

CT-UT資格取得 & CT-UT日本語版復習指南



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ISTQB CT-UT 認定試験の出題範囲:

トピック	出題範囲
トピック 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.
トピック 2	<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.
トピック 3	<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.

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ISTQB Certified Tester Usability Tester 認定 CT-UT 試験問題 (Q39-Q44):

質問 # 39

Which of the following is a principal task of the usability test moderator role?

- A. Write a usability test plan

- B. Log usability problems
- C. Create a survey plan
- **D. Define testing tasks**

正解: D

解説:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

質問 # 40

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. Positive finding
- C. Usability problem
- **D. Good idea**

正解: D

解説:

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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質問 # 41

Which of the following statements about usability test scripts is wrong?

- A. It contains post-session interview questions.
- B. It contains pre-session interview questions.
- C. It is a checklist used by the moderator of a usability test.
- **D. It contains answers to the test questions.**

正解: D

解説:

A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance-not testing users'

knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.

References:

Usability.gov: Creating a Test Script

Nielsen Norman Group: Usability Testing Tools and Documentation

ISO 25062 - Guidelines for Usability Reporting

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質問 # 42

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

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- **C. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate**
- D. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate

正解: C

解説:

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

質問 # 43

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that the usability test plan has been properly reviewed
- **B. Check consumed resources regularly and compare with the estimates**
- C. Check whether the usability test report conforms to the best practices
- D. Check that findings are communicated to the stakeholders

正解: B

解説:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO

9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

* ISO 9001:2015 - Quality Management Systems

* ISTQB: Usability Testing Guidelines

* Nielsen Norman Group: Budgeting for Usability Testing

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