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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) certification exam is a globally recognized certification for software testers who specialize in usability testing. CTFL-UT exam is designed to test the candidate's knowledge and skills in usability testing, which is a critical component of software testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is ideal for individuals who want to enhance their knowledge and skills in software testing and advance their careers in this field.

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The CTFL-UT certification exam is aimed at individuals who have a strong understanding of software testing principles and techniques, as well as an interest in usability testing. It is also suitable for professionals who are involved in software development, project management, and quality assurance. CTFL-UT exam is divided into multiple-choice questions and is typically completed within 60 minutes. Upon passing the exam, individuals will receive the ISQI CTFL-UT Certification, which is recognized globally by employers and industry professionals. ISTQB Certified Tester-Foundation Level - Usability Testing certification serves as a testament to an individual's expertise in the field of usability testing, and can greatly enhance their career opportunities.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q34-Q39):

### NEW QUESTION # 34

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 # 35

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. Risk assessment
- C. Accessibility evaluation
- **D. Usability evaluation**

**Answer: D**

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 # 36

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

**Answer: B**

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 # 37

A "usability requirement" is:

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

**Answer: B**

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 # 38

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on experts, formative evaluations require users
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts

- Answer: D**

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