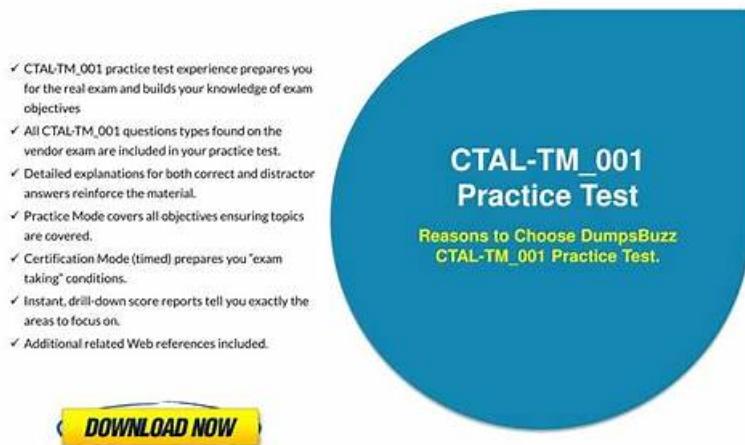


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ISTQB Certified Tester Advanced Level - Test Manager Sample Questions (Q97-Q102):

NEW QUESTION # 97

Which statement about defect management in Agile software development is TRUE?

- A. Defect reports should be raised whenever actual results of a test do not match expected ones
- B. Defect reports are not always necessary, but in some circumstances, they are needed
- C. Defect reports are not required for defects that must be solved by a supplier
- D. Defect reports are unnecessary because of the high level of collaboration within the team

Answer: B

Explanation:

In Agile, defects discovered within the same sprint may be fixed without formal reports, but:

"Defect reports are typically required for defects that cannot be fixed immediately, require additional discussion, or involve external parties."

-ISTQB CTFL Syllabus 2018, Section 3.2.4

Thus, Option A is the accurate and practical reflection of Agile defect handling.

NEW QUESTION # 98

Your test team has created a custom automation tool that will be used for an upcoming release. Now that the tool has been coded, what should be the next step? [1]

- A. Create the tool support guide
- B. **Test the tool**
- C. Compare the new tool to open source tools
- D. Perform an ROI study

Answer: B

Explanation:

The next step after creating a custom automation tool is to test the tool itself. This is to ensure that the tool is reliable, functional, and compatible with the system under test. Testing the tool involves verifying its features, performance, usability, security, and stability.

Testing the tool also helps to identify and fix any defects or issues before using it for the actual testing of the product. ISTQB Advanced Level Test Manager Syllabus

Top 7 Automation Testing Tools to Consider Reference:

ISTQB Advanced Level Test Manager Syllabus

Top 7 Automation Testing Tools to Consider - testRigor AI-Based ...

NEW QUESTION # 99

Your organization has decided to augment your testing team with an offshore team. The offshore team members are experienced testers who are experts in the domain of the system under test. Your team is worried about the offshore team taking their jobs and they are resistant to the change. You need to pick three of your team members to be the ambassadors for the new team. Which competences will be most important for your ambassadors to possess?

- A. Personal competence and professional competence
- B. Professional competence and methodological competence
- C. **Social competence and personal competence**
- D. Methodological competence and social competence

Answer: C

Explanation:

Scenario Analysis:

The testing team is being augmented with an offshore team, creating potential friction and resistance due to concerns about job security.

The ambassadors' role is critical to ensure smooth collaboration and to address the concerns of the existing team while fostering trust and communication with the offshore team.

Correct Option Justification:

Option C (Social competence and personal competence):

Social competence ensures that ambassadors can effectively communicate, build trust, and resolve conflicts between the onshore and offshore teams. This is essential for fostering collaboration and mitigating resistance.

Personal competence focuses on self-awareness, adaptability, and emotional intelligence, which are crucial for managing their team's concerns and acting as role models for positive behavior during the transition.

Together, these competences address the interpersonal dynamics and morale issues inherent in such a situation.

Option A (Professional competence and methodological competence):

While valuable in other contexts, technical and methodological skills are secondary in this situation. The ambassadors' primary role is to facilitate collaboration, not to focus on domain expertise or process methodologies.

Option B (Methodological competence and social competence):

Methodological competence (e.g., understanding tools and processes) is less critical here than personal competence, as the challenge is more about team dynamics and less about technical execution.

Option D (Personal competence and professional competence):

Professional competence (e.g., domain expertise) is not the priority in addressing team resistance or fostering offshore collaboration. Social competence is more crucial to building relationships and trust.

Key Competence Emphasis:

The ISTQB Advanced Test Management syllabus highlights the importance of social and interpersonal skills in managing stakeholder relationships, team dynamics, and cross-functional collaborations (TM-3.1.5).

Syllabus References:

The syllabus emphasizes the importance of team management and addressing concerns during organizational changes. Ambassadors need to focus on team integration, cultural adaptation, and resolving resistance to change.

Exam Structure Reference:

This question aligns with K2 (understanding) in the ISTQB Advanced Test Management exam, focusing on understanding the roles and skills necessary for successful team collaboration and management.

NEW QUESTION # 100

SoftTech provides a core banking product to retail banks to enable their customers to process payments via the Internet and telephone banking and, as SoftTech's Test Manager, you are responsible for system testing and system integration testing of all SoftTech's products.

Your current project is to integrate SoftTech's core banking product with an existing bank's systems, which are maintained by experienced developers but poorly documented.

A specification for the 10 interfaces to the bank's existing systems has been produced by SoftTech's development team. There is an estimating matrix for system integration testing that allows 2 man days per interface for preparation, plus 2 man days per interface for test execution. The exit criteria for the completion of system integration testing has been agreed as:

1. No open Severity 1 defects
2. No more than 10 open severity 2 and/or 3 defects
3. All interfaces tested
4. Cost estimate must not be exceeded

System integration test execution is scheduled to last 5 weeks, with week 5 reserved for regression and bug fixing only.

At the end of week 3 the following test report has been produced (figures on a week by week basis, not cumulative):

Week	Severity 1 defects raised	Severity 1 defects closed	Severity 2 and 3 defects raised	Severity 2 and 3 defects closed	Interfaces tested	Costs incurred (man days)
1	2	0	8	2	2	15
2	1	2	4	6	2	12
3	2	2	2	3	0	8

(b). Open severity 2 and 3 defects
(c). Interface testing progress
(d). Development resource for debugging
(e). Available budget

SELECT ONE OPTION

- A. c and d.
- B. c and e
- C. d and e.
- D. b and c.

Answer: A

NEW QUESTION # 101

Risks have been identified for a project and they have been analysed using a quantitative method, with the following results for probability and impact.

Risk ID	Description	Probability	Impact
A	Test environment may not be available for testing	20%	500,000 €
B	Reviews on technical documentation may not be performed	90%	100,000 €
C	Application may not meet the quality expectations of the business	40%	1,500,000 €
D	A test manager may not be assigned for this project	10%	6,000,000 €

Which risk should the System Testing focus on mitigating first?

SELECT ONE OPTION

- A. Risk C
- B. Risk A.
- C. Risk B.
- D. Risk D

Answer: A

NEW QUESTION # 102

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