

Bug Report Quality Evaluation Considering the Effect of Submitter Reputation

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Abstract: The quality of a bug report is a very crucial aspect that influences the entire software life cycle. Generally, in many software projects relevant lack of information can be observed when submitting a bug report. Consequently, the time resolution of a software problem is strongly influenced by the quality of the reporting. In this paper, we investigate the quality of bug reports from the perspective of developers. We examined several metrics impacting the quality of bug reports, such as the length of descriptions, presence of stack traces, presence of attachments, completeness, and readability. In addition different definition of submitter reputation are compared and used. Then, a quality model is built for the evaluation of the quality of the bug reports, and a software tool has been implemented for supporting the application of the proposed model. The validation has been conducted on real cases of bug reports from open source software.

1 INTRODUCTION

A bug in a software system is a failure that produces an incorrect or unexpected behaviour, therefore it causes numerous effects. In some cases a bug has a low impact on the functionalities of the software system and consequently may remain unknown for a long time. On the other hand, if a bug is severe enough, it could cause the crash of the software system leading to a denial of service. In others cases the bug could impact the quality aspects, such as security, for example it could allow an user to bypass access controls, in order to gain unauthorized privileges.

Bug reports are essential for the maintenance and evolution of most software systems, these allow final users of a software to inform maintainers about the problems encountered during the system usage. Typically bug reports contain a detailed description of a failure, sometimes indicate its position within the code (in the form of patches or stack traces). However, the quality of the bug reports can be different according to their content. Very often they provide incorrect or inadequate information. Thus, maintainers sometimes have to deal with bugs with descriptions such as: "ADD ZIndex ATTRIBUTE TO CONFIRM DIALOG" (PrimeFaces bug # 865) or "This sentences does not make sense to me: When

used together with, behaviours are even blackberries powerful." (YII bug # 1460). As a consequence the maintainers efficiency is affected by poorly written bug reports. Indeed, the understanding of a problem requires an effort higher than the effort required to solve the problem. To address this difficulty many guidelines on how to write a good bug report have been defined (Goldmerg, 2010) (Breu *et al.*, 2010).

The quality of a bug report could impact the entire software system life cycle. In fact, it is a common practice in many software project, to discard bug reports unclear or having a severe lack of information.

In this paper, we investigate the quality of bug reports from the perspective of maintainers. Several attributes impacting the quality of bug reports have been considered, such as the length of descriptions, formatting, and presence of stack traces and attachments (such as screenshots). However, in particular, the authors investigate the use of the reputation attribute to construct a quality model of a bug report.

The paper is structured as follows: Section 2 describes the state of the art and provides information about some relevant research work related to the quality of a bug report; Section 3 describes the quality model built for the evaluation of the quality of the bug reports; Section 4 describes the software tool implemented for supporting the

application of the proposed model. Finally Section 5 section outlines the conclusions and future work.

2 RELATED WORK

The literature reports different studies addressing topics related to the quality of a bug report, but in few cases propose approaches methods for the evaluation of the bug report quality.

Breu et al., have identified the information that developers consider necessary within a bug report (Breu *et al.*, 2010) and suggest, on the basis of the investigations carried out, improvements to the bug tracking systems.

Another work describes an adaptive model for the life cycle of a bug report identifying in the time to resolution a good measure of its quality (Hooimeijer and Weimer, 2007). The authors highlight how writing a good bug report is complicated, and have to deal with poorly written report increases the resolution time. Knowing how the quality of an Issue impacts the overall lifecycle encourages users to submit better reports (Hooimeijer and Weimer, 2007).

Aranda and Venolia (Aranda and Venolia, 2009) examined the communication between the developers of bug reports in Microsoft and observed that many bugs are discussed before they are reported and this information is not stored within the Issue Tracker. However, in open source projects, many bugs are discussed in the bug tracking systems (or mailing list) to ensure transparency and to encourage developers who are geographically distant.

Different works in the literature use bug reports to automatically assign a bug to the developers (Anvik et al., 2006), identify duplicate bugs (Jalbert and Weimer, 2008) while others define guidelines for assessing the severity of a bug (Menzies and Marcus, 2008). Schroter et al. (Schroter et al., 2010) showed the importance of the Stack Trace for developers when they have to fix a bug.

Antoniol et al. (Antoniol et al., 2004) (Antoniol et al., 2008) indicate the lack of integration between the system of versioning and bug tracking system which makes it difficult the location of the fault within the system software, also in (Antoniol et al., 2008) it is discussed that not all the bugs are software problems but many indicate requests for improvements.

Ko et al. (Ko et al., 2006) in order to design new systems for reporting bugs have conducted a linguistic analysis on the securities of the bug report.

They observed numerous references to software entities, physical devices or user actions, suggesting that the future system of systems Bug Tracking will be to collect data in a very structured way.

Not all bug reports are generated by humans, many systems of auto-detection of the bugs can report safety violations and annotate them with counter examples. Weimer (Weimer, 2006) presents an algorithm to build patches automatically as it shows that the report accompanied by patches have three times more likely to be localized within the code with respect to a standard report. Users can also help developers fix bugs without depositing the bug report, for example, many products automatically report information on the crash such as Apple CrashReporter, Windows Error Reporting, Gnome BugBuddy.

Hooimeijer and Weimer (Hooimeijer and Weimer, 2007) proposed a descriptive model of quality bug reports based on statistical analysis of over 27,000 reports related to the open source project Mozilla Firefox. The model is designed to predict if a bug is fixed within a time limits in order to reduce the cost of bug triage. It leads the implications on the bug tracking system highlighting the features to be added when creating a bug report. The model proposed by Hooimeijer and Weimer (Hooimeijer and Weimer, 2007) classifies bug reports based on the characteristics that can be extracted by the same bug report excluding features that require to compare the report with earlier reports, such as the similarity of the text. The features of the model includes the Severity, the Readability Measures, and Submitter Reputation.

Finally, the authors consider the number of comments made in response to the bug and the number of attachment. The results presented show that the bug with high number of comments are resolved in less time. Furthermore, the measure of readability indicated that the bugs fixed in a short time are easy to understand and highly readable. Finally the results of Hooimeijer Weimer and (Hooimeijer and Weimer, 2007) show that some characteristics, contrary to what is believed, have no significant effect on the model, such as the severity of the bug.

A significant contribution to the quality of bug reports was provided by the work of Zimmermann et al. (Zimmermann et al., 2010), where is defined a quality model of a bug report.

Zimmermann et al. (Zimmermann et al., 2010) propose a quality model for bug reports in order and implemented a prototype that helps users to insert the appropriate information while reporting a bug.

The work is based on a survey involving developers and users. The survey carried out by the authors shows clearly a mismatch between what the developers believe important to fix a bug and what they consider important reporters. On the other hand the developers point out that the real problem for the resolution of a bug is not wrong information but rather the lack thereof. Moreover, the difference in perspective between developers and reporters leads to knowledge of different quality.

The model proposed in this paper is even composed of a number of attributes each associated to a score that can be binary (for example the attachment are present or not) or a scalar (such as readability): itemization; Completeness. The main difference with the other approaches already proposed in the literature is the use of Reputation. This feature is specifically investigated comparing four different metrics for its evaluation. The readability has been calculated with the help of several indices such as: Kincaid, SMOG, Flesh, Fog. The features described above have been merged to create a model from a bug report returns its quality. Several models have been evaluated. The following of the paper describes the construction of the model the precision obtained by models built in the testing phase.

3 A CLASSIFICATION MODEL FOR BUG REPORT QUALITY

This section describes the classification model for the evaluation of the bug report quality. As previously mentioned, the model, is made up considering different attributes relevant for establishing the quality level of a bug report. Some of these attributes are derived from information extracted directly from the text of the report (for example, the completeness), while others are related to the Issue (for example, the number of attachment). Overall, the proposed bug report quality model is constructed considering the following attributes: Completeness; Readability, Reputation, Structure.

The following of this section, explains the considered attributes in order to allow the reader a proper understanding of the model defined; describes the validation data set; and presents the classification model.

3.1 Attributes Considered for the Model

The considered attributes for the definition of the classification model are the following:

Completeness. It refers to the information contained in the description in the bug report. This attribute entails the evaluation of the following second level attributes:

1. **Steps.** Indicating the presence of step to reproduce the problem in the description of the bug report;
2. **Build.** Considering the presence of build information, such as the operating system on which the problem occurred, in the description of the bug report;
3. **Elements.** Referring to the presence of user interface elements, such as the menu that originated the problem;
4. **Behavior.** Specifying the inclusion of a description of the expected behaviour, i.e. what is the behaviour that it expected following the conclusion of a sequences of user actions
5. **Actions.** Indicating the presence of a description of the action taken for user interaction such as pressing a button;

Readability. It refers to the quality of the text written in the description that makes it easy to read and understand.

