

# Remarkable CT-UT Exam Materials: ISTQB Certified Tester Usability Tester Demonstrate the Most Helpful Learning Dumps - ExamPrepAway



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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Usability and Accessibility Standards: This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.</li></ul>

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## ISTQB Certified Tester Usability Tester Sample Questions (Q35-Q40):

### NEW QUESTION # 35

As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.

Given this information, what is the best approach to verify the usability at the current stage?

- A. Usability maturity assessment
- B. Unmoderated usability test
- C. Usability test in the lab
- D. Usability review

### Answer: D

Explanation:

At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.

References:

Nielsen Norman Group: When to Use Heuristic Evaluation  
ISO 9241-210:2019 - Human-Centered Design Processes  
Usability.gov: Usability Evaluation Types

### NEW QUESTION # 36

Which of the following is a key activity in a usability test session?

- A. Test the set up and modify the test script if needed
- B. Extract usability findings and recommendations
- C. Talk to the participant during the completion of a task
- D. Moderate the usability test

### Answer: D

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator  
ISO 25062:2006 - Usability Test Documentation  
Usability.gov: Conducting a Usability Test

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### NEW QUESTION # 37

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team. What are you going to do differently this time?

- A. Include contact details of the test participants so that the development team can contact them in case they have questions
- B. Add the low-priority findings you didn't include in the first report
- **C. Include positive findings in the report, not only usability problems**
- D. Make the report more detailed and longer

**Answer: C**

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

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### NEW QUESTION # 38

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- B. Define requirements, develop the software, and perform acceptance test
- **C. Interview users, iteratively develop prototypes, and evaluate the software**
- D. Interview users, develop the software, and perform acceptance test

**Answer: C**

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

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### NEW QUESTION # 39

A "usability requirement" is:

- **A. A requirement on the usability of a component or system**
- B. A requirement needed for a usability tester
- C. A requirement how to conduct a usability test
- D. A requirement needed to define the size of a mobile phone used in a usability test

**Answer: A**

#### Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

#### References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

## NEW QUESTION # 40

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