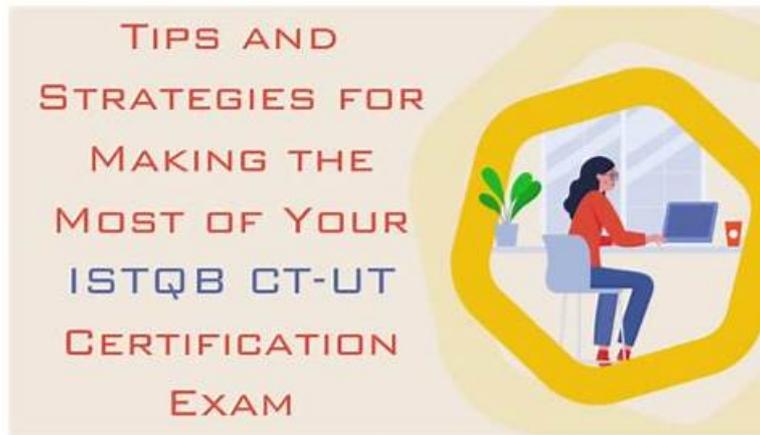


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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.

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ISTQB Certified Tester Usability Tester Sample Questions (Q12-Q17):

NEW QUESTION # 12

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. Make the report more detailed and longer
- **C. Include positive findings in the report, not only usability problems**
- D. Add the low-priority findings you didn't include in the first report

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 # 13

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. That depends on the accessibility of the website
- B. The usability of the website is good - five minutes is a fair amount of time
- C. The usability of the website is bad - five minutes is way too long
- **D. That depends on the context of use as users may have different expectations**

Answer: D

Explanation:

Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Nielsen Norman Group: Context of Use in Usability Testing

Usability.gov: Usability and Context of Use

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NEW QUESTION # 14

What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- **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. 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.

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

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NEW QUESTION # 15

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is informal and many potential users can be accessed
- B. Testing happens on a regular basis, e.g. each Monday
- **C. Testing focuses on instant redesigns and confirming made changes**
- D. Testing is quantitative

Answer: C

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method

* Nielsen Norman Group: Rapid Iterative Testing

* Usability.gov: RITE Method Overview

NEW QUESTION # 16

Which of the following is a principal task of the usability test moderator role?

- A. Write a usability test plan
- **B. Define testing tasks**
- C. Create a survey plan
- D. Log usability problems

Answer: B

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer

