

わかりやすいCTFL-UT問題集で合格をつかみ取る



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>> CTFL-UTテスト参考書 <<

CTFL-UTテスト参考書 & Pass4Test - 認定試験のリーダー & ISQI ISTQB Certified Tester-Foundation Level - Usability Testing

IT業界での先駆者として、我々Pass4Testの目的はIT認定試験に参加する皆様に助けを提供することです。我々のエリートたちは目標を達成するために、昼も夜も努力してISQI試験の数年以来のデータの分析と整理に就いています。彼らの真面目な態度があって、我々のCTFL-UT対策を利用するお客様のほとんどはCTFL-UT試験に合格できます。

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing 認定CTFL-UT 試験問題 (Q14-Q19):

質問 # 14

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. Opinion of the management
- C. Usability standards
- D. Statutory Code of Practice

正解: C

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 # 15

Which of the following is a principal task of the usability test moderator role?

- A. Define testing tasks
- B. Write a usability test plan
- C. Log usability problems
- D. Create a survey plan

正解: A

解説:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

質問 # 16

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

正解: B

解説:

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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質問 # 17

What is a usability test task?

- A. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- B. A test session in usability testing 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. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- **D. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time**

正解: D

解説:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

* Nielsen Norman Group: Writing Effective Usability Tasks

* Usability.gov: Usability Test Task Design

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質問 # 18

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

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

正解: C

解説:

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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質問 # 19

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