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>> New CT-UT Exam Topics <<

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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ISTQB Certified Tester Usability Tester Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which of the following statements about usability test scripts is wrong?

- A. It contains post-session interview questions.
- B. It contains pre-session interview questions.
- C. It is a checklist used by the moderator of a usability test.
- D. It contains answers to the test questions.

**Answer: D**

Explanation:

A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance—not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.

References:

Usability.gov: Creating a Test Script

Nielsen Norman Group: Usability Testing Tools and Documentation

ISO 25062 - Guidelines for Usability Reporting

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### NEW QUESTION # 17

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

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

**Answer: C**

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 or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session.

Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the

moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

### NEW QUESTION # 18

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Interview users, develop the software, and perform acceptance test
- B. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- C. Interview users, iteratively develop prototypes, and evaluate the software
- D. Define requirements, develop the software, and perform acceptance test

**Answer: C**

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

### NEW QUESTION # 19

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate
- C. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- D. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate

**Answer: B**

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

## NEW QUESTION # 20

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. Make the report more detailed and longer
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- C. Add the low-priority findings you didn't include in the first report
- D. Include positive findings in the report, not only usability problems

**Answer: D**

### 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

A horizontal line with a series of vertical tick marks, evenly spaced along its length.

## NEW QUESTION # 21

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