

Test CTFL-UT Centres, Latest CTFL-UT Exam Pattern

| CTFL - Usability Testing Exam Summary: | |
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| Vendor | ISTQB |
| Exam Code | CT-UT |
| Full Exam Name | ISTQB Certified Tester Usability Testing |
| Number of Questions | 40 |
| Sample Questions | ISTQB CTFL - Usability Testing Exam Sample Questions and Answers |
| Practice Exam | ISTQB Certified Tester Foundation Level - Usability Testing (CT-UT) Practice Test |
| Passing Score | 26/40 |
| Time Limit | 60 Minutes |
| Exam Fee | USD \$199 |

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The ISQI CTFL-UT exam covers six different elements of usability testing, which are: understanding usability, planning usability tests, executing usability tests, analyzing and reporting usability test findings, usability for mobile devices, and accessibility. These topics are essential in today's digital era, where ease of use and accessibility are critical factors for user adoption and retention of a product or service.

The CTFL-UT Certification Exam covers various topics related to usability testing, including the principles and practices of usability testing, the role of usability testing in the software development lifecycle, and the techniques and tools used in usability testing. CTFL-UT exam also covers the basics of usability testing standards and guidelines, as well as the legal and ethical issues related to usability testing.

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The CTFL-UT Certification Exam covers a wide range of topics, including usability testing basics, usability test planning and preparation, usability test execution and analysis, and usability test reporting. Candidates will learn about the different types of usability testing techniques, such as heuristic evaluation, cognitive walkthroughs, and user testing. They will also gain an understanding of the different types of usability defects and how to identify and report them.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q18-Q23):

NEW QUESTION # 18

As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.

Given this information, what is the best approach to verify the usability at the current stage?

- **A. Usability review**
- B. Usability maturity assessment
- C. Usability test in the lab
- D. Unmoderated usability test

Answer: A

Explanation:

At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.

References:

Nielsen Norman Group: When to Use Heuristic Evaluation

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Usability Evaluation Types

NEW QUESTION # 19

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

- A. Write survey plan, write schedule, 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, interview users and stakeholders, 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 # 20

What is good accessibility?

- **A. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility**
- B. Good usability of a software product by people with limited knowledge of the software
- C. Good usability of a software product on all devices (smart phone, computer, etc.)
- D. Good usability regardless of disturbances like bright sunlight, noise or wind

Answer: A

Explanation:

Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring

that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.

References:

WCAG 2.1 Guidelines - W3C

ISO 9241-171:2008 - Guidance on software accessibility

Usability.gov: Accessibility Basics

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NEW QUESTION # 21

Which of the following statements about usability test plans is true?

- A. It should be very elaborate and at least 10 pages
- **B. It contains a schedule**
- C. It should contain the briefing instructions
- D. It contains the results of the test sessions

Answer: B

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document.

Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template

Nielsen Norman Group, Usability Test Planning

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

NEW QUESTION # 22

What is a usability test task?

- A. 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
- B. 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)
- C. 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
- **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

