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Behavior-driven development [Chelimsky10] allows a developer to focus on testing the code based on the expected behavior of the software. Because the tests are based on the exhibited behavior of the software, the tests are generally easier for other team members and stakeholders to understand. Specific behavior-driven development frameworks can be used to define acceptance criteria based on the given/when/then format:
Given some initial context,
When an event occurs,
Then ensure some outcomes.

QUESTION 15

An Agile team would like to implement Acceptance test first development. This is the workflow that they follow to implement that.
Create user story->make test cases from user stories-> execute both positive and negative tests-> verify tests-> solve bugs->integrate.
However, while testing, they found out that there were some misunderstanding in the user stories;therefore, the test cases that followed did not reflect what the user originally wanted. What the team should have had done ?

A. They should have let business representative only to write user stories
B. Since developers do the coding, they should have written the user stories
C. Conduct specification workshop where stories are analyzed, discussed and written collaboratively
D. Acceptance Test Driven development is not suitable for all type of project.

Correct Answer: C

Explanation/Reference:

As per the syllabus page 26: (2.3.2 The Role of a Tester in an Agile Team)
The role of a tester in an Agile team includes activities that generate and provide feedback not only on test status, test progress, and product quality, but also on process quality. In addition to the activities described elsewhere in this syllabus, these activities include:
-Understanding, implementing, and updating the test strategy
-Measuring and reporting test coverage across all applicable coverage dimensions
-Ensuring proper use of testing tools
-Configuring, using, and managing test environments and test data
-Reporting defects and working with the team to resolve them
-Coaching other team members in relevant aspects of testing
-Ensuring the appropriate testing tasks are scheduled during release and iteration planning
-Actively collaborating with developers and business stakeholders to clarify requirements, especially in terms of testability, consistency, and completeness
-Participating proactively in team retrospectives, suggesting and implementing improvements

QUESTION 16

Which of the following statements would you expect to be the MOST direct advantage of the whole-team approach?

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q21-Q26):

NEW QUESTION # 21
Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.
Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "analyze"-part
- C. The "iterate"-part
- D. The "design"-part

Answer: C

Explanation:
The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.
References:
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Human-Centered Design Activities
Nielsen Norman Group: Iterative Design in UX
###

NEW QUESTION # 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 resist using a software product which is essential for their daily work because it lacks usability
- B. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- C. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- D. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface

Answer: D

Explanation:
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
###

NEW QUESTION # 23
What is the System Usability Scale (SUS)?

- A. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- B. A requirement on the usability of a component of system
- C. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.
- 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.

Answer: C

Explanation:
The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.
References:
Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.
Usability.gov: System Usability Scale (SUS)
ISO/IEC 25062 - Common Industry Format for Usability Test Reports
###

NEW QUESTION # 24
You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.
Which of the following is a valid approach for evaluating the usability in this case?

- A. Usability Review
- B. Accessibility Evaluation
- C. Usability testing
- D. User surveys

Answer: A

Explanation:
When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method. Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.
Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.
References:
Nielsen Norman Group: Heuristic Evaluation
Usability.gov: Expert Reviews and Inspections
ISO 9241-110 - Usability Principles

NEW QUESTION # 25
Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team.
What are you going to do differently this time?

- A. Include contact details of the test participants so that the development team can contact them in case they have questions
- B. Include positive findings in the report, not only usability problems

- C. Add the low-priority findings you didn't include in the first report
- D. Make the report more detailed and longer

Answer: B

Explanation:
Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.
References:
Usability.gov: Reporting Usability Findings
Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format
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NEW QUESTION # 26

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