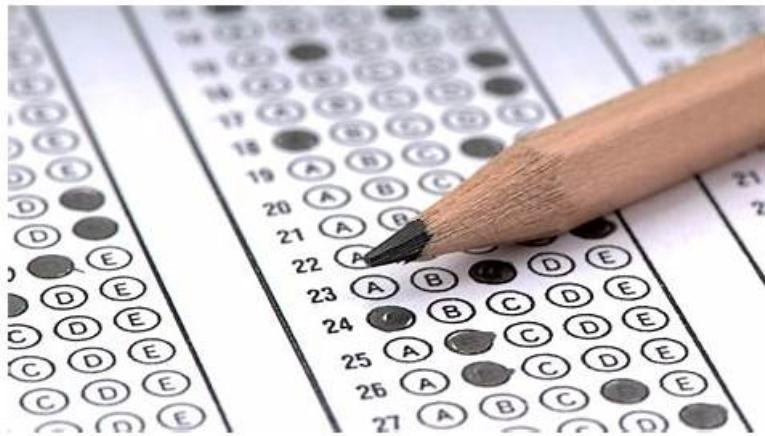


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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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.
Topic 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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.

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

NEW QUESTION # 17

Which of the following are common mistakes made in usability testing?

- i. The user is too active
- ii. Critical results are ignored
- iii. No observers involved
- iv. Scheduling too late
- v. Incorrect focus

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

Answer: D

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centred Design

Usability.gov: Planning and Conducting Usability Testing

NEW QUESTION # 18

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

Answer: A

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

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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 informal review only requires one reviewer
- D. An expert usability review is a formal review, not an informal review

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

The usability team has written a usability test report. The report has the following structure:

Executive summary (1 page)

Table of contents (1 page)

Findings and recommendations (5 pages)

Objectives (2 pages)

Purpose (2 pages)

Contacts (1 page)

Which best practice does this usability test report violate?

- A. The report is too long
- B. The report misses positive findings
- C. The report makes use of usability jargon
- **D. The report misses a description of the evaluation method**

Answer: D

Explanation:

A best practice in usability reporting (based on ISO/IEC 25062:2006 - Common Industry Format for usability test reports) is to include a clear description of the evaluation method used. This includes how the test was designed, how participants were selected, what tasks were performed, and under what conditions the test was conducted. This ensures the results are credible and reproducible. The provided structure omits this essential information. While the report length is not excessive and positive findings may or may not be present, the key missing component is the method description.

References:

ISO/IEC 25062:2006 - Common Industry Format for Usability Test Reports

Nielsen Norman Group: How to Write Usability Reports

Usability.gov: Reporting Usability Test Results

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NEW QUESTION # 21

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Usability problem
- B. Functional problem
- C. Good idea
- D. Positive finding

Answer: C

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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NEW QUESTION # 22

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