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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 2	• Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.
Topic 3	• Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.
Topic 4	• Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.

ISTQB Certified Tester Usability Tester Sample Questions (Q21-Q26):

NEW QUESTION # 21

A "usability requirement" is:

- A. A requirement how to conduct a usability test
- **B. A requirement on the usability of a component or system**
- C. A requirement needed for a usability tester
- D. A requirement needed to define the size of a mobile phone used in a usability test

Answer: B

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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NEW QUESTION # 22

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- **B. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate**
- C. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- D. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate

Answer: B

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 23

What location is NOT suitable for conducting a usability test?

- **A. A room where no action of the user can be seen or recorded by any means.**
- B. A room at the place where the test participant lives or works.
- C. A public place, such as a café.
- D. Two office rooms that are connected by a video link.

Answer: A

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real-world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 24

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. Quadruple A (AAAA)
- C. Single A (A)
- **D. Triple A (AAA)**

Answer: D

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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NEW QUESTION # 25

What is the System Usability Scale (SUS)?

- **A. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- B. 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.
- C. 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.
- D. A requirement on the usability of a component of system

Answer: A

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

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NEW QUESTION # 26

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