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The ISTQB Certified Tester-Foundation Level - Usability Testing Exam is designed for professionals who are involved in the field of software testing, particularly in the area of user experience testing. CTFL-UT exam covers various aspects of usability testing, including its importance, the principles of usability testing, the usability testing process, usability testing techniques, and tools used in usability testing. CTFL-UT Exam also covers the role of the tester in usability testing and the importance of usability testing in the software development process.

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The ISTQB Certified Tester-Foundation Level - Usability Testing Exam is a valuable certification for professionals who want to enhance their skills in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is recognized globally and is highly regarded by employers in the software development industry. ISTQB Certified Tester-Foundation Level - Usability Testing certification demonstrates that the candidate has the knowledge and skills required to perform usability testing

effectively and efficiently.

ISQI CTFL-UT Certification Exam is an excellent way for testing professionals to gain expertise in usability testing. It is a valuable certification that will enhance a candidate's career prospects and provide them with the skills and knowledge required to excel in the field of software testing.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

Answer: B

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 # 16

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Functional requirements
- B. Statutory Code of Practice
- C. Opinion of the management
- **D. Usability standards**

Answer: D

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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NEW QUESTION # 17

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 review**
- C. Usability maturity assessment
- D. Usability test in the lab

Answer: B

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 # 18

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They use prototyping in their development process
- B. They focus on quantitative usability evaluations
- C. They focus on agile development
- **D. They also seek to address users with limitations**

Answer: D

Explanation:

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 19

What's the difference between an informal usability review and an expert usability review?

- A. Contrary to an expert review, an informal usability review is based on opinion
- **B. No formal usability qualifications are required for an informal usability review**
- C. An expert usability review is a formal review, not an informal review
- D. An informal review only requires one reviewer

Answer: B

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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NEW QUESTION # 20

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