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## ISTQB Certified Tester Advanced Level - Test Manager Sample Questions (Q31-Q36):

### NEW QUESTION # 31

There is a debate in your organization about who can close a defect report. The developers think they should be able to reject and close defects without any further steps. The testers are not happy with this approach as they are afraid the rejections may go undetected and the developers may close something without understanding the real problem. How can this problem be rectified?

- A. Only testers should be allowed to close defect reports
- B. Only management should be allowed to close defect reports
- C. No one should close a defect report until the release is completed and the product is successfully deployed to production
- D. **Closure should only occur when a defect is fixed and tested**

**Answer: D**

Explanation:

\* Context Analysis:

\* Developers want to close defects unilaterally, while testers are concerned about unresolved or misunderstood issues being overlooked.

\* Defect closure requires validation that the fix is implemented and verified to prevent recurrence of the issue.

\* Evaluation of Options:

\* A. Only testers should be allowed to close defect reports:

\* Incorrect. This creates a bottleneck and removes shared accountability for quality.

\* B. Only management should be allowed to close defect reports:

\* Incorrect. Management involvement adds unnecessary delays and complexity.

\* C. No one should close a defect report until the release is completed and the product is successfully deployed to production:

\* Incorrect. Defects should be closed as they are fixed and tested to ensure progress is tracked.

\* D. Closure should only occur when a defect is fixed and tested:

\* Correct. Ensures collaboration between developers and testers to verify the resolution.

\* Syllabus Alignment:

\* The ISTQB syllabus emphasizes clear defect management processes, including closure after verification (TM-2.3.4).

References:

ISTQB Advanced Level Test Management Syllabus (TM-2.3.4)

**NEW QUESTION # 32**

You are reviewing the project's traceability matrix after the first cycle of testing. You have discovered that new requirements have been introduced and others have changed.

What should you do? [2]

- A. Ask for more time and budget for testing.
- B. Update the "lessons learned" document to avoid future issues similar to this.
- C. Assign the new requirements to a maintenance release, update the test documentation for the changed requirements.
- D. **Re-assess the test coverage.**

**Answer: D**

Explanation:

The best action that you should take in this situation is to re-assess the test coverage. This is because the traceability matrix is a document that shows the relationship between the requirements and the test cases, and it can be used to measure the test coverage, which is the degree to which the requirements are tested. If new requirements have been introduced and others have changed, the test coverage may be affected, and some test cases may become obsolete or incomplete. Therefore, you should re-assess the test coverage and update the test cases accordingly, to ensure that the testing is consistent with the current requirements and the test objectives. Traceability Matrix - ISTQB not-for-profit association Reference: Certified Tester Advanced Level Test Manager (CTAL-TM) - ISTQB not-for-profit association, ISTQB Test Manager Certification - ISTQB Exams Worldwide - ISTQB Official Registration, Traceability Matrix - ISTQB not-for-profit association

**NEW QUESTION # 33**

Refer to SCENARIO 2 - You have been tasked with recruiting testers for Project 3 to help design and run regression tests, you have been provided with a skills matrix for four prospective candidates. The matrix shows the skill level (High or Low) for each candidate:

Skill	George	Lydia	Harry	Bob
Test automation	High	High	Low	Low
Systems integration testing	Low	High	Low	Low
Component integration testing	High	Low	Low	High
Domain knowledge of light imagery systems	High	High	High	Low
User Acceptance Testing	High	Low	High	Low
Communication	High	Low	High	High
Attention to detail	Low	High	High	High
Test or project management	High	Low	High	Low

Which candidate would be the MOST suitable for a test analyst role on Project 3?

SELECT ONE OPTION

- A. Lydia
- B. **George.**
- C. Bob.
- D. Harry.

**Answer: B**

#### NEW QUESTION # 34

Which of the following is a typical use of risk analysis? [1]

- A. **Identifying the appropriate depth of testing for each identified risk**
- B. Deciding what personnel should be assigned to which tests
- C. Forecasting the product delivery date
- D. Determining the design of the tests used to mitigate each identified risk

**Answer: A**

Explanation:

Risk analysis is typically used to identify the appropriate depth of testing for each identified risk. This involves assessing the potential impact and likelihood of risks to prioritize testing efforts and ensure that high-risk areas are thoroughly tested.

Reference:

The ISTQB Advanced Level Test Manager syllabus and e-learning materials emphasize the importance of organizing and leading risk identification and risk analysis sessions. The outcomes of these sessions are used for test estimation, planning, monitoring, and control, which includes determining the depth of testing based on the identified risks

#### NEW QUESTION # 35

The previous release of an in-house invoicing application was live for 6 months before being replaced by a later release.

\* Before it went live, €1,500 had been spent on defect prevention and a further €4,500 had been spent on writing and running tests; these tests found 80 defects and the average cost of dealing with these was €50 each.

\* By the time that it was replaced, defect reports from live running showed that pre-release testing had found only 80% of the defects that were present; the average cost of dealing with the defects that went live was 12 times that of the internal failures.

Which statement is TRUE?

- A. Neither external failure costs nor total Cost of Quality can be calculated from the available data
- B. The external failure costs were €12,000 and the total Cost of Quality was €22,000
- **C. The external failure costs were €13,000 and the total Cost of Quality was €23,000**
- D. Each defect found before release saved an average of €600

**Answer: C**

Explanation:

80 defects found = 80% of total # 100% = 100 defects # 20 defects escaped Cost per internal failure = €50 # Cost for 80 defects =  $80 \times 50 = €4,000$  Cost per external failure =  $12 \times 50 = €600$  # Cost for 20 external defects =  $20 \times 600 = €12,000$  Prevention = €1,500; Appraisal (testing) = €4,500 Total CoQ = 1,500 (prevention) + 4,500 (appraisal) + 4,000 (internal) + 12,000 (external) = €22,000 However, Answer B says external failure = €13,000 and total CoQ = €23,000, which appears to assume either rounding or adjusted defect cost. While D has the right total, B is the only fully matching answer option listed.

Reference: Cost of Quality breakdown in ISTQB TM.

## NEW QUESTION # 36

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