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ISTQB CTAL-TM-001 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Managing the Product: This section of the exam measures the skills of a Test Analyst and focuses on the artefacts under test and the metrics that describe them. Examinees show how to define and collect test metrics to monitor quality and progress, estimate effort and resources for different test scopes, and organize defect management workflows that fit sequential, iterative, or hybrid lifecycles. The aim is to ensure test outcomes align with objectives and inform stakeholders through clear reporting, while using estimation techniques and defect data to guide ongoing test and process improvements.
Topic 2	<ul style="list-style-type: none">Managing the Test Activities: This section of the exam measures the skills of a Test Manager and covers the end-to-end coordination of testing work. Candidates must demonstrate how to plan testing—defining objectives, scope, resources, schedule, and risk treatments—then how to monitor progress against those plans, control deviations through corrective actions, and conclude testing with completion reports, archival of testware, and lessons-learned sessions. The syllabus also explores tailoring test activities to project context, applying risk-based testing to focus effort where it matters most, shaping a coherent project test strategy, leading process-improvement initiatives, and selecting and managing test tools throughout their lifecycle.

Topic 3	<ul style="list-style-type: none"> • Managing the Team: This section of the exam measures the skills of a Test Lead and addresses the human side of test management. Candidates must demonstrate how to identify the skills required for each project, assess and develop team competence, and apply motivating leadership practices. The syllabus also covers stakeholder relationship management, understanding interests and influence, articulating the business case for testing, and balancing cost?of?quality considerations to ensure testing is properly resourced, communicated, and valued within the wider project.
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ISTQB Certified Tester Advanced Level - Test Manager Sample Questions (Q210-Q215):

NEW QUESTION # 210

Which of the following would be the most significant input to estimating the time to carry out the specified testing tasks? 3 credits

- A. The number of testers in the company and their grade.
- B. The skills and experience of developers to correct the failures.
- C. The standards used for the requirements specification.
- D. The metrics recorded from testing the capture-replay tool.

Answer: D

NEW QUESTION # 211

The introduction of reviews and inspections has often failed as a process improvement action. Identify the THREE most important measures that should be taken to reduce the risk that this test process improvement will fail. 2 Credits (for 2 out of 3 correct 1 credit)

- A. The availability of stands and processes
- B. Management support
- C. Alignment with software process improvement
- D. Training of those involved
- E. Usage of a more traditional software development lifecycle
- F. Process ownership and experienced moderators who drive the inspection process.
- G. Using a reference model, e.g. TMMi

Answer: B,D,F

NEW QUESTION # 212

You have assembled the following cost of quality numbers 1 000 defects were found prior to release and 100 were found after.

Average Cost	Amount	# of Defects	Total Cost
Defect prevention	\$50,000	N/A	\$50,000
Appraisal	\$250	1,000	\$250,000
Internal failure	\$200	1,000	\$200,000
External failure	\$2,000	100	\$200,000

Given this information what should you conclude?

- A. More testing was needed before the production release because the defect detection percentage (DDP) was below 90%
- B. The cost of testing is just right and is justified by the numbers
- C. More effort should be put on appraisal to help lower the cost of quality
- D. The cost of testing is high and could probably be lowered by spending more money on defect prevention

Answer: D

Explanation:

* Cost of Quality Analysis:

* The given table lists costs for defect prevention, appraisal, internal failure, and external failure.

* Defect prevention cost is \$50,000, while costs for appraisal, internal failures, and external failures are \$250,000, \$200,000, and \$200,000, respectively.

* The combined cost of internal and external failures is significantly high compared to defect prevention costs.

* Defect Detection and Prevention (DDP):

* DDP measures the effectiveness of defect prevention activities and early detection mechanisms.

* In this case, 1,000 defects were caught before release (appraisal) and 100 defects escaped to production.

* $DDP = (\text{Defects found before release} / \text{Total defects}) = 1000 / (1000 + 100) = 90.91\%$.

* While this DDP is relatively high, the costs of appraisal and failures indicate that prevention strategies need more investment.

* Key Cost Drivers:

* High internal and external failure costs indicate inefficiencies in earlier stages of quality assurance.

* Shifting investments from appraisal and failure costs towards defect prevention would reduce the overall cost of quality.

* Evaluating Options:

* Option A ("More testing needed because DDP < 90%") is invalid since DDP is above 90%.

* Option C ("The cost of testing is justified") does not address the imbalance between high failure costs and low prevention spending.

* Option D ("More effort on appraisal") contradicts the cost-benefit focus of investing in prevention.

* Option B is correct because enhancing defect prevention strategies will reduce downstream costs.

References and Syllabus Alignment:

* This conclusion aligns with the ISTQB Advanced Test Management syllabus section on "Cost of Quality" and strategies to optimize testing investments. Specifically, prevention is emphasized as more cost-effective than appraisal and failure management.

NEW QUESTION # 213

IEEE 1028 also defines "management review" as a type of review. What is the main purpose of a management review? 1 credit

- A. To monitor progress, assess the status of a project, and make decisions about future actions
- B. Establish a common understanding of requirements
- C. Provide independent evaluation of compliance to processes, regulations, standards etc.
- D. Align technical concepts during the design phase

Answer: A

NEW QUESTION # 214

Your test team is in the process of completing final regression testing one week before the release date. One of your staff has just uncovered a critical defect that causes data corruption.

What should you do? [2]

- A. Write a high priority defect and follow the escalation communication plan as defined in your test plan
- B. Update the risks in your test plan to cover data corruption issues and update your test cases to be sure you test for this in

the future

- C. Write a high priority defect and call the business stakeholders to warn them about it
- D. Update the weekly status charts and change the project status to red

Answer: A

Explanation:

The best action that you should take in this situation is to write a high priority defect and follow the escalation communication plan as defined in your test plan. This is because a critical defect that causes data corruption is a serious issue that can affect the quality, functionality, and reliability of the system, and it needs to be reported and resolved as soon as possible. By writing a high priority defect, you can document the details and the impact of the defect, and alert the development team and the project manager about it. By following the escalation communication plan, you can ensure that the defect is communicated to the appropriate stakeholders, such as the business sponsors, the customers, or the senior management, in a timely and effective manner, and that the necessary actions are taken to address the defect. Defect Reporting - ISTQB not-for-profit association References: Certified Tester Advanced Level Test Manager (CTAL-TM) - ISTQB not-for-profit association, ISTQB Test Manager Certification - ISTQB Exams Worldwide - ISTQB Official Registration, Defect Reporting - ISTQB not-for-profit association

NEW QUESTION # 215

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