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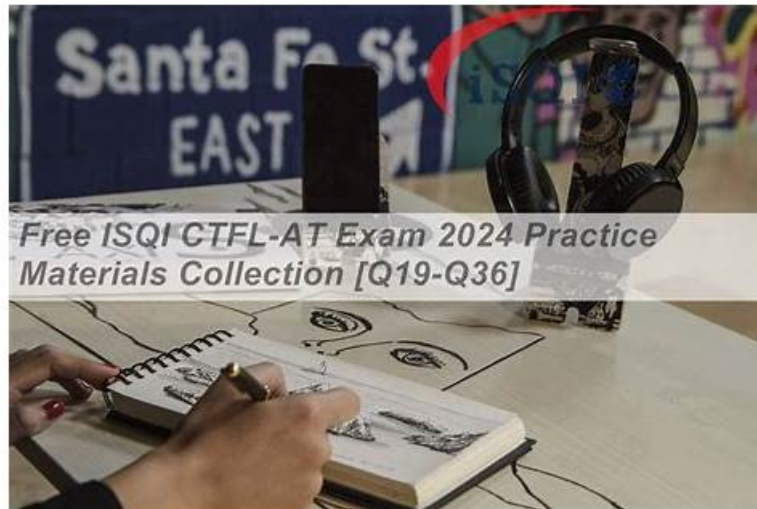


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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Exam is a certification exam designed for professionals who want to enhance their knowledge and skills in usability testing. CTFL-UT exam is ideal for software testers, developers, usability engineers, designers, and anyone who is involved in the development of software applications. CTFL-UT Exam is based on the International Software Testing Qualifications Board (ISTQB) syllabus, which covers the fundamental concepts, methods, and techniques of usability testing.

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The CTFL-UT certification exam is a comprehensive exam that covers all aspects of usability testing. It is an entry-level certification, and candidates do not require any prior experience or knowledge of software testing. However, it is recommended that candidates have some basic knowledge of software development and testing processes. ISTQB Certified Tester-Foundation Level - Usability Testing certification exam consists of multiple-choice questions and takes approximately 60 minutes to complete.

ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) certification exam is a globally recognized certification for software testers who specialize in usability testing. CTFL-UT Exam is designed to test the candidate's knowledge and skills in usability testing, which is a critical component of software testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is ideal for individuals who want to enhance their knowledge and skills in software testing and advance their careers in this field.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample

# Questions (Q11-Q16):

## NEW QUESTION # 11

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

**Answer: A**

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 # 12

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?
i. SUS
ii. SUMI
iii. WAMMI

- A. i & ii are true, iii is false
- B. ii & iii are true, i 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 # 13

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

- A. Moderate the usability test
- B. Extract usability findings and recommendations
- C. Talk to the participant during the completion of a task

- D. Test the set up and modify the test script if needed

**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 # 14**
A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.
Which usability risk should be reasonably addressed for the next release?

- A. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- C. Users resist using a software product which is essential for their daily work because it lacks usability
- D. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface

**Answer: D**

Explanation:
The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.
References:
ISO 9241-210:2019 - Risk Management in Usability Engineering
Nielsen Norman Group: Error Prevention in UI Design
IEEE 1028: Standard for Software Reviews and Risk-Based Usability
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**NEW QUESTION # 15**
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 consumed resources regularly and compare with the estimates
- C. Check that findings are communicated to the stakeholders
- D. Check whether the usability test report conforms to the best practices

**Answer: B**

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 # 16**
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