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BCS ISTQB Certified Tester Advanced Level - Test Management v3.0 Sample Questions (Q47-Q52):

NEW QUESTION # 47

To which category of cost of quality does "fixing a defect found during testing" belong?

- A. Appraisal costs
- B. External failure costs
- C. Defect prevention costs
- D. Internal failure costs

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus differentiates cost of quality into:
Prevention (to avoid defects),

Appraisal(to evaluate products, e.g., reviews, testing),

Internal failure(defects found before release, including the cost to fix during testing), and External failure(defects found after release). "Fixing a defect found during testing" is an internal failure cost, because the failure is detected and corrected prior to delivery (CTAL-TM v3.0, Organizational Test Management - economics of testing and cost of quality categories).

NEW QUESTION # 48

Management is sceptical regarding the budget request (€25,000) for the next testing project. You are asked for a cost-benefit calculation. Based on historical data from several projects, you have the following numbers:

Average prevention cost per defect: €200

Average cost of detection per defect: €400

Average cost of internal failure: €150

Average cost of external failure: €2,500

Expected number of defects to be found in this project during testing: 50 What is the result for the expected cost-benefit calculation for the upcoming project?

- A. €87,500
- B. €92,500
- C. €72,500
- D. €62,500

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

Using the cost of quality perspective in the syllabus, compute the savings from moving defects from external failure to internal discovery (prevention + appraisal + internal failure).

Internal discovery cost per defect: €200 + €400 + €150 = €750.

External failure cost per defect: €2,500.

Net saving per defect moved inside: €2,500 - €750 = €1,750.

For 50 defects: €1,750 × 50 = €87,500 # answer: €87,500. The syllabus directs test managers to articulate testing's value by quantifying avoided external failure costs against prevention, detection, and internal failure costs, supporting investment decisions and demonstrating ROI for testing initiatives (Chapter: Test Management in the Organization - economics/cost of quality; business case and benefit evaluation).

NEW QUESTION # 49

During a test process improvement initiative, defect information is gathered to perform defect cluster analysis.

Which aspect is most likely being targeted for improvement?

- A. To reduce the total number of defects.
- B. To improve the defect removal efficiency.
- C. To better understand risk and focus testing, as part of risk-based testing.
- D. To minimise the costs associated with defects.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

Defect clustering (e.g., Pareto-style concentration of defects in certain components) is used to inform risk-based testing so that testing can be prioritized and focused on the riskiest areas of the product. In the CTAL-TM v3 syllabus, the test manager uses defect data and trends to prioritize test effort, allocate test depth/techniques where risk is higher, and provide traceable justification in planning and control (Chapter 4: Risk-Based Testing and effort allocation; Chapter 3: Test Planning - using historical/defect data to shape the approach and focus).

NEW QUESTION # 50

You are a test manager managing a test team and working at a government agency. The test team is responsible for performing the

system test. Senior management has been provided with the following test objective for a new project:

"The system should be of high quality."

Using the SMART goal methodology, which of the following statements would be appropriate as a revision to the defined test objective by management?

- A. At least three weeks of system testing shall be performed and no major defects will be outstanding before going live
- B. During component testing a statement coverage of 90% shall be achieved
- C. The number of user issues reported in the first 3 months after going live shall be less than an average of 1 per week
- D. All defined requirements shall be implemented and function without problems

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus requires that test objectives be SMART: Specific, Measurable, Achievable, Relevant, and Time-bound. Option C is specific ("user issues"), measurable ("< 1 per week"), achievable (depending on context), relevant to system quality in production, and time-bound ("first 3 months after going live").

A is not measurable ("...without problems" is vague).

B is partially SMART but uses ambiguous terms ("major defects") and focuses on elapsed time rather than quality outcomes.

References: ISTQB CTAL-TM v3.0 Syllabus-Chapter 3 (Test Planning: defining measurable test objectives and SMART criteria; aligning objectives to levels and stakeholders).

NEW QUESTION # 51

You are involved in the selection of a test management tool and have decided to calculate the ROI for the two potential tools: TestMaker and ImproveIT.

TestMaker is priced at €15,000 with yearly maintenance costs of €1,500. Its traceability to requirements feature is strong and the defect management process can easily be customised to meet the needs of the organisation. Effort for test management activities is expected to decrease by 20%.

ImproveIT is priced at €20,000 with yearly maintenance costs of €2,500. Its traceability feature is also strong and has a high level of usability. It also has interesting options for adding extensions to its features in the future. Effort for test management activities is expected to decrease by 30%.

Based on the calculated ROI, which tool would you suggest?

- A. ImproveIT
- B. There is too little information to accurately calculate the ROIs
- C. TestMaker
- D. None of the tools, since they do not provide a positive ROI

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

In Test Tool and Automation, the syllabus states that determining the business case/ROI for a tool requires identifying and quantifying all relevant costs (acquisition, maintenance, training, pilot/rollout, integration, customization) and benefits (e.g., effort reduction across activities, quality and cycle-time gains), then comparing them over a defined period within the organization's context. A % effort reduction alone is insufficient without knowing the baseline effort/cost, number of users, training/transition costs, and implementation scope. Therefore, ROI cannot be accurately computed with the given data.

(Reference: CTAL-TM v3.0 - Test Tool and Automation: tool selection and introduction; establishing a business case/ROI by quantifying costs and benefits; considering acquisition, maintenance, training, pilot, integration, process changes, and productivity gains.)

NEW QUESTION # 52

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