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ISTQB CT-UT Exam Syllabus Topics:

| Topic | Details |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <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 2 | <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. |
| 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"> • 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 5 | <ul style="list-style-type: none"> • 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 6 | <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. |

ISTQB Certified Tester Usability Tester Sample Questions (Q20-Q25):

NEW QUESTION # 20

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

- i. SUS
- ii. SUMI
- iii. WAMMI

- A. i & ii are true, iii is false
- B. ii & iii are true, i is false
- C. i is true, ii & iii are false
- **D. i, ii and iii are true**

Answer: D

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 21

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Usability maturity assessment
- B. Accessibility evaluation
- **C. Usability evaluation**
- D. Risk assessment

Answer: C

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

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NEW QUESTION # 22

Which of the following elements are addressed by the WCAG?

- Resizability of text
- Visually appealing design
- Text alternatives
- Keyboard accessibility
- Mouse input

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

Answer: A

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- Text resizing (SC 1.4.4),
- Text alternatives for non-text content (SC 1.1.1),
- Keyboard accessibility (SC 2.1.1),
- 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](https://www.w3.org/WAI/WCAG21))

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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NEW QUESTION # 23

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

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

- D. Define requirements, develop the software, and perform acceptance test

Answer: A

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

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NEW QUESTION # 24

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

Answer: D

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 # 25

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As the labor market becomes more competitive, a lot of people, of course including students, company employees, etc., and all want to get ISTQB authentication in a very short time, this has developed into an inevitable trend. Each of them is eager to have a strong proof to highlight their abilities, so they have the opportunity to change their current status, including getting a better job, have higher pay, and get a higher quality of material, etc. It is not easy to qualify for a qualifying exam in such a short period of time. Our company's CT-UT Study Guide is very good at helping customers pass the exam and obtain a certificate in a short time, and now I'm going to show you our CT-UT exam dumps. Our products mainly include the following major features.

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