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The CTFL-UT certification exam covers a wide variety of topics including usability testing, usability testing terminology, usability test design, usability test execution, reporting the test results, and analyzing the test results. CTFL-UT exam is designed for individuals at the entry-level who are seeking to develop their career in software testing. However, experienced professionals who are looking to enhance their practical knowledge of usability testing can also benefit from the certification.

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Achieving the CTFL-UT certification demonstrates a commitment to professional development and a dedication to quality assurance. It also provides a competitive advantage in the job market, as many organizations require or prefer candidates with ISTQB certifications. Additionally, the CTFL-UT Certification can lead to career advancement opportunities, such as becoming a senior usability tester or a UX design specialist.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q36-Q41):

NEW QUESTION # 36

Which of the following statements about usability test plans is true?

- A. It contains the results of the test sessions
- B. It should be very elaborate and at least 10 pages
- C. It contains a schedule

- D. It should contain the briefing instructions

Answer: C

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document. Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template

Nielsen Norman Group, Usability Test Planning

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

NEW QUESTION # 37

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 focus on improvement, formative evaluations assess the outcome
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- 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 # 38

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. Usability maturity assessment
- **B. Usability review**
- C. Unmoderated usability test
- 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 # 39

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

Answer: B

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 # 40

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

Answer: A

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 # 41

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