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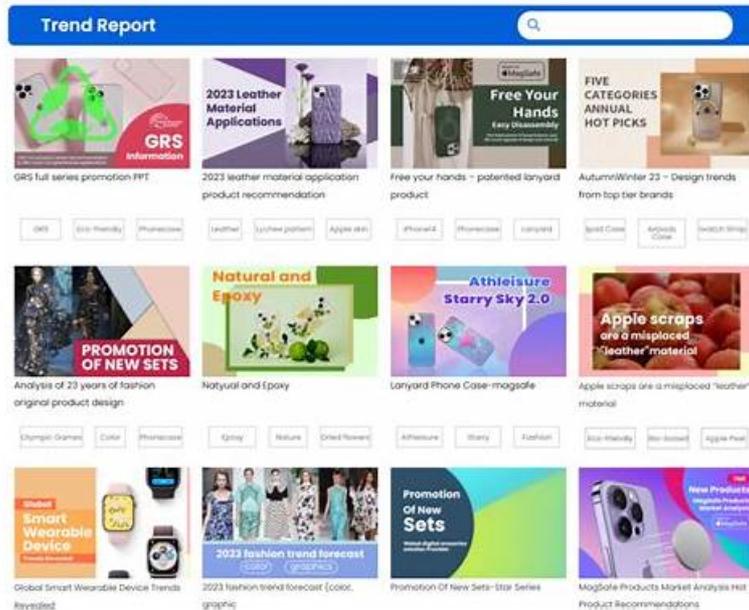
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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.
Topic 4	• 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 Sample Questions (Q30-Q35):

NEW QUESTION # 30
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on user tests, formative evaluations require experts
- B. Summative evaluations assess the outcome, formative evaluations focus on improvement
- C. Summative evaluations focus on improvement, formative evaluations assess the outcome
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: B

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.
References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
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NEW QUESTION # 31
In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on quantitative usability evaluations
- B. They also seek to address users with limitations
- C. They use prototyping in their development process
- D. They focus on agile development

Answer: B

Explanation:
When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.
References:
W3C: Accessibility Fundamentals
ISO 9241-171 and 210 - Accessibility and Human-Centered Design
ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 32
A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button

of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.
Which of the following heuristics would best describe this usability issue?

- A. User control and freedom
- B. Visibility of system status
- C. Help and documentation
- D. Aesthetic and minimalist design

Answer: A

Explanation:
The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.
This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.
This design flaw undermines user autonomy and can result in lost progress or frustration.
References:
Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles
###

NEW QUESTION # 33
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, recruit users, remind users, communicate
- D. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate

Answer: D

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 # 34
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 # 35

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