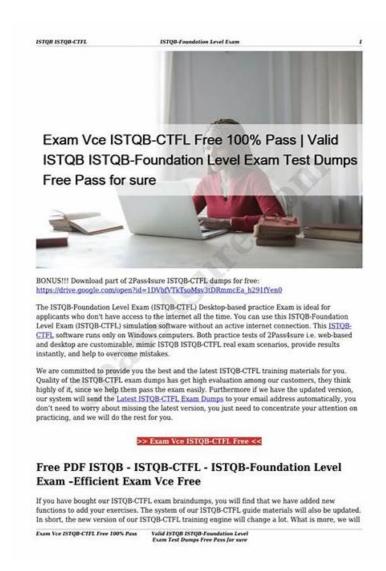
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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	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	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.
Торіс 3	Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.
Торіс 4	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.

ISTQB Certified Tester Usability Tester Sample Questions (Q27-Q32):

NEW QUESTION #27

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 document specifying a sequence of actions for the execution of a usability test.
- C. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- 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

NEW OUESTION #28

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "design"-part
- C. The "analyze"-part
- D. The "iterate"-part

Answer: D

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct. References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities Nielsen Norman Group: Iterative Design in UX

NEW QUESTION #29

Which of the following are common mistakes made in usability testing?

- i. The user is too active
- ii. Critical results are ignored
- iii. No observers involved
- iv. Scheduling too late
- v. Incorrect focus
 - A. ii, iv & v are true, i & iii are false
 - B. i, ii & iii are true, iv & v are false
 - C. ii & iv are true, i, iii & v are false
 - D. i & iii are true, ii, iv & v are false

Answer: A

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Planning and Conducting Usability Testing

NEW QUESTION #30

What is the System Usability Scale (SUS)?

- A. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- B. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.

- C. 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.
- D. A requirement on the usability of a component of system

Answer: B

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C. References:

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

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

NEW QUESTION #31

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

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

NEW QUESTION #32

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