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The CTFL-UT certification exam covers the fundamentals of usability testing, including the importance of user experience, how to plan and conduct usability tests, and how to analyze and report usability test results. CTFL-UT exam also covers various techniques for measuring usability, such as heuristic evaluations and user surveys. Additionally, the exam covers the role of usability testing in the software development life cycle and the importance of collaboration between usability testers and other stakeholders.

ISQI CTFL-UT exam consists of 40 multiple-choice questions that need to be answered within 60 minutes. The passing score for the exam is 65%, and candidates who successfully pass the exam will be awarded the ISQI CTFL-UT Certification. ISTQB Certified Tester-Foundation Level - Usability Testing certification is valid for five years, after which professionals will need to renew their certification. CTFL-UT exam is a great way for professionals to demonstrate their knowledge and skills in the field of usability testing and enhance their career prospects.

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## Trust Valid Exam CTFL-UT Book, Pass The ISTQB Certified Tester-Foundation Level - Usability Testing

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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is a globally recognized certification that validates the knowledge and skills required for testing the usability of software applications. Usability testing is a crucial aspect of software testing as it ensures that the end-users can use the software seamlessly and efficiently. The CTFL-UT Certification Exam focuses on the principles and best practices of usability testing, including planning, designing, executing, and reporting usability tests.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q12-Q17):

NEW QUESTION # 12

A "usability requirement" is:

- A. A requirement needed for a usability tester
- B. A requirement needed to define the size of a mobile phone used in a usability test
- C. A requirement how to conduct 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 # 13

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Functional problem
- **B. Good idea**
- C. Positive finding
- D. Usability problem

**Answer: B**

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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### NEW QUESTION # 14

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Statutory Code of Practice
- **B. Usability standards**
- C. Opinion of the management
- D. Functional requirements

**Answer: B**

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option D) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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### NEW QUESTION # 15

What is a usability test task?

- **A. 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**
- 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 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)
- D. 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

**Answer: A**

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

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### NEW QUESTION # 16

What is the System Usability Scale (SUS)?

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

**Answer: D**

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 # 17

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