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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.

Topic 2	• Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.
Topic 3	• User Surveys: 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.
Topic 4	• Selecting Appropriate Methods: 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.
Topic 5	• Basic Concepts: 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.

ISTQB Certified Tester Usability Tester Sample Questions (Q13-Q18):

NEW QUESTION # 13
Which of the following is the correct distinction between formative and summative usability evaluation?

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

Answer: B

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
##

NEW QUESTION # 14
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. Usability evaluation
- C. Accessibility evaluation
- D. Risk assessment

Answer: B

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 # 15

What does the Equality Act address?

- A. It states that websites have to adhere to the WCAG conformity level AA
- B. It protects people from discrimination in the workplace and in wider society
- C. It states that websites have to adhere to the WCAG conformity level A
- D. It obligates organizations to make sites accessible at all costs

Answer: B

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 16

Which of the following are common mistakes made in usability testing?

i. The user is too active

ii. Critical results are ignored

iii. No observers involved

iv. Scheduling too late

v. Incorrect focus

- A. ii, iv & v are true, i & iii are false
- B. i & iii are true, ii, iv & v are false
- C. ii & iv are true, i, iii & v are false
- D. i, ii & iii are true, iv & v are false

Answer: A

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Planning and Conducting Usability Testing

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NEW QUESTION # 17

Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- B. Positive usability findings allow a better view of the usability of the product.
- C. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- D. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.

Answer: C

Explanation:
Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:
A: Build developer confidence and soften criticism when pointing out issues.
C: Provide a complete picture of usability strengths and weaknesses.
D: Inform developers what should remain unchanged during redesign.
However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.
References:
Nielsen Norman Group: Communicating Usability Findings
Usability.gov: Best Practices for Usability Reporting
ISO 25062 - Usability Test Report Content
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NEW QUESTION # 18

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