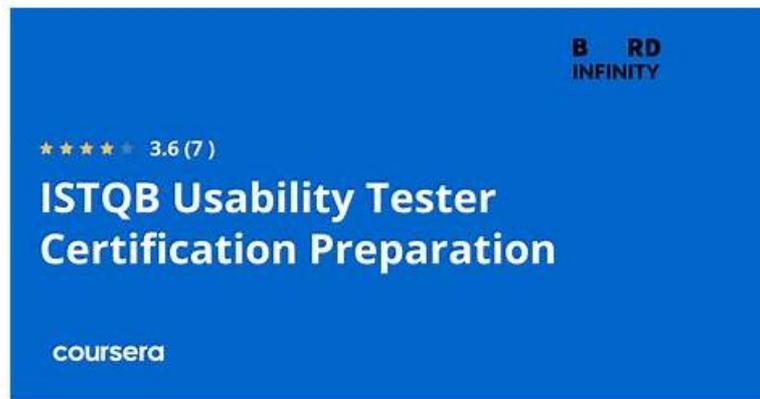


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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.
Topic 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.
Topic 5	<ul style="list-style-type: none"> • 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 6	<ul style="list-style-type: none"> • Usability and Accessibility Standards: This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.
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ISTQB Certified Tester Usability Tester Sample Questions (Q19-Q24):

NEW QUESTION # 19

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Help and documentation
- B. Visibility of system status
- C. User control and freedom
- D. Aesthetic and minimalist design

Answer: C

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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NEW QUESTION # 20

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is quantitative
- B. Testing happens on a regular basis, e.g. each Monday
- C. Testing focuses on instant redesigns and confirming made changes
- D. Testing is informal and many potential users can be accessed

Answer: C

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects

the purpose and approach of RITE.

References:

- * Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method
- * Nielsen Norman Group: Rapid Iterative Testing
- * Usability.gov: RITE Method Overview

NEW QUESTION # 21

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. Add the low-priority findings you didn't include in the first report
- **C. Include positive findings in the report, not only usability problems**
- D. Make the report more detailed and longer

Answer: C

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 # 22

What does the Equality Act address?

- A. It states that websites have to adhere to the WCAG conformity level AA
- B. It states that websites have to adhere to the WCAG conformity level A
- C. It obligates organizations to make sites accessible at all costs
- **D. It protects people from discrimination in the workplace and in wider society**

Answer: D

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 23

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- A. Which mobile operating system do you prefer?
- **B. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!**

