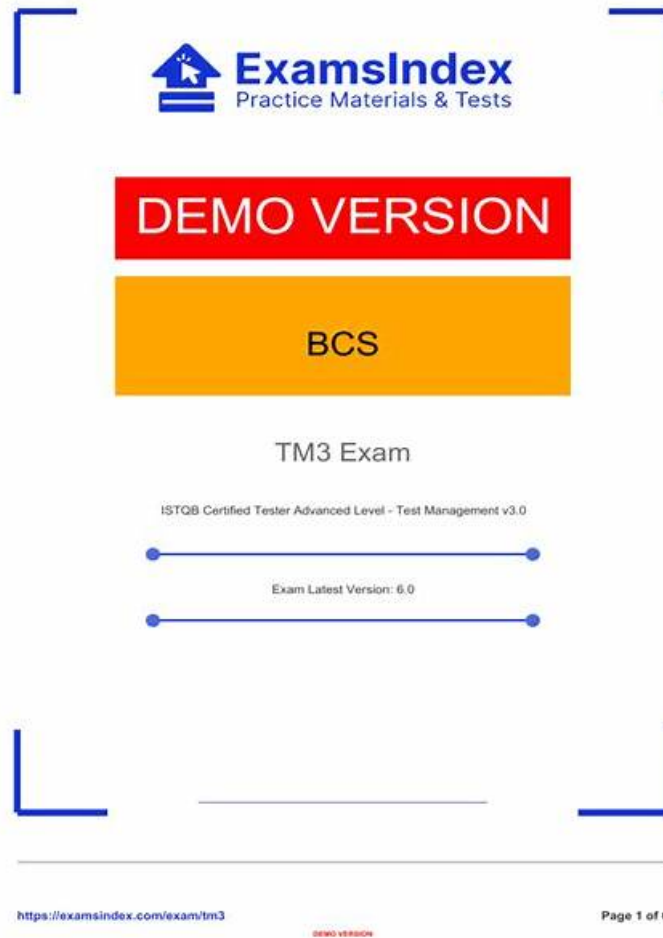


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BCS ISTQB Certified Tester Advanced Level - Test Management v3.0 Sample Questions (Q24-Q29):

NEW QUESTION # 24

You are involved in the selection of a test management tool and have decided to calculate the ROI for the two potential tools: TestMaker and ImproveIT.

TestMaker is priced at €15,000 with yearly maintenance costs of €1,500. Its traceability to requirements feature is strong and the defect management process can easily be customised to meet the needs of the organisation. Effort for test management activities is expected to decrease by 20%.

ImproveIT is priced at €20,000 with yearly maintenance costs of €2,500. Its traceability feature is also strong and has a high level of usability. It also has interesting options for adding extensions to its features in the future. Effort for test management activities is expected to decrease by 30%.

Based on the calculated ROI, which tool would you suggest?

- A. TestMaker
- **B. There is too little information to accurately calculate the ROIs**
- C. None of the tools, since they do not provide a positive ROI
- D. ImproveIT

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

In Test Tool and Automation, the syllabus states that determining the business case/ROI for a tool requires identifying and quantifying all relevant costs (acquisition, maintenance, training, pilot/rollout, integration, customization) and benefits (e.g., effort reduction across activities, quality and cycle-time gains), then comparing them over a defined period within the organization's context. A % effort reduction alone is insufficient without knowing the baseline effort/cost, number of users, training/transition costs, and implementation scope. Therefore, ROI cannot be accurately computed with the given data.

(Reference: CTAL-TM v3.0 - Test Tool and Automation: tool selection and introduction; establishing a business case/ROI by quantifying costs and benefits; considering acquisition, maintenance, training, pilot, integration, process changes, and productivity gains.)

NEW QUESTION # 25

You are currently leading an independent test team. Based on the information given in the scenario, identify how the team could be improved most effectively.

- A. By providing a workshop on test design techniques
- **B. By providing training in the payroll domain**
- C. By providing training on reviewing requirements
- D. By providing specific training on the systems being tested

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

According to the ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus (Chapter 7: People Skills - Team Composition), team performance can be significantly improved by ensuring that testers possess an appropriate mix of domain knowledge, technical skills, and interpersonal skills.

