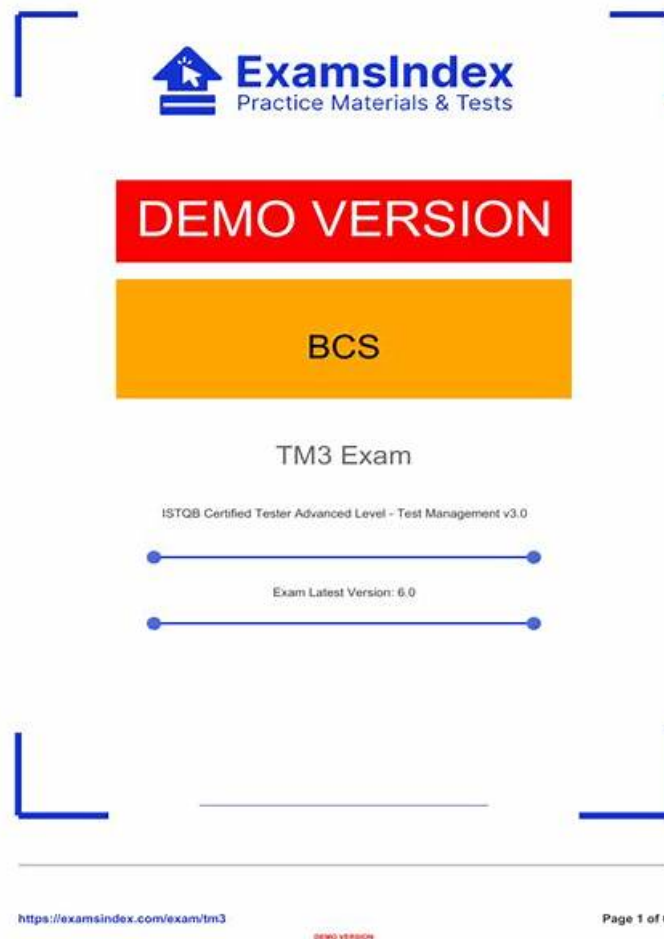


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## BCS ISTQB Certified Tester Advanced Level - Test Management v3.0 Sample Questions (Q11-Q16):

### NEW QUESTION # 11

To which category of cost of quality does "fixing a defect found during testing" belong?

- A. Internal failure costs
- B. External failure costs
- C. Defect prevention costs
- D. Appraisal costs

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus differentiates cost of quality into:

Prevention (to avoid defects),

Appraisal (to evaluate products, e.g., reviews, testing),

Internal failure (defects found before release, including the cost to fix during testing), and External failure (defects found after release). "Fixing a defect found during testing" is an internal failure cost, because the failure is detected and corrected prior to delivery (CTAL-TM v3.0, Organizational Test Management - economics of testing and cost of quality categories).

### NEW QUESTION # 12

You are a test manager managing a test team and working at a government agency. The test team is responsible for performing the system test. Senior management has been provided with the following test objective for a new project:

"The system should be of high quality."

Using the SMART goal methodology, which of the following statements would be appropriate as a revision to the defined test objective by management?

- A. During component testing a statement coverage of 90% shall be achieved
- B. All defined requirements shall be implemented and function without problems
- C. The number of user issues reported in the first 3 months after going live shall be less than an average of 1 per week
- D. At least three weeks of system testing shall be performed and no major defects will be outstanding before going live

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus requires that test objectives be SMART: Specific, Measurable, Achievable, Relevant, and Time-bound. Option C is specific ("user issues"), measurable (" $< 1$  per week"), achievable (depending on context), relevant to system quality in production, and time-bound ("first 3 months after going live").

A is not measurable ("...without problems" is vague).

B is partially SMART but uses ambiguous terms ("major defects") and focuses on elapsed time rather than quality outcomes.

References: ISTQB CTAL-TM v3.0 Syllabus-Chapter 3 (Test Planning: defining measurable test objectives and SMART criteria; aligning objectives to levels and stakeholders).

### NEW QUESTION # 13

Following up on the situation, the team lacks drive and is performing tasks too slowly. You have been asked to recruit an extra person into the team. Which of the following team roles would be most appropriate to enhance the team?

- A. A person with in-depth technical skills
- B. A person who brings new ideas to the team
- C. A test process improvement consultant
- D. A person with the ability to complete tasks

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

According to the ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus (Chapter 7: People Skills - Team Composition), the Belbin team role model is referenced to describe how a balanced team benefits from diverse behavioral roles.

"A team should consist of people who complement each other's strengths and weaknesses. When the team lacks drive or the ability to meet deadlines, a role such as the Implementer or Completer-Finisher may be needed to ensure that work is completed efficiently and on time." (ISTQB CTAL-TM v3.0 Syllabus, Chapter 7 - People Skills, Section: Building and Leading Test Teams) When a team lacks drive and is slow in completing tasks, this indicates the absence of task-oriented roles that emphasize execution and delivery. The Belbin roles that suit this gap include:

Implementer (Practical Organizer)- disciplined, reliable, and efficient in turning ideas into actions.

Completer-Finisher (Detail-Oriented Finisher)- conscientious and ensures that work is completed to the required standard.

Recruiting a person with a strong ability to complete tasks best addresses this deficiency and directly improves the team's delivery performance.

Why the Other Options Are Incorrect:

B). A test process improvement consultant- Focuses on optimizing processes, not motivating daily execution or speeding up delivery.

C). A person with in-depth technical skills- Adds expertise but does not necessarily address the lack of drive or task completion discipline.

D). A person who brings new ideas to the team- Reflects a creative or "Plant" role, valuable for innovation but not for improving execution speed or focus.

References (from ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus):

Chapter 7: People Skills - Team Composition

Section: Test Team Dynamics and the Belbin Team Roles

States that "the Test Manager should identify and balance behavioral roles within the team to ensure effectiveness, for example, introducing task-oriented members when delivery speed is lacking."

#### NEW QUESTION # 14

Analytical test improvement approaches identify problems based on data from the project or team.

Appropriate improvements can be derived from an analysis of the identified set of problems.

Which of the following is not an example of an analytical-based test process improvement approach?

- A. Root cause analysis
- B. The Goal Question Metric (GQM) approach
- C. Analysis using measures, metrics and indicators
- **D. Quantitative TPI NEXT assessment**

**Answer: D**

#### NEW QUESTION # 15

Which status would typically be assigned to a false-positive defect report during defect management?

- A. Accepted
- B. Resolved
- **C. Rejected**
- D. Deferred

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

A false-positive defect is one where the reported behavior is not actually a defect (e.g., intended behavior, misuse, environment/setup issue). In defect management, the appropriate disposition for "not a defect" is to reject the report rather than accept, resolve, or defer it.

Rejected: used when the item is not a defect (e.g., "as designed," duplicate, or cannot be reproduced).

Accepted/Resolved: used when confirmed and fixed.

Deferred: used when confirmed, but the fix is postponed to a later release. This aligns with the syllabus content on defect lifecycle states and dispositions within defect management governance and reporting (CTAL- TM v3.0, Chapter 5: Test Monitoring, Test Control, and Test Reporting - defect management process, defect states, and reporting).

## NEW QUESTION # 16

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