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The CTFL-UT certification exam covers a range of topics, including usability testing concepts and terminology, usability testing techniques, and usability test planning and execution. It also covers topics such as user interface design, user needs and expectations, and accessibility. CTFL-UT Exam is designed to test the candidate's ability to apply these concepts and techniques in practical scenarios, as well as their understanding of the underlying principles.

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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) certification exam is designed to test the knowledge and skills of software testers in evaluating and improving the usability of software products. CTFL-UT Exam is based on the ISTQB Foundation Level Syllabus and covers topics such as usability testing techniques, usability metrics, and usability evaluation methods.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q31-Q36):

### NEW QUESTION # 31

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. ii & iv are true, i, iii & v are false
  - B. i, ii & iii are true, iv & v are false
  - C. i & iii are true, ii, 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-Centered Design

Usability.gov: Planning and Conducting Usability Testing

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### NEW QUESTION # 32

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

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

**Answer: C**

Explanation:

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

**NEW QUESTION # 33**

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

**Answer: C**

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 # 34**

Which of the following statements about usability test plans is true?

- A. It should contain the briefing instructions
- **B. It contains a schedule**
- C. It contains the results of the test sessions
- D. It should be very elaborate and at least 10 pages

**Answer: B**

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option A) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document. Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template

Nielsen Norman Group, Usability Test Planning

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

### NEW QUESTION # 35

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check whether the usability test report conforms to the best practices
- B. Check that the usability test plan has been properly reviewed
- C. Check consumed resources regularly and compare with the estimates
- D. Check that findings are communicated to the stakeholders

**Answer: C**

Explanation:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO 9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

\* ISO 9001:2015 - Quality Management Systems

\* ISTQB: Usability Testing Guidelines

\* Nielsen Norman Group: Budgeting for Usability Testing

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### NEW QUESTION # 36

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