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최신 iSQI Software Testing & Quality CTFL-UT 무료샘플문제 (Q19-Q24):

질문 # 19

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

정답: B

설명:

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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질문 # 20

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 "iterate"-part**
- B. The "design"-part
- C. The "analyze"-part
- D. The "evaluate"-part

정답: A

설명:

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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질문 # 21

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations assess the outcome, formative evaluations focus on improvement
- B. Summative evaluations mostly rely on experts, formative evaluations require users
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- D. Summative evaluations focus on improvement, formative evaluations assess the outcome

정답: A

설명:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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질문 # 22

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

정답: D

설명:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- i. Text resizing (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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질문 # 23

What is good accessibility?

- A. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility
- B. Good usability of a software product on all devices (smart phone, computer, etc.)

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