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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.
Topic 3	• 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.

Real CT-UT Exam Questions - CT-UT Certification Exam Infor

Our primary objective is to provide you with ISTQB Certified Tester Usability Tester (CT-UT) actual questions to complete preparation for the test in few days. Our product includes ISTQB Certified Tester Usability Tester real questions, desktop practice test software, and web-based practice exam. Keep reading to find out what are the specifications of these formats.

ISTQB Certified Tester Usability Tester Sample Questions (Q34-Q39):

NEW QUESTION # 34
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 # 35
As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.
Given this information, what is the best approach to verify the usability at the current stage?

- A. Unmoderated usability test
- B. Usability test in the lab
- C. Usability review
- D. Usability maturity assessment

Answer: C

Explanation:
At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.
References:
Nielsen Norman Group: When to Use Heuristic Evaluation
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Usability Evaluation Types

NEW QUESTION # 36
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations assess the outcome, formative evaluations focus on improvement
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- C. Summative evaluations focus on improvement, formative evaluations assess the outcome
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: A

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.
References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
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NEW QUESTION # 37
Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

- A. i, ii, & iii are true, iv & v are false
- B. i, iii, iv & v are true, ii is false
- C. iv & v are true, i, ii & iii are false
- D. i & iii are true, ii, iv & v are false

Answer: B

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.
They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.
Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.
References:
WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
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NEW QUESTION # 38
Which of the following is a principal task of the usability tester role?

- A. Define testing tasks
- B. Perform pre-session briefing of participants

- C. Discuss findings from usability test
- D. Communicate with test participant

Answer: D

Explanation:
The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.
References:
Usability.gov, Usability Testing Basics
Nielsen Norman Group, Moderating Usability Tests
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities
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NEW QUESTION # 39
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