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The CTFL-UT exam is ideal for individuals who are involved in the design, development, and testing of software applications, particularly those who are interested in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is also suitable for individuals who are interested in pursuing a career in software testing, as it provides a solid foundation in the fundamental concepts of usability testing. The CTFL-UT exam is recognized globally and is considered a valuable credential for professionals in the software testing industry.

The CTFL-UT exam is particularly important for organizations that are involved in the development of software, websites, and mobile applications. These organizations need to ensure that the products they create are not only functional but also user-friendly. By employing certified usability testers, they can ensure that their products meet the needs of their users and provide a positive user experience. The CTFL-UT Exam enables individuals to gain the knowledge and skills necessary to provide this service.

The CTFL-UT exam consists of 40 multiple-choice questions that must be answered within 60 minutes. CTFL-UT exam is available in multiple languages and can be taken online or at a testing center. The passing score for the exam is 65%, and the exam is designed to test the knowledge and skills of testers in the field of usability testing.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q17-Q22):

NEW QUESTION # 17

What location is NOT suitable for conducting a usability test?

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

Answer: D

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 # 18
A "usability requirement" is:

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

Answer: D

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 # 19
What is a usability test task?

- A. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- B. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post- session interview questions
- C. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- 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: D

Explanation:
A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product").
The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test

script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.
References:
* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
* Nielsen Norman Group: Writing Effective Usability Tasks
* Usability.gov: Usability Test Task Design
##

NEW QUESTION # 20
Which of the following is a principal task of the usability tester role?

- A. Define testing tasks
- B. Communicate with test participant
- C. Perform pre-session briefing of participants
- D. Discuss findings from usability test

Answer: B

Explanation:
The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.
Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.
Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.
References:
Usability.gov, Usability Testing Basics
Nielsen Norman Group, Moderating Usability Tests
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities
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NEW QUESTION # 21
You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.
You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.
Which of the following user questionnaires allow benchmarking against previous usability measurements?
i. SUS
ii. SUMI
iii. WAMMI

- A. i is true, ii & iii are false
- B. i, ii and iii are true
- C. ii & iii are true, i is false
- D. i & ii are true, iii is false

Answer: B

Explanation:
SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.
Therefore, all three-i, ii, and iii-are true, making D the correct answer.
References:
Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale
Kirakowski, J. (1994). SUMI Development
Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 22

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