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ISTQB CTAL-TM-001 Exam Syllabus Topics:

Topic	Details
Topic 1	Managing the Test Activities: This section of the exam measures the skills of a Test Manager and covers the end-to-end coordination of testing work. Candidates must demonstrate how to plan testing—defining objectives, scope, resources, schedule, and risk treatments—then how to monitor progress against those plans, control deviations through corrective actions, and conclude testing with completion reports, archival of testware, and lessons learned sessions. The syllabus also explores tailoring test activities to project context, applying risk-based testing to focus effort where it matters most, shaping a coherent project test strategy, leading process improvement initiatives, and selecting and managing test tools throughout their lifecycle.
Topic 2	Managing the Team: This section of the exam measures the skills of a Test Lead and addresses the human side of test management. Candidates must demonstrate how to identify the skills required for each project, assess and develop team competence, and apply motivating leadership practices. The syllabus also covers stakeholder relationship management, understanding interests and influence, articulating the business case for testing, and balancing cost-of-quality considerations to ensure testing is properly resourced, communicated, and valued within the wider project.
Topic 3	Managing the Product: This section of the exam measures the skills of a Test Analyst and focuses on the artefacts under test and the metrics that describe them. Examinees show how to define and collect test metrics to monitor quality and progress, estimate effort and resources for different test scopes, and organize defect management workflows that fit sequential, iterative, or hybrid lifecycles. The aim is to ensure test outcomes align with objectives and inform stakeholders through clear reporting, while using estimation techniques and defect data to guide ongoing test and process improvements.

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ISTQB Certified Tester Advanced Level - Test Manager Sample Questions (Q77-Q82):

NEW QUESTION # 77

You are Test Manager working on a project which is improving the user interface for its call centre staff handling customer enquiries. The project has completed UAT for the first iteration; however a large number of defects were raised by call centre staff seconded to help with the User Acceptance testing.

The defects described the user interface as not being intuitive enough with a poor 'help' facility. A user representative spent a week working with developers and system testers to explain the issues, which were subsequently agreed to have resulted from poorly specified usability requirements.

The requirements were defined separately for each iteration and have been formally reviewed by business analysts, developers and the IT director.

The user representative was also able to answer a number of other questions that the system test team had regarding call centre workflows, which improved their domain knowledge.

You have been asked to conduct a project retrospective and recommend improvements for the next iteration which introduces further user interface changes. Which of the following would be the MOST effective improvement for the next iteration?

- A. System test analysts to attend external training on usability testing techniques.
- B. A call centre user representative to be seconded to the system test team to help improve test design.
- C. System test cases to incorporate usability testing and be reviewed by a call centre user representative.
- D. Call centre representatives to participate in reviews of the user interface requirements.

Answer: C

NEW QUESTION # 78

Given the following figures for the testing on a project, and assuming the failure rate for initial tests remains constant and that all retests pass, what number of tests remain to be run? 3 credits

- A. 0
- B. 1
- C. 2
- D. 3

Answer: D

Explanation:

Explanation/Reference:

Explanation:

NEW QUESTION # 79

When scheduling performance testing, which of the following approaches would be most advisable? [1]

- A. Deferring the start of performance testing until all functional defects have been resolved

- **B. Starting the performance testing during unit and integration testing**
- C. Leveraging end users to do unit-level performance testing and automated tools for system-level performance testing
- D. Requiring all performance tests to pass before starting functional testing

Answer: B

Explanation:

Performance testing is the process of determining the speed, responsiveness, and stability of a system under a given workload¹. Performance testing should be started as early as possible in the software development lifecycle, preferably during unit and integration testing, to identify and resolve performance issues before they become costly or risky². Starting performance testing early can also help to validate the performance requirements, design, and architecture of the system, as well as to optimize the performance testing strategy and scope³. Therefore, option A is the correct answer. Option B is incorrect because deferring the start of performance testing until all functional defects have been resolved can delay the detection and resolution of performance issues, increase the cost and effort of performance testing, and reduce the confidence and quality of the system⁴. Option C is incorrect because leveraging end users to do unit-level performance testing and automated tools for system-level performance testing can introduce inconsistency, bias, and inefficiency in the performance testing process, as well as compromise the reliability and validity of the performance test results. Option D is incorrect because requiring all performance tests to pass before starting functional testing can create unrealistic or unnecessary expectations, as well as hinder the progress and feedback of the functional testing activities. Reference: 1: ISTQB Glossary, Performance Testing 2: ISTQB Certified Tester - Performance Testing (CT-PT)³ 3: ISTQB Performance Testing - TesterYou⁴ 4: Performance Testing - ISTQB not-for-profit association : ISTQB - PERFORMANCE TESTING : Performance Testing - ISTQB not-for-profit association

NEW QUESTION # 80

You are the manager of a test team. You inherited most of these people from a previous manager who promoted technical skills, particularly programming skills. As a result, your people are very strong in test automation skills, white box testing and complex test design techniques. You have just been told that you can hire five new people. You want the new people to complement the existing skill sets and you want to be sure the team will have a strong mutual respect.

Given the following options, who should you hire? [3]

- **A. Hire a mix of people with strong testing and domain skills.**
- B. Hire customer support people who have experience with the customer interface.
- C. Hire college interns who can be trained by the existing people.
- D. Hire all black box testers because you are severely lacking in that skill set.

Answer: A

Explanation:

The best option to hire new people for your test team is to hire a mix of people with strong testing and domain skills. This means that the new people have both the technical knowledge and the business understanding to test the software system effectively and efficiently. Hiring a mix of people with strong testing and domain skills can complement the existing skill sets of your test team, as well as enhance the team's diversity, creativity, and collaboration. Hiring a mix of people with strong testing and domain skills can also help the team to achieve a balance between white box and black box testing, and to cover different aspects and perspectives of the software system. How to Build a Software Testing TeamHow to Hire a Software Tester Reference:

How to Build a Software Testing Team - Testim.io

How to Hire a Software Tester - The Ultimate Guide

NEW QUESTION # 81

A test log is one of the documents that need to be produced in this domain in order to provide evidence of testing. However, the level of detail of test logs can vary. Which of the following is NOT an influencing factor for the level of detail of the test logs being produced? 1 credit

- A. Regulatory requirements
- B. Level of test execution automation
- **C. Experience level of testers**
- D. Test level

Answer: C

Explanation:

Explanation/Reference:

Explanation:

NEW QUESTION # 82

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