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ISTQB CT-UT Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none"> Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings. |
| Topic 2 | <ul style="list-style-type: none"> 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. |
| Topic 3 | <ul style="list-style-type: none"> 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. |
| Topic 4 | <ul style="list-style-type: none"> 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. |

ISTQB Certified Tester Usability Tester Sample Questions (Q23-Q28):

NEW QUESTION # 23

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

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

Answer: A

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 # 24

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

- SUS
- SUMI
- WAMMI

- A. ii & iii are true, i is false
- B. i & ii are true, iii is false

- C. i, ii and iii are true
- D. i is true, ii & iii are false

Answer: C

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 25

Which of the following is the best description for a usability test session?

- A. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- B. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C. A document specifying a sequence of actions for the execution of a usability test.
- D. A black-box test technique in which test cases are designed to execute usability scenarios.

Answer: A

Explanation:

A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.

References:

ISO 25062:2006 - Common Industry Format (CIF)

Nielsen Norman Group: Usability Testing 101

Usability.gov: Usability Test Sessions

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NEW QUESTION # 26

What is a usability test task?

- A. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post- session interview questions
- B. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- C. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- D. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time

Answer: D

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test

script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

- * ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
- * Nielsen Norman Group: Writing Effective Usability Tasks
- * Usability.gov: Usability Test Task Design

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NEW QUESTION # 27

Which of the following is the correct distinction between formative and summative usability evaluation?

- **A. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- B. Summative evaluations focus on improvement, formative evaluations assess the outcome
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: A

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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NEW QUESTION # 28

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