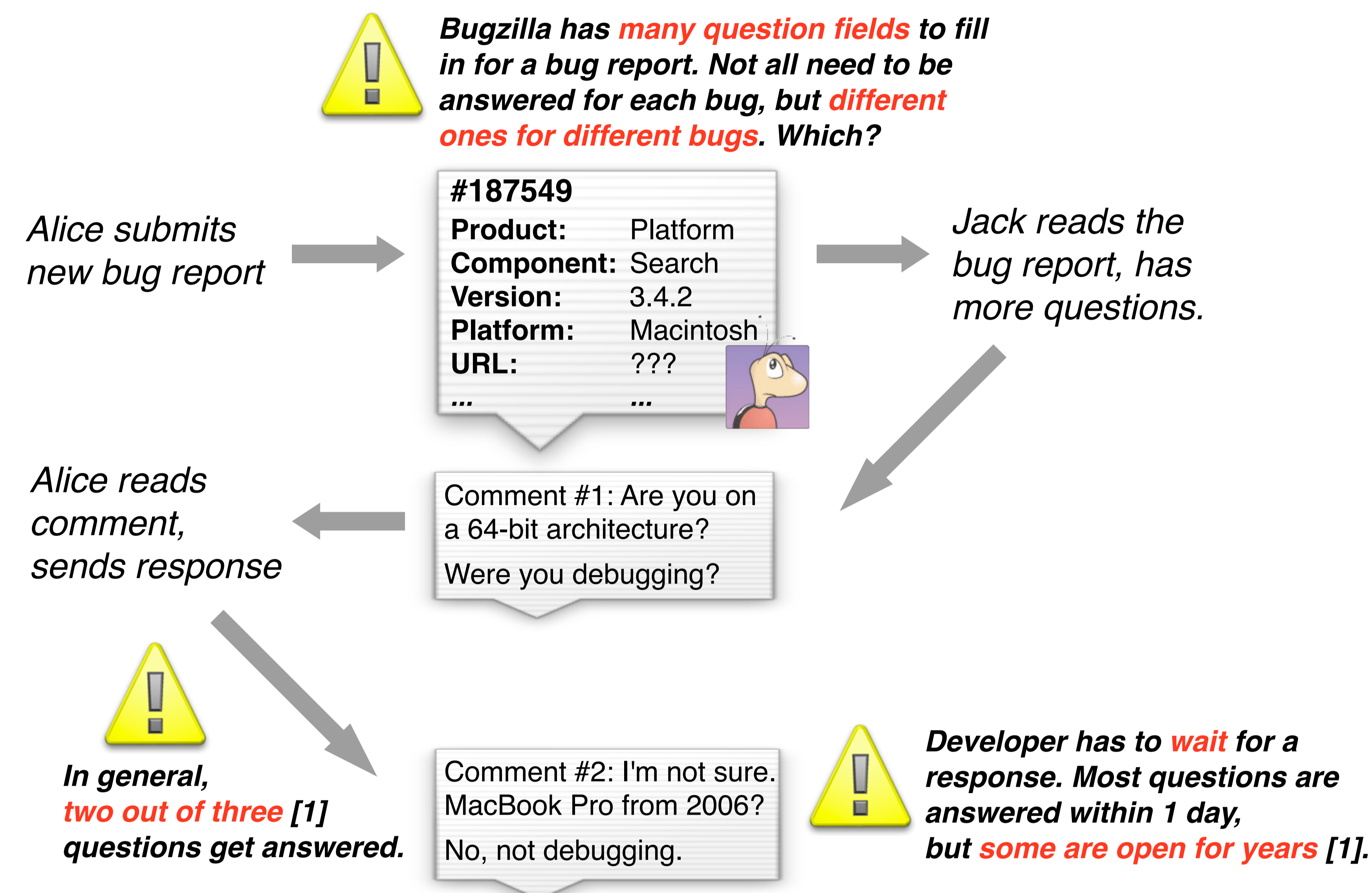
Thomas Zimmermann
Microsoft Research

Rahul Premraj
Vrije Universiteit Amsterdam

Jonathan Sillito
University of Calgary

Silvia Breu
University of Cambridge

THE PROBLEM



[1] "Frequently Asked Questions in Bug Reports". Technical Report, University of Calgary, March 2009.

