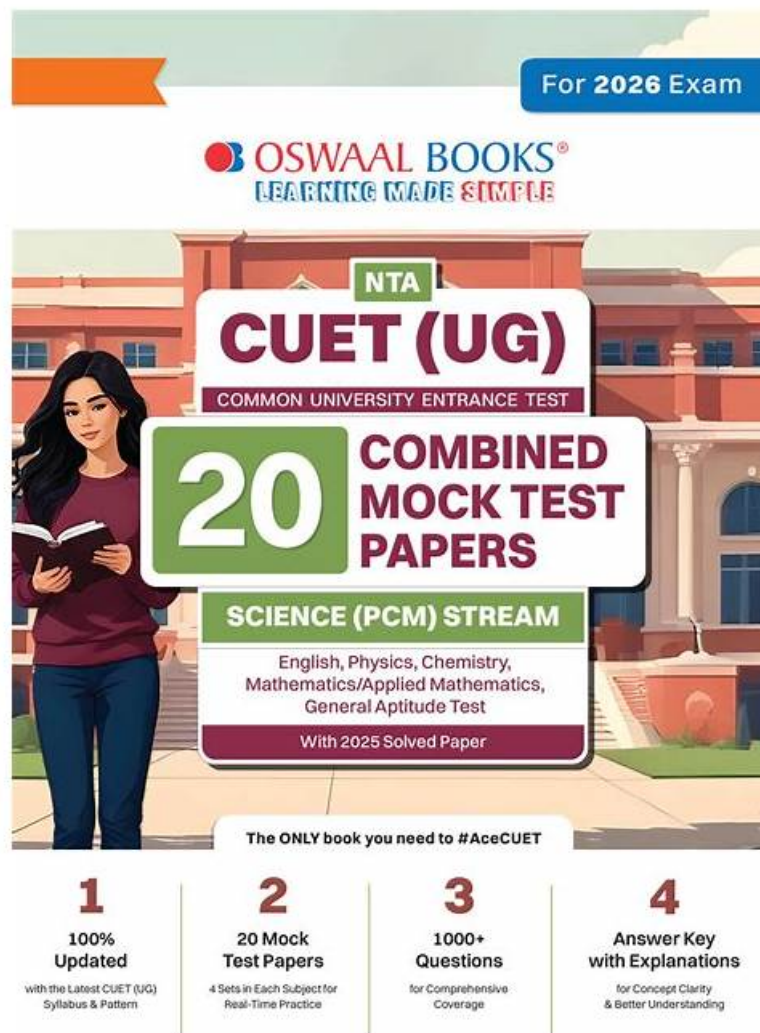# New CT-UT Test Braindumps | CT-UT Examcollection Vce

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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Usability and Accessibility Standards: 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.
Topic 2	• 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 3	• 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 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.

ISTQB Certified Tester Usability Tester Sample Questions (Q35-Q40):

NEW QUESTION # 35
A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.
Which of the following heuristics would best describe this usability issue?

- A. User control and freedom
- B. Help and documentation
- C. Aesthetic and minimalist design
- D. Visibility of system status

Answer: A

Explanation:
The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.
This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.
This design flaw undermines user autonomy and can result in lost progress or frustration.
References:
Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles
##

NEW QUESTION # 36
Which of the following is a key activity in a usability test session?

- A. Moderate the usability test
- B. Extract usability findings and recommendations
- C. Talk to the participant during the completion of a task
- D. Test the set up and modify the test script if needed

Answer: A

Explanation:
Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.
References:
Nielsen Norman Group: Role of the Usability Test Moderator
ISO 25062:2006 - Usability Test Documentation
Usability.gov: Conducting a Usability Test
##

NEW QUESTION # 37
Which of these basic approaches to a software development project follows all key elements of human- centered evaluation?

- A. Define requirements, develop the software, and perform acceptance test
- B. Interview users, iteratively develop prototypes, and evaluate the software
- C. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- D. Interview users, develop the software, and perform acceptance test

Answer: B

Explanation:
Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.
Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.
References:
ISO 9241-210:2019 - Human-Centered Design
Nielsen Norman Group: Human-Centered Design Principles
Usability.gov: Human-Centered Design Process
##

NEW QUESTION # 38
How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- C. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- D. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate

Answer: D

Explanation:
Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.
Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person,

depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 39

Which of the following are advantages of using a usability lab?

i. The context is natural

ii. Test sessions are easy to observe

iii. Inexpensive setup

iv. Similar conditions for all sessions

v. Easy recording of sessions

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

Answer: A

Explanation:

Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.

Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.

References:

Nielsen Norman Group: Usability Labs - Pros and Cons

ISO 25062:2006 - Usability Test Reporting

Usability.gov: Setting Up a Usability Lab

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NEW QUESTION # 40

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