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ISTQB Certified Tester Usability Tester Sample Questions (Q12-Q17):

NEW QUESTION # 12

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

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

Answer: C

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 # 13

What is the System Usability Scale (SUS)?

- A. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- **B. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- C. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- D. A requirement on the usability of a component of system

Answer: B

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

- Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.
 - Usability.gov: System Usability Scale (SUS)
 - ISO/IEC 25062 - Common Industry Format for Usability Test Reports
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NEW QUESTION # 14

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 review**
- C. Usability maturity assessment
- D. Usability test in the lab

Answer: B

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 # 15

A "usability requirement" is:

- A. A requirement on the usability of a component or system
- B. A requirement how to conduct a usability test
- C. A requirement needed to define the size of a mobile phone used in a usability test
- D. A requirement needed for a usability tester

Answer: A

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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NEW QUESTION # 16

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Visibility of system status
- B. User control and freedom
- C. Help and documentation
- D. Aesthetic and minimalist design

Answer: B

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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NEW QUESTION # 17

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