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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.
Topic 2	• 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 3	• 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 4	• Usability and Accessibility Standards: This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.

Topic 5	• 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 6	• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.

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ISTQB Certified Tester Usability Tester Sample Questions (Q17-Q22):

NEW QUESTION # 17
How can the approach for conducting user surveys be summarized best?

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

Answer: B

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 # 18
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

Answer: D

Explanation:
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

NEW QUESTION # 19
Which of the following is a principal task of the usability tester role?

- A. Communicate with test participant
- B. Perform pre-session briefing of participants
- C. Define testing tasks
- D. Discuss findings from usability test

Answer: A

Explanation:
The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.
Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.
Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.
References:
Usability.gov, Usability Testing Basics
Nielsen Norman Group, Moderating Usability Tests
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities
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NEW QUESTION # 20
Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.
Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "analyze"-part
- C. The "iterate"-part
- D. The "design"-part

Answer: C

Explanation:
The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration

likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.
References:
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Human-Centered Design Activities
Nielsen Norman Group: Iterative Design in UX
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NEW QUESTION # 21

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Accessibility evaluation
- B. Usability maturity assessment
- C. Risk assessment
- D. Usability evaluation

Answer: D

Explanation:
A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.
Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.
Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.
References:
ISO 9241-11:2018 - Usability Definitions and Concepts
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Types of Usability Evaluations
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NEW QUESTION # 22

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