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The CTFL-UT exam is developed and administered by the International Software Testing Qualifications Board (ISTQB). ISTQB is a non-profit organization that aims to promote software quality by establishing uniform standards for software testing. The CTFL-UT exam is part of the ISTQB Foundation Level certification program, which is a globally recognized certification program for software testing professionals. The CTFL-UT Certification is an entry-level certification that provides a solid foundation for individuals who want to pursue a career in usability testing.

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The CTFL-UT Exam consists of 40 multiple-choice questions that must be answered within 60 minutes. CTFL-UT exam is available in multiple languages and can be taken online or at a testing center. The passing score for the exam is 65%, and the exam is designed to test the knowledge and skills of testers in the field of usability testing.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q37-Q42):

NEW QUESTION # 37

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 and iii are true
- B. ii & iii are true, i is false
- C. i is true, ii & iii are false
- D. i & ii are true, iii is false

Answer: A

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 # 38

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 "design"-part
- D. The "analyze"-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 # 39

Which of the following is a principal task of the usability test moderator role?

- A. Log usability problems
- B. Define testing tasks
- C. Create a survey plan
- D. Write a usability test plan

Answer: B

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session.

Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by

the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

NEW QUESTION # 40

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is quantitative
- **B. Testing focuses on instant redesigns and confirming made changes**
- C. Testing is informal and many potential users can be accessed
- D. Testing happens on a regular basis, e.g. each Monday

Answer: B

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method

* Nielsen Norman Group: Rapid Iterative Testing

* Usability.gov: RITE Method Overview

NEW QUESTION # 41

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- **A. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!**
- B. Put the first phone you find in your shopping cart!
- C. Which mobile operating system do you prefer?
- D. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".

Answer: A

Explanation:

Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome—all characteristics of well-designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven—making B the correct answer.

References:

Nielsen Norman Group: Writing Effective Usability Tasks

Usability.gov: Scenario-Based Usability Tasks

ISO 25062 - Usability Test Reporting

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NEW QUESTION # 42

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