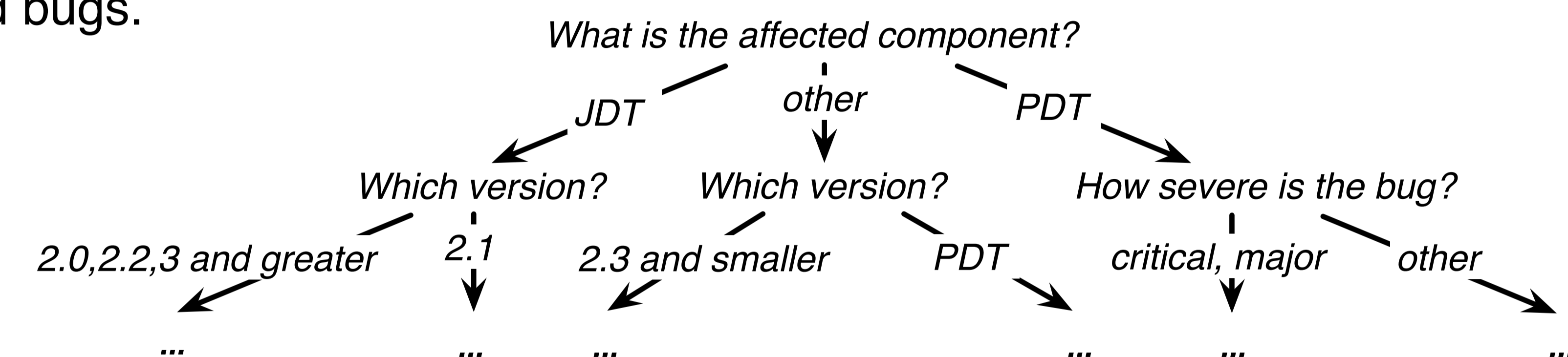
THE SOLUTION

Formulate a set of general questions; each question asks for information that developers use to find the location of a bug.

What is the affected component?
Which plugins do you have installed?
Does downgrading to an earlier version solve the problem?
On what operating system does it occur?
How severe is the bug?

What platforms are affected?
Can you provide a screenshot?
How important is the bug?
Which version is affected?
...

Derive a decision tree from question/answer-pairs and bug locations for a large number of fixed bugs.



Gather information from the user guided by the decision tree. As we traverse the decision tree, the bug location's search space is narrowed down.

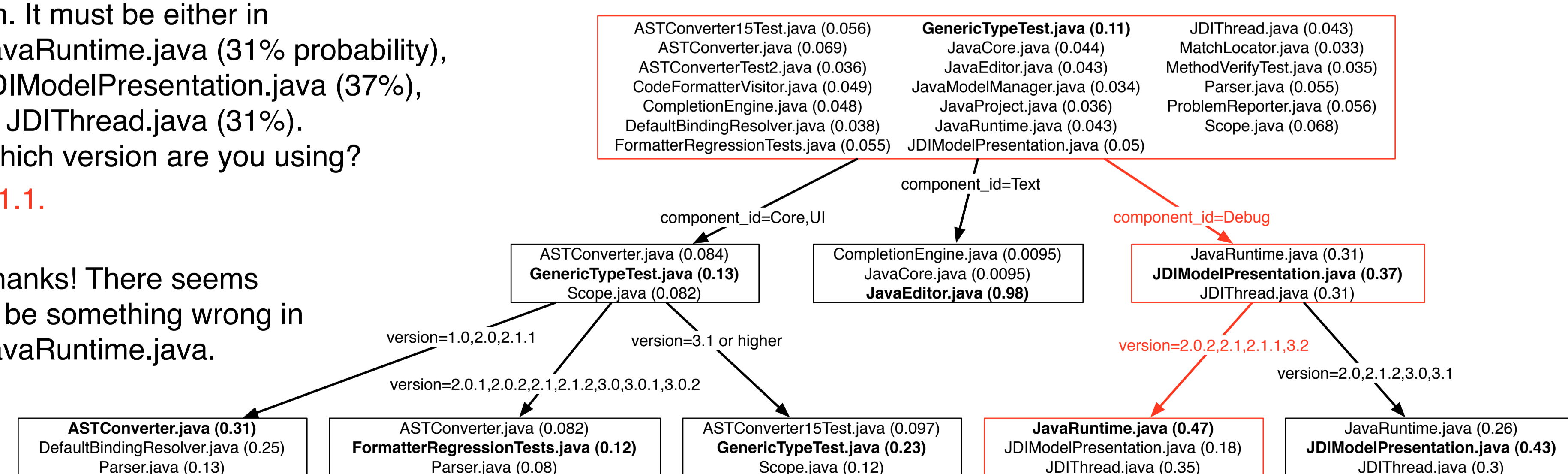
FIRST RESULTS

Traversing derived decision tree: trained with 2875 bug reports from ECLIPSE JDK, bug reports related to 20 most frequently fixed files, considering only 20 most active reporters

What is the affected component?
Debug.

Ah. It must be either in `JavaRuntime.java` (31% probability), `JDIModelPresentation.java` (37%), or `JDIThread.java` (31%).
Which version are you using?
2.1.1.

Thanks! There seems to be something wrong in `JavaRuntime.java`.



THE FUTURE?

Alice ... A Real Person
Bob ... A Bug-Tracking System

My ECLIPSE crashed.

What did you do?

I clicked on File → New Project and OK.

Did you choose a Java project?

No.

... (a few questions later)

Thanks, Alice. The bug is likely in `ProjectCreator.java` and we will fix it soon.

NEXT STEPS

- 1 Identify information needs in large sample of bug reports to compile a catalogue of questions to use in an expert system.
- 2 Using the catalogue, collect answers and defect locations for another large sample of bug reports; use it to train a prediction model.
- 3 Evaluate predictions and conduct usability studies.

THANKS FOR STOPPING BY!