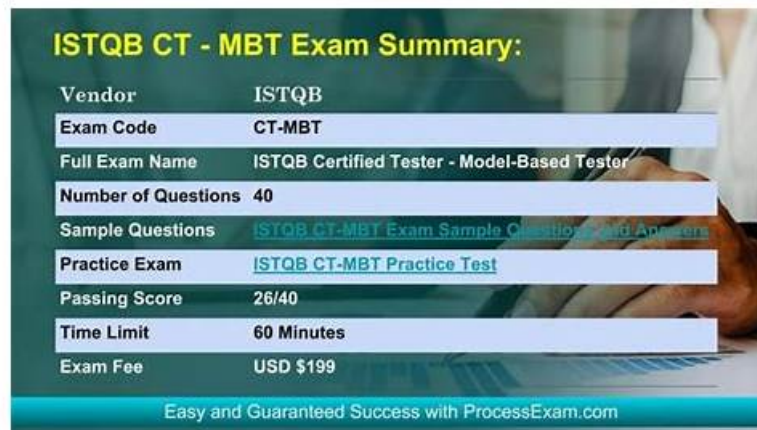


# Best ISTQB CT-UT exam questions and answers



The image shows a graphic titled "ISTQB CT - MBT Exam Summary:" with a table of exam details. The table has two columns: the first column lists the attribute and the second column lists the value. The background of the graphic shows a person's hands typing on a laptop keyboard.

Vendor	ISTQB
Exam Code	CT-MBT
Full Exam Name	ISTQB Certified Tester - Model-Based Tester
Number of Questions	40
Sample Questions	<a href="#">ISTQB CT-MBT Exam Sample Questions and Answers</a>
Practice Exam	<a href="#">ISTQB CT-MBT Practice Test</a>
Passing Score	26/40
Time Limit	60 Minutes
Exam Fee	USD \$199

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>> CT-UT Original Questions <<

## Quiz 2026 ISTQB Efficient CT-UT: ISTQB Certified Tester Usability Tester Original Questions

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### ISTQB Certified Tester Usability Tester Sample Questions (Q20-Q25):

#### NEW QUESTION # 20

A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.

Which usability risk should be reasonably addressed for the next release?

- A. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users resist using a software product which is essential for their daily work because it lacks usability
- **C. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface**
- D. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction

**Answer: C**

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such

as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

- ISO 9241-210:2019 - Risk Management in Usability Engineering
- Nielsen Norman Group: Error Prevention in UI Design
- IEEE 1028: Standard for Software Reviews and Risk-Based Usability
- #####

### NEW QUESTION # 21

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

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

**Answer: A**

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 # 22

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team.

What are you going to do differently this time?

- **A. Include positive findings in the report, not only usability problems**
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- C. Add the low-priority findings you didn't include in the first report
- D. Make the report more detailed and longer

**Answer: A**

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

- Usability.gov: Reporting Usability Findings
- Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format
- #####

### NEW QUESTION # 23

What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- B. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- **C. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- D. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.

**Answer: C**

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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#### NEW QUESTION # 24

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

**Answer: C**

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 # 25

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