"An effective test team requires a balance between technical knowledge, testing skills, and knowledge of the business domain." (ISTQB CTAL-TM v3.0 Syllabus, Chapter 7 - People Skills, Section: Test Team Dynamics and Skill Development) When a team lacks understanding of the business domain, such as payroll in this scenario, they may:

Struggle to interpret requirements or identify key risk areas.

Miss critical business logic defects.

Design test cases that fail to cover realistic user workflows.

Therefore, the most effective improvement would be training in the payroll domain - strengthening their domain expertise to enhance test design quality, communication with stakeholders, and defect detection effectiveness.

Why the Other Options Are Incorrect:

B). Workshop on test design techniques - Enhances technical testing skill but does not address lack of domain understanding.

- C). Specific training on the systems being tested- Improves system familiarity but still lacks insight into business rules and domain-driven testing.
- D). Training on reviewing requirements- Improves requirement analysis, but without domain knowledge, reviewers cannot effectively validate correctness or completeness.
- References (from ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus):
 Chapter 7: People Skills - Team Composition
 Section: Test Team Dynamics and Skill Development
 States that domain knowledge training is critical for tester effectiveness.
 Emphasizes the need for balance among technical, testing, and business knowledge.

NEW QUESTION # 26

Assume that you have calculated the following costs of quality:

Average cost of detection: €350

Average cost of internal failure: €250

Average cost of external failure: €4,500

The average costs of detection and internal failure are calculated using the number of defects found prior to release, while the average cost of external failure is calculated using the number of defects found after release.

What is the saving in cost of quality for each defect found in testing?

- A. €4,400
- **B. €3,900**
- C. €4,600
- D. €5,100

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus explains the cost of quality (CoQ) perspective for testing and distinguishes between pre-release costs (e.g., detection/appraisal and internal failure costs) and post-release costs (external failure costs). When a defect is found during testing, you incur detection and internal failure costs; if it escapes to production, you incur the (typically much higher) external failure cost.

The saving per defect found in testing is calculated as:

External failure # (Detection + Internal failure) = €4,500 # (€350 + €250) = €4,500 # €600 = €3,900.

This aligns with the syllabus guidance to quantify testing's economic value by comparing avoided external failure costs with the costs of detecting and fixing defects before release (CoQ view).

NEW QUESTION # 27

Management is sceptical regarding the budget request (€25,000) for the next testing project. You are asked for a cost-benefit calculation. Based on historical data from several projects, you have the following numbers:

Average prevention cost per defect: €200

Average cost of detection per defect: €400

Average cost of internal failure: €150

Average cost of external failure: €2,500

Expected number of defects to be found in this project during testing: 50 What is the result for the expected cost-benefit calculation for the upcoming project?

- **A. €87,500**
- B. €92,500
- C. €72,500
- D. €62,500

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

Using the cost of quality perspective in the syllabus, compute the savings from moving defects from external failure to internal discovery (prevention + appraisal + internal failure).

Internal discovery cost per defect: €200 + €400 + €150 = €750.

External failure cost per defect: €2,500.

Net saving per defect moved inside: €2,500 - €750 = €1,750.

For 50 defects: €1,750 × 50 = €87,500. The syllabus directs test managers to articulate testing's value by quantifying avoided external failure costs against prevention, detection, and internal failure costs, supporting investment decisions and demonstrating ROI for testing initiatives (Chapter: Test Management in the Organization - economics/cost of quality; business case and benefit evaluation).

NEW QUESTION # 28

You have been contracted to manage the user acceptance testing of a new reservation system for a travel agency. The reservation system is being developed by a third party. Detailed specifications are available, and an estimate of the total development effort exists. The system will be delivered in four agreed increments.

Which of the following estimation techniques would be most appropriate to use in this context?

- A. Planning poker
- B. Extrapolation
- C. Wide-band Delphi
- D. Estimation based on ratios

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus describes ratio-based estimation (e.g., estimating test effort as a proportion of known or estimated development effort) as appropriate when reliable development-effort data or estimates and clear scope are available. Here, detailed specifications exist, overall development effort is estimated, and increments are defined-conditions well-suited to ratio-based estimation.

Extrapolation requires comparable historical test data for this context.

Wide-band Delphi is useful when data is scarce and expert consensus is needed.

Planning poker is typically used by Agile development teams to size user stories, not for contracting UAT with a third party.

NEW QUESTION # 29

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