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## ISTQB CT-UT Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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. |
| 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 | • 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 4 | • Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders. |

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| Topic 5 | • 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 6 | • 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. |

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## ISTQB Certified Tester Usability Tester Sample Questions (Q17-Q22):

**NEW QUESTION # 17**
Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

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

**Answer: B**

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.
Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.
References:
WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
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**NEW QUESTION # 18**
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. Make the report more detailed and longer
- B. Add the low-priority findings you didn't include in the first report
- C. Include contact details of the test participants so that the development team can contact them in case they have questions
- D. Include positive findings in the report, not only usability problems

**Answer: D**

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
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**NEW QUESTION # 19**
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 "analyze"-part
- D. The "design"-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 # 20**
As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.
Given this information, what is the best approach to verify the usability at the current stage?

- A. Unmoderated usability test
- B. Usability test in the lab
- C. Usability review
- D. Usability maturity assessment

**Answer: C**

Explanation:

At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.

References:

Nielsen Norman Group: When to Use Heuristic Evaluation

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Usability Evaluation Types

## NEW QUESTION # 21

Which of the following is the best description for a usability test session?

- A. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- B. A black-box test technique in which test cases are designed to execute usability scenarios.
- C. A document specifying a sequence of actions for the execution of a usability test.
- D. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.

**Answer: D**

Explanation:

A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.

References:

ISO 25062:2006 - Common Industry Format (CIF)

Nielsen Norman Group: Usability Testing 101

Usability.gov: Usability Test Sessions

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## NEW QUESTION # 22

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