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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q34-Q39):

NEW QUESTION # 34

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 "design"-part
- B. The "evaluate"-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

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NEW QUESTION # 35

What is a usability test task?

- **A. 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**
- 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 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

Answer: A

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 # 36

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that the usability test plan has been properly reviewed
- B. Check that findings are communicated to the stakeholders
- **C. Check consumed resources regularly and compare with the estimates**
- D. Check whether the usability test report conforms to the best practices

Answer: C

Explanation:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice

is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO 9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

- * ISO 9001:2015 - Quality Management Systems
- * ISTQB: Usability Testing Guidelines
- * Nielsen Norman Group: Budgeting for Usability Testing

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NEW QUESTION # 37

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

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

Answer: B

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 # 38

The usability team has written a usability test report. The report has the following structure:

- Executive summary (1 page)
- Table of contents (1 page)
- Findings and recommendations (5 pages)
- Objectives (2 pages)
- Purpose (2 pages)
- Contacts (1 page)

Which best practice does this usability test report violate?

- A. The report misses positive findings
- **B. The report misses a description of the evaluation method**
- C. The report is too long
- D. The report makes use of usability jargon

Answer: B

Explanation:

A best practice in usability reporting (based on ISO/IEC 25062:2006 - Common Industry Format for usability test reports) is to include a clear description of the evaluation method used. This includes how the test was designed, how participants were selected, what tasks were performed, and under what conditions the test was conducted. This ensures the results are credible and reproducible. The provided structure omits this essential information. While the report length is not excessive and positive findings may or may not be present, the key missing component is the method description.

References:

- ISO/IEC 25062:2006 - Common Industry Format for Usability Test Reports
- Nielsen Norman Group: How to Write Usability Reports
- Usability.gov: Reporting Usability Test Results

