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ISTQB 是一個成功的公司，提供各種認證和考試。通過 CT-UT 考試是其中的核心要求。將帶來一個新的前沿，對你的職業道路起著如此重要的角色。CT-UT 認證考試的考題按照相同的教學大綱，其次是實際的 ISTQB 的 CT-UT 認證考試，我們也是不斷的升級我們的培訓資料，你得到的所有產品高達1年的免費更新，你也可以隨時延長更新訂閱時間，你將得到更多的時間來充分準備考試。

ISTQB CT-UT 考試大綱：

主題	簡介
主題 1	<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.
主題 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.
主題 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.
主題 4	<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.

>> CT-UT認證 <<

最新的CT-UT認證和最新的ISTQB認證培訓 - 高通過率的ISTQB ISTQB Certified Tester Usability Tester

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最新的 Usability Testing CT-UT 免費考試真題 (Q22-Q27):

問題 #22

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

答案： C

解題說明：

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 B) 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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問題 #23

Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- B. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.
- C. Positive usability findings allow a better view of the usability of the product.
- D. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.

答案： A

解題說明：

Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:

A: Build developer confidence and soften criticism when pointing out issues.

C: Provide a complete picture of usability strengths and weaknesses.

D: Inform developers what should remain unchanged during redesign.

However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.

References:

Nielsen Norman Group: Communicating Usability Findings

Usability.gov: Best Practices for Usability Reporting

ISO 25062 - Usability Test Report Content

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問題 #24

What is the System Usability Scale (SUS)?

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

答案： D

解題說明：

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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問題 #25

You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.

Which of the following is a valid approach for evaluating the usability in this case?

- **A. Usability Review**
- B. User surveys
- C. Accessibility Evaluation
- D. Usability testing

答案： A

解題說明：

When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method.

Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.

Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.

References:

Nielsen Norman Group: Heuristic Evaluation

Usability.gov: Expert Reviews and Inspections

ISO 9241-110 - Usability Principles

問題 #26

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. That depends on the accessibility of the website
- B. The usability of the website is good - five minutes is a fair amount of time
- **C. That depends on the context of use as users may have different expectations**
- D. The usability of the website is bad - five minutes is way too long

答案： C

解題說明：

Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user

familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Nielsen Norman Group: Context of Use in Usability Testing

Usability.gov: Usability and Context of Use

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問題 #27

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