

ISTQB Certified Tester Usability Tester brain dumps, CT-UT dumps pdf



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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 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 3	<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 4	<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 (Q24-Q29):

NEW QUESTION # 24

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

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

Answer: B

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 # 25

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 "analyze"-part
- C. The "design"-part
- D. The "evaluate"-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:

NEW QUESTION # 26

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers). Which kind of risk is most likely to occur?

- A. There's no risk predictable
- B. User experience risk
- C. Usability risk
- **D. Accessibility risk**

Answer: D

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG). Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

- * W3C: Web Content Accessibility Guidelines (WCAG) 2.1
- * ISO 9241-171:2008 - Software Accessibility
- * Usability.gov: Accessibility Guidelines

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NEW QUESTION # 27

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Single A (A)
- B. Quadruple A (AAAA)
- C. Double A (AA)
- **D. Triple A (AAA)**

Answer: D

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility: Level A (Single A) is the minimum level of compliance. Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design. Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs. There is no such level as "Quadruple A (AAAA)," making option D invalid. Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

- W3C: WCAG 2.1 Conformance Requirements
- ISO/IEC 40500:2012 (WCAG 2.0)
- W3C: How to Meet WCAG

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NEW QUESTION # 28

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 # 29

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