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### ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Selecting Appropriate Methods:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Basic Concepts:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>User Surveys:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Usability and Accessibility Standards:</b> This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.</li> </ul>

## ISTQB Certified Tester Usability Tester Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "iterate"-part
- B. The "analyze"-part
- C. The "design"-part
- D. The "evaluate"-part

**Answer: A**

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

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### NEW QUESTION # 16

What is the System Usability Scale (SUS)?

- A. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.
- B. 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.
- C. 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.
- D. A requirement on the usability of a component of system

**Answer: A**

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 # 17

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

**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 # 18

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- **A. Good idea**
- B. Positive finding
- C. Usability problem
- D. Functional problem

**Answer: A**

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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### NEW QUESTION # 19

What is a usability test task?

- A. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- B. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- C. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- D. 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

**Answer: D**

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

\* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

\* Nielsen Norman Group: Writing Effective Usability Tasks

\* Usability.gov: Usability Test Task Design

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### NEW QUESTION # 20

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