Reputation. It refers to the reputation of the reporter who submits the bug report.

Attachments. It indicates the presence of file attached to complete the bug report.

Lists. It considers the presence of bullet or numbered list in the description of the problem.

Length. It refers to the length of the of the description.

In particular, the completeness is a factors already considered by Zimmerman et al. (Zimmermann et al., 2010) that entailed the body of a Bug Report as composed of set of useful information to maintainers for problem resolution. The bug report quality model proposed in this paper, even considers the completeness. However, a specific analysis has been performed to compare models using an aggregate value of completeness, based on the second level attributes, against models obtained with the individual second level attributes.

The evaluation of the second level attributes of completeness is performed through a textual analysis of the Bug Report description. To this aim it has been necessary to preliminarily construct datasets of key terms used for assessing the second level attributes of completeness.

In the conducted study the dataset of completeness has been constructed considering the description of about 8578 bug, from two open source projects such as PrimeFaces and YII.

To perform the textual analysis, preliminarily it has been decided the removal of stop words using as a reference the data set provided by WordNets [16]. Then, the words that were present in at least 1% of the reports have been analyzed and used to construct 5 disjoint sets. These sets have been used for evaluating the second level attribute of completeness.

For example, all the terms related to the steps to reproduce the problem, such as, try, reproduce, step etc..., have been used to prepare the **Steps** Dataset. Similarly the other four Datasets have been obtained.

Using these sets the Completeness second level attributes have been evaluated for the Bug Reports in the case study. This evaluation is relevant in the proposed model as the analysis is carried out considering each attribute as a separate sub-factor in the quality model.

Readability is the second key factor for the quality of a bug report in proposed model. One can easily understand how a text highly confusing in the description of a bug it makes difficult to understand the problem itself and therefore are stretched time to resolution of the problem itself.

Currently, there are numerous indexes for the assessment of the readability that use static characteristics of the text as the number of words in a sentence or the number of syllables in a word such as the SMOG, FOG, FLESCH etc. Moreover, the Java library "Java Fathom" has been used for the indexes calculation. This library allows to calculate these indices according to the original formulas for an analyzed text.

Then, since the model has been defined with the objective of analyzing open source projects it has been decided to consider in addition to the other attributes of the quality the reputation of the person who reported the problem. This factor is not related to the individual Bug Report, but strictly about the user who reported the problem, so it is calculated from the set of the Issue of the same project.

In the proposed model different definitions have been evaluated to assess the reputation. Following there are the different formulas used:

Rep_A The reputation is computed as the ratio between the numbers of bugs fixed between those reported by a user and the total number of reports submitted by the same.

$$Rep_A = \frac{\text{Number of bug fixed among those submitted by the reporter}}{\text{Number of bug submitted by the reporter}}$$

Rep_B The reputation is computed as the ratio between the numbers of bug fixes including those reported by a user and the total number of bugs present in the entire project:

$$Rep_B = \frac{\text{Number of bug fixed among those submitted by the reporter}}{\text{Number of bug of the project}}$$

Rep_C The reputation is computed as the ratio between the numbers of bug fixes including those reported by a user and the total number of bugs fixed in the whole project:

$$Rep_C = \frac{\text{Number of bug fixed among those pointed out by reporter}}{\text{Number of bug fixed of the Project}}$$

Rep_D The fourth and final way is to calculate the reputation, as the ratio between the number of bug fixes including those reported by a user and the total number of reports submitted by the same increased by one:

$$Rep_D = \frac{\text{Number of bug fixed among those pointed out by reporter}}{\text{Number of bug pointed out by the reporter} + 1}$$

In addition to the Completeness, Readability and Reputation previously described the model has been completed considering additional factors related to the structure. These are binary factors and are listed in the following: presence of attachments (binary); presence of bulleted or numbered lists (binary); length of the description (scalar).

3.2 Validating Data Set

The data set used for validating the classification models has been constructed with the support of three different users. They were asked to analyze the bug report extracted from three different project: They performed a manual inspection of set of bug report and following a checklist assigned a quality value to the bug reports. Specifically, 150 Bug Report extracted for the open source project PrimeFaces have been analyzed three actors: a master student, an app developer for IOS, and a researcher. The actors have been provided with a checklist that entails the verification of the quality factors previously described in the analyzed bug reports. On the basis of the checklist they provided

their own evolution assigning a value between 0 and 10.

Then it is computed an average value among the single quality value reported by the users, and a quality class is assigned using the ranges reported in Table 1.

In particular, the value of Q(R) obtained has been classified in the following classes: Very Poor, Poor, Medium, Good e Very Good on the basis of the range reported in Table 1.

Table 1: Range used for the determination of the bug report quality class.

Range	Quality Class of the Bug Report
$0 \leq \text{value} \leq 1.9$	Very Poor
$2 \leq \text{value} \leq 3.9$	Poor
$4 \leq \text{value} \leq 5.9$	Medium
$6 \leq \text{value} \leq 7.9$	Good
$8 \leq \text{value} \leq 10$	Very Good

The validating data set developed has been used to construct a classifier model useful for predicting the quality of a bug report. To this aim Weka tool has been used (<http://www.cs.waikato.ac.nz/ml/weka>).

To this aim different classification models have been considered and compared. The validation of the models has been performed using the 10 fold cross validation. The comparison has been performed organizing the attributes in two separate groups.

The first group compared models considering the following attributes:

- Completeness: specifically considering each sub-attribute as a separate elements of the model;
- Readability: considering the Flesch, Fog and

Kincaid indexes as distinct elements of the model;

- Attachments availability
- Presence of lists
- Reputation: considering the different definition of reputations

The above attributes have been used to construct models using different classification algorithms, and results have been compared. The classification algorithms considered are the following:

- RandomTree (TREE)
- RandomForrest (TREE)
- J48 (TREE)
- BayesNet (BAYES)
- Jrip (RULES)
- DTNB (RULES)
- Decorate (META)
- END (META)
- LogitBoost(META)
- Part (RULES)
- FT (TREE)

Successively the some algorithms have been used to construct a Second Group of models where the Completeness has been considered as a single attribute computed with the following formula:

Completeness is computed as:

$$C(BR) = \omega_1 * UserActions + \omega_2 InterfaceElements + \omega_3 Step + \omega_4 BuildInformation + \omega_5 ExpectedBehavior$$

where: $\omega_i = 0,2$.

Table 2 reports the composition of the attributes used to construct the different models compared. 12 models entails the separate values of completeness attributes, while, 12 additional models considers a single value of the Completeness second level attributes.

Table 2: Attributes considered in the different models.

Model	Completeness	Flesch	Fog	Kincaid	Lists	Rep _A	Rep _B	Rep _C	Rep _D	Length	Attachments
M1	✓	✓	✓	✓	✓						✓
M2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
M3	✓	✓	✓	✓	✓	✓				✓	✓
M4	✓	✓	✓	✓	✓		✓			✓	✓
M5	✓	✓	✓	✓	✓			✓		✓	✓
M6	✓	✓	✓	✓	✓				✓	✓	✓
M7	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
M8	✓	✓	✓	✓	✓	✓					✓
M9	✓	✓	✓	✓	✓		✓				✓
M10	✓	✓	✓	✓	✓			✓			✓
M11	✓	✓	✓	✓	✓				✓		✓
M12	✓	✓	✓	✓	✓					✓	✓

Table 3: Results of classification algorithms - First Group.

Model	Random Tree	Random Forrest	J48	Bayes net	Jrip rules	DTNB	Decrote	END	LgitBoos	Part	FT
M1	61.33%	72.00%	72.00%	69.33%	58.66%	63.33%	71.33%	71.33%	73.33%	71.33%	76.33%
M2	57.33%	70.66%	71.33%	66.66%	53.33%	65.33%	72.66%	76.66%	67.00%	68.00%	75.33%
M3	62.66%	72.66%	72.00%	68.00%	51.33%	64.00%	76.66%	76.00%	62.00%	66.66%	72.66%
M4	65.33%	74.66%	71.33%	68.00%	52.00%	64.66%	72.66%	72.66%	66.00%	72.00%	75.33%
M5	66.66%	73.33%	70.66%	68.00%	56.00%	64.66%	72.66%	72.00%	68.00%	72.00%	76.00%
M6	66.66%	73.33%	70.66%	68.00%	56.00%	64.66%	72.66%	74.00%	70.00%	70.66%	73.33%
M7	64.00%	72.00%	71.33%	66.67%	59.33%	64.00%	72.00%	71.33%	72.00%	69.33%	76.00%
M8	64.66%	71.33%	72.00%	69.33%	60.66%	66.33%	74.00%	74.66%	68.00%	69.33%	77.33%
M9	58.00%	69.33%	71.33%	68.66%	57.33%	64.00%	72.66%	70.66%	70.66%	69.33%	76.00%
M10	60.00%	68.00%	70.00%	68.66%	55.33%	64.00%	71.33%	71.33%	73.33%	69.33%	77.33%
M11	64.66%	73.33%	72.66%	68.66%	64.00%	64.00%	72.00%	73.33%	72.66%	70.00%	76.66%
M12	63.00%	71.33%	72.00%	68.00%	54.00%	64.00%	68.00%	71.33%	62.66%	72.00%	74.66%

Table 4: Results of classification algorithms - Second Group.

Model	Random Tree	Random Forrest	J48	Bayes net	Jrip rules	DTNB	Decrote	END	LgitBoos	Part	FT
M1	61.33%	67.00%	68.00%	66.66%	65.33%	70.00%	67.33%	66.00%	67.33%	69.33%	69.33%
M2	60.66%	68.00%	70.66%	68.00%	56.66%	65.33%	70.66%	68.66%	68.00%	66.00%	70.66%
M3	61.33%	68.66%	69.00%	68.00%	59.33%	69.00%	69.33%	69.00%	65.00%	68.00%	72.66%
M4	62.66%	68.66%	66.67%	67.00%	57.00%	66.00%	65.33%	65.33%	69.00%	63.00%	71.33%
M5	61.33%	68.00%	66.00%	67.00%	53.00%	66.00%	64.66%	65.00%	69.00%	66.00%	71.33%
M6	56.66%	69.33%	66.67%	68.00%	59.00%	68.66%	66.66%	65.00%	67.00%	64.66%	69.33%
M7	61.33%	70.00%	71.33%	67.33%	64.66%	67.00%	70.00%	68.00%	70.00%	68.00%	72.00%
M8	66.00%	70.66%	71.00%	66.66%	68.00%	70.00%	67.00%	68.00%	69.00%	70.00%	73.00%
M9	64.66%	66.66%	68.00%	68.00%	63.33%	68.00%	66.66%	67.33%	69.33%	66.00%	66.00%
M10	60.66%	67.00%	67.00%	68.00%	60.66%	68.00%	64.66%	66.00%	70.00%	66.66%	67.33%
M11	60.66%	67.33%	69.33%	66.66%	62.00%	70.00%	66.00%	68.66%	68.66%	67.00%	71.33%
M12	60.00%	67.33%	64.00%	68.00%	59.00%	69.00%	62.00%	65.33%	65.33%	62.00%	71.33%

3.3 Results

The performance of the different models has been compared using the Precision metric. The results obtained are reported in Table 3 and 4. The value of the precision for each model is in the last column. A relevant aspect, emerging from this table, is that the models constructed considering individually the attributes of the completeness are, in most cases more precise than those considering the completeness as a single quality attribute.

Furthermore the table highlight that the better performing attribute for reputation is Rep_A. The Table also shows that the best model is the one defined by the classifier FT obtained from,

corresponding to the models M8 and M10, both with a value of precision of 77.33%. These models entails the use of separate attributes for the completeness and the reputation attribute Rep_A.

4 BUG REPORT QUALITY TOOL

The evaluation of the quality of the bug reports of a software project is automatically achieved through a software tool, namely, *BRQTOOL* Bug Report Quality Tool.

The *BRQTOOL* allows the download of all the Issue related to the selected software project. This stage is essential for subsequent computation of the

different factors used by the classification model for the evaluation of the bug reports quality.

This feature stores the all the bug reports of the selected project within the database. This entails the parsing from the URL of the project and the gathering of all the information. Moreover, for each Issue, through the construction of a new url, even the description is recovered and stored in the database.

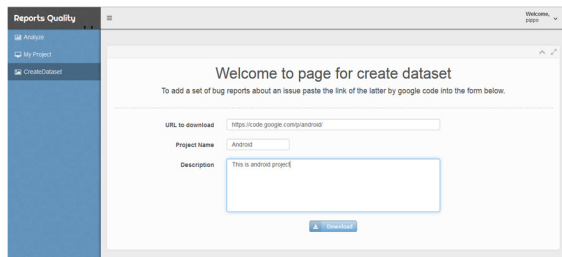


Figure 1: Download performed through *BRQTOOL*.

ID	fresh	log	kincaid	reporter name	reputation	items
30	62.298553	7.5272727	6.2637596	sirishh_@cordys.com	0.6	true
31	9.699158	12.017013	12.614021	sirishh_@cordys.com	0.6	true
32	72.627014	6.768889	4.916001	anarithak_@gmail.com	1.0	true
33	70.767845	7.876163	5.3915844	te_@cordys.com	0.333333	true
34	61.56572	6.571429	5.9142876	te_@cordys.com	0.333333	true
35	51.87001	13.003176	8.579763	te_@cordys.com	0.333333	true
39	45.626404	13.012174	11.4664345	hboc_@cordys.com	0.5	true
41	48.63839	10.298892	8.327028	hboc_@cordys.com	0.5	true
42	67.89108	6.809524	5.6530933	hrshihh_@gmail.com	0.0	true
43	53.194046	11.319812	6.897089	meghana_@gmail.com	0.0	true

Figure 2: Screenshot of *BRQTOOL* reporting the results of the quality attributes.

Id	ActionItem	Steps	Build	User	Action
30	true	true	true	false	true
31	true	true	true	true	true
32	true	true	true	false	true
33	true	true	true	false	true
34	true	false	false	false	false
35	true	true	false	true	false
39	true	true	false	false	true
41	false	true	true	true	true
42	false	true	true	true	true
43	true	true	true	true	true

Figure 3: Screenshot of *BRQTOOL* reporting the Completeness quality attributes.

ID	Quality/IndexByModel
44	VERY POOR
45	POOR
47	GOOD
48	GOOD
49	VERY GOOD
50	GOOD
51	GOOD
52	POOR
53	GOOD
54	POOR

Showing 31 to 40 of 46 entries

Figure 4: Screenshot of *BRQTOOL* reporting the results of the bug reports quality.

Then, the application of the model and the analysis of the bug reports quality is the main functionality of *BRQTOOL*. In particular, it enables the computation all the considered quality attributes, and then uses them as input for the evaluation. To this aim, the model, built in Weka was imported within the *BRQTOOL* to allow the tool its use.

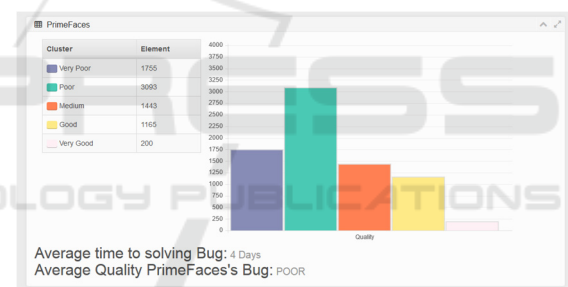


Figure 5: Screenshot of *BRQTOOL* reporting an overview of the obtained results.

Finally, the *BRQTOOL* returns in output three separate reports represented as tables:

- the first table contains the quality factors calculated
- the second table contains predictions on the quality calculated by the formula and model
- the third table lists the attributes related to completeness.

The Figures 2, 3 and 4 show the Screenshots of the results returned by *BRQTOOL*. In particular, Figure 5 depicts a screenshot of *BRQTOOL* reporting an overview of the obtained results for PrimeFaces.

5 CONCLUSIONS

The Bug Reporting activity is a topic of interest in software engineering. This is confirmed by the considerable interest in the literature. However, at present there are few studies that focus on the quality of the report exposing a problem.

In this paper it has been described the creation of a model for the quality Bug Report, specifically focusing on the identification of the quality attributes and how to calculate them.

The obtained model for the evaluation of quality has been incorporated within a software tool, the *BRQTOOL*, that allows users to have an overall assessment of the reports of an Open Source software systems, available on the platform Bug Tracking: Google Code.

The results provided by *BRQTOOL* highlights the importance of managing quality in the Bug Report. In fact, the future works aim to analyze the effect of quality of reporting on the time resolution of the issue, and on the other side the interest of the open source project communities to the reported Bug. Actually the reports obtained by *BRQTOOL* could help to solicit Bug Reporter to create reports having, as far as possible, an high quality.

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