

# HardDriverz • Bug Intake & Triage Process

Lead Producer • 54-person team • Jan–May 2025

## Problem

A 54-person team across art, engineering, design, and audio with no dedicated QA team. Bugs entered the system from three places: devs catching issues in their own work, devs rotating into pseudo-QA after wrapping their major tasks, and external feedback from stakeholder reviews and playtest sessions, which I captured and entered myself. We needed one intake path that worked for all three.

## Intake

I built a bug submission form with the following required fields:

- Title
- Build version
- Show stopper (yes/no)
- Description / overview
- Priority
- Sprint
- Labels
- Attachments (video or screenshots)

The form was reachable directly from Slack and the team's other day-to-day channels, so reporters could file a bug without leaving the conversation they were already in.

## Priority taxonomy

Bugs were classified P0 through P3:

- **P0:** Show stopper. Crashes, build-breaking, blocks playtesting. Fixed in current sprint.
- **P1:** Severe. Affects core gameplay or stability. Fixed in current or next sprint.
- **P2:** Moderate. Affects polish or non-critical features. Scheduled by milestone.
- **P3:** Minor. Cosmetic or nice-to-have. Backlogged, revisited at milestone reviews.

The "Show stopper" field was a hard gate. Marked yes meant P0, no exceptions.

## Duplicate handling

I tagged suspected duplicates as they came in, confirmed with the relevant discipline lead, and closed them out. The check happened at intake so the active backlog only held one ticket per actual bug.

## Bug lifecycle

Each bug moved through four states:

**To Do → In Progress → Ready for Review → Done**

“Ready for Review” existed so the original reporter or another dev could verify the fix in build before the bug was closed. Without that step, fixes were getting closed before they were confirmed.

## Triage cadence

Triage happened on demand throughout development. Frequency scaled up around Alpha, Beta, and Launch. In the last two weeks of Beta and Launch sprints, triage was a daily task.

## Outcome

Hundreds of bugs ran through the form across the project. Every active bug carried the same fields and lived in one board, so any lead or contributor could see the current state of the build without asking.