

CTFL-UT模擬トレーニング & CTFL-UT技術試験



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>> CTFL-UT模擬トレーニング <<

CTFL-UT技術試験 & CTFL-UT模擬対策問題

当社ISQIには多くの専門家や教授がいます。当社のすべてのCTFL-UT研究トレントは、CertShikenさまざまな分野のこれらの優秀な専門家および教授によって設計されています。CTFL-UTテストトレントが他の学習教材よりも高い品質を持っていることを確認できます。私たちのデザインの目的は、学習を改善し、最短時間でCTFL-UT認定を取得できるようにすることです。認定資格を取得したい場合は、ISTQB Certified Tester-Foundation Level - Usability Testingガイド急流が最適です。

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing 認定 CTFL-UT 試験問題 (Q22-Q27):

質問 # 22

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. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- B. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface

- C. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- D. Users resist using a software product which is essential for their daily work because it lacks usability

正解: B

解説:

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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質問 # 23

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

正解: A

解説:

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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質問 # 24

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

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

正解: D

解説:

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

質問 # 25

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. Positive finding
- C. Good idea
- D. Functional problem

正解: C

解説:

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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質問 # 26

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers).

Which kind of risk is most likely to occur?

- A. Usability risk
- B. Accessibility risk
- C. User experience risk
- D. There's no risk predictable

正解: B

解説:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

* ISO 9241-171:2008 - Software Accessibility

* Usability.gov: Accessibility Guidelines

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質問 # 27

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CTFL-UT技術試験: <https://www.certshiken.com/CTFL-UT-shiken.html